Zoom and Learn – ServiceNow

December 3, 2020

Introduction

Monthly
CPE Eligible
Survey
Session is Recorded
Q&A

Today's Presenters

Robert Carkeek

Finance Service Leader

Evan Kincl

Customer Service Manager

Fabian Benabente

Senior Manager, Accounting

Welcome

- **Zoom & Learn Housekeeping Items**
- Please mute your mic
- Please edit your name in Zoom to reflect your first and last name for attendance tracking
  - Participants > Hover over yourself > “More” > “Rename”
- We will take Q&A breaks throughout the presentation so please submit questions using the chat window
- **Introduction to Today’s Presenters**
- Robert Carkeek
- Evan Kincl
- Fabian Benabente

Zoom & Learn Agenda – December 3, 2020

1. **Finance Service Initiative/Council (Bob)**
2. **Areas of Finance in MSC (Bob)**
   a) Who has access
   b) Ticket Types and Assignment Groups
   c) Ticket Volume
   d) What is an SLA – list priorities
3. **The journey of an issue – I have a question (Fabian)**
4. **Knowledge content (Evan)**
   a) How to search for Knowledge Articles
   b) Overview of current KA's that are published
5. **How to submit a ticket (Evan)**
   a) Search for tiles
   b) Identifying correct tile to use
   c) Reminder: Email inboxes are going away
6. **Triage process (Fabian/Bob/Evan)**
   a) Resolution process (confirm resolution, survey, etc.)
   b) Ticket transfer
7. **Reporting/Dashboards** – Finance SLA chart (example). 7-month SLA trend. Where we started. (Evan/Bob)

“You are what you do, not what you say you’ll do…”

- Carl Jung

What did we do in 2020?

- We launched a comprehensive Finance Service Initiative that will span 2020 and continue into 2021 and beyond.
- Our primary mission was to build a customer focused culture of service to deliver service excellence which in turn, enables improved productivity and profitable growth by:
  - ✓ Making it EASY for our customers to do “business” with us resolve their needs;
  - ✓ Making it EASY for our Finance team to resolve the needs of our customers and deliver excellent service; and,
  - ✓ Making it EASY to monitor, measure & report on our success to enable continuous improvement.

SERVICE EXCELLENCE – LEADERSHIP TEAM

Executive Sponsor
Derrek Gafford

Initiative Leader
Norm Frey

IT Partner
Steve Richards

Coordinating With HR
Andrea Brogger & Virgilio Cintron

Function/Finance Area	Team Member Creating & Sustaining a Culture of Service Excellence
Finance Service Leader	Bob Carkeek
Order to Cash	Shubha Blaustein Jennilin Franz – PeopleReady Chris King – PeopleManagement & PeopleScout
Purchase to Pay	Tracy Barnes & Evan Kincl
Payroll Services	Tracy Barnes & Evan Kincl
Risk & Safety	Renee Boss
Accounting & Reporting	Fabian Benabente
Tax	Ted Smith & Snejana Spinu
Treasury	Angela Ruley
Internal Audit	Angela Treleven
Financial Planning & Analysis	Alyssa Tiedeman

Service Council Guiding Principles

- Service Excellence is a way of working. It is the ***how*** we do our work.

- Service delivery is and will continue to be the top priority as a Finance organization. Quality of service is our primary role and will demand our best.

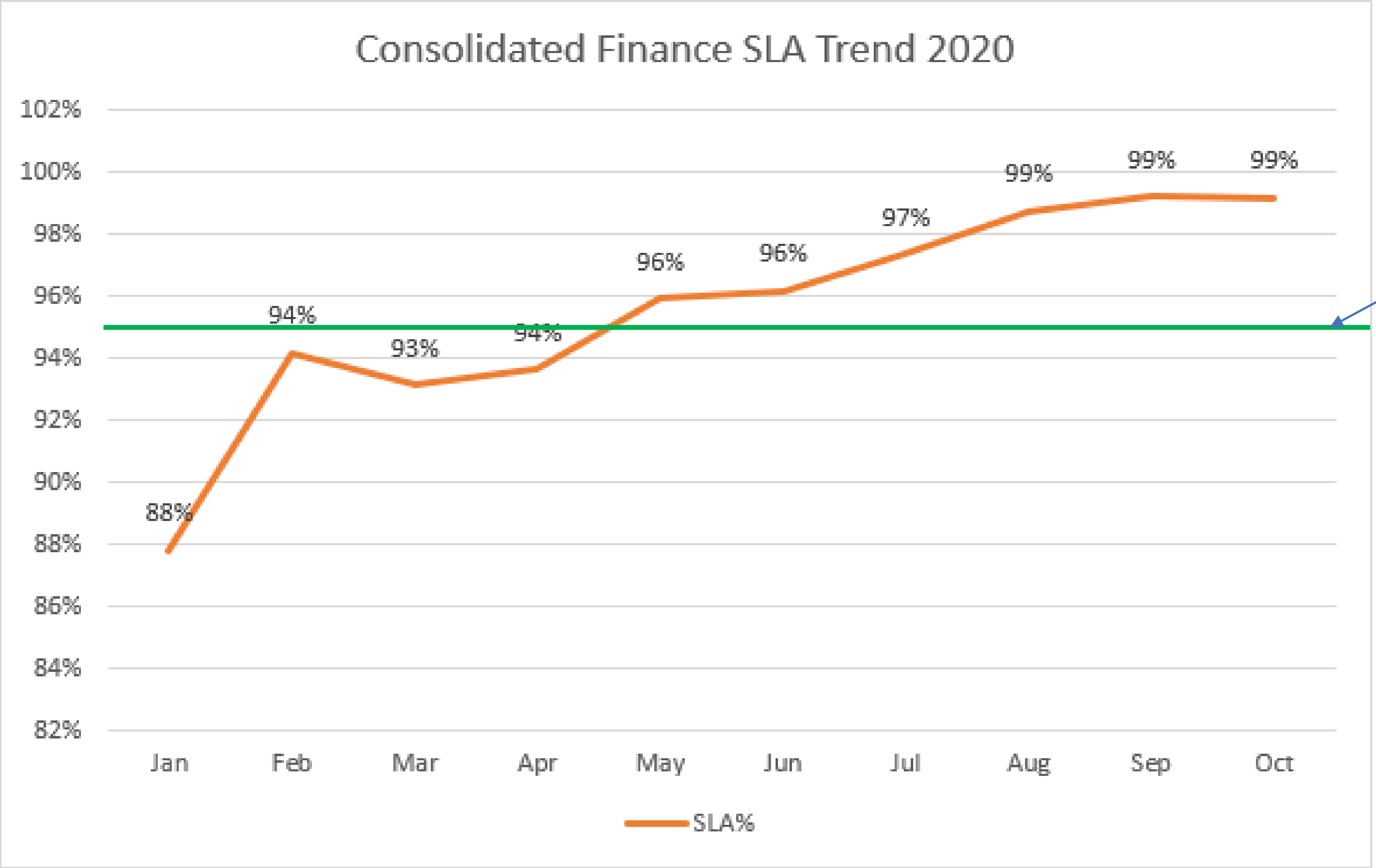
- We will engage with operations to focus our service delivery on what matters most and service level agreements which measure our success in delivering what matters most.

- The establishing of goals and metrics for 2020 and the enhancement of goals and metrics for 2021. This includes both quantitative and qualitative measure which are aligned with Brand President expectations and consistent across all Finance.

Progress highlights to date

- All of FINANCE is up and fully functional on the ServiceNow tool. Payroll, Order to Cash, Purchase to Pay, Risk, Accounting, FP&A, Corporate Tax, Treasury, Audit.
- MyServiceCenter (https://trueblue.service-now.com/mysc) is available to our customers as a resource to either self-serve or submit a service request.
- 2020 has seen over 100 functional ServiceNow enhancements! An additional 50+ items are currently being scoped and prioritized for early 2021. This roadmap continues to grow as additional functionality needs are discovered.
- Significant focus on ServiceNow usage skills development. Teams routinely identifying root causes for service performance issues and developing solutions.
- Monthly Brand Reporting
- Weekly Reporting specific to ALL teams
- Transactional Customer Satisfaction survey associated with resolved Customer Service tickets (7 day interval). "**I am satisfied with the service I received, Y/N**". Results analyzed monthly.. For October, we received 421 responses with 88% saying YES. This is close to our revised and higher target of 90%. An outreach program has been implemented in Q4 in order to help us better understand the NO responses and improve our quality.
- Improving SLA, YTD trend (through October)
- **143** Service Excellence Achievements awarded through October 2020
- The 1TrueTeam Finance site is a spring board to ServiceNow (MyServiceCenter) for all employees and our 270+ SEARCHABLE knowledge articles (short 1 to 2 paragraph article) to address common needs without a service now ticket. Knowledge article hits are being monitored and indicate active use.
- **Internal email boxes will be disabled at year end. All service requests will be initiated via My ServiceCenter. This has been communicated at 1TrueTeam, in monthly 1Force articles & bounce back messages with each email ServiceNow request.**

FINANCE SLA Progress – 10 MONTHS



2020 Target SLA – 95%

Service Excellence TARGETS

2021

Build on 2020

Higher Improvement Targets

1. **Customer satisfaction survey > 80%.**
2. **SLA Performance > 95% Every Day**
   - *Accelerate SLA's based on customer feedback.*
3. **Customer satisfaction scoring by Service Ticket > 95%**
4. **25% reduction to service request ratio.**

Service Excellence 2020

1. **Customer satisfaction survey > 70%. July 2020 Result 72%**
   - *Next semi-annual survey December 2020*
2. **SLA Performance > 95% by end of 2020.**
   - *Almost achieved by every dept every day*
3. **Customer satisfaction scoring by ServiceNow ticket > 80%**
   - *Achieved & target Increased to 90%*

Ticket Types/Assignment Groups/Ticket Volume

Common organizational breakdowns by Finance ServiceNow Table:

Finance – Ticket Types	Payroll – Assignment Groups	Risk – Categories (ticket subject)
Business & Corporate Finance	Payroll	Certificate of Insurance
Business Finance – PR	Payroll Leadership Team	Comp Code
Corporate Tax	Payroll Systems	General
Incentive Compensation	Payroll Tax	Safety
Treasury	PeopleManagement Payroll	Wrap-up
Email	PeopleReady Payroll	Behavioral Survey
Order to Cash	Prevailing Wage	WC Claims Questions
Purchase to Pay	Garnishments	
Converted	Verifications	
Accounting		

- **2019 Combined ticket volume: 317,000**
- **2020 Combined ticket volume through October: 218,000**

- **ACCESSED by 160+ Service Providers**

Service Levels – Based upon Ticket priority, assigned at ticket creation

Ticket Assigned → Resolved → Ensure Customer Satisfied

PRIORITY	SERVICE DELIVERY COMMITTMENT
Priority 0 (P0)	Immediate resolution (1 to 4 Business hours)
Priority 1 (P1)	1 Day resolution (9 business hours)
Priority 2 (P2)	2 Day resolution (18 business hours)
Priority 3 (P3)	3 Day resolution (27 business hours)
Priority 4 (P4)	4 Day resolution (36 business hours)
Priority 5 (P5)	5 Day resolution (45 business hours)
Priority 6 (P6)	No SLA attached

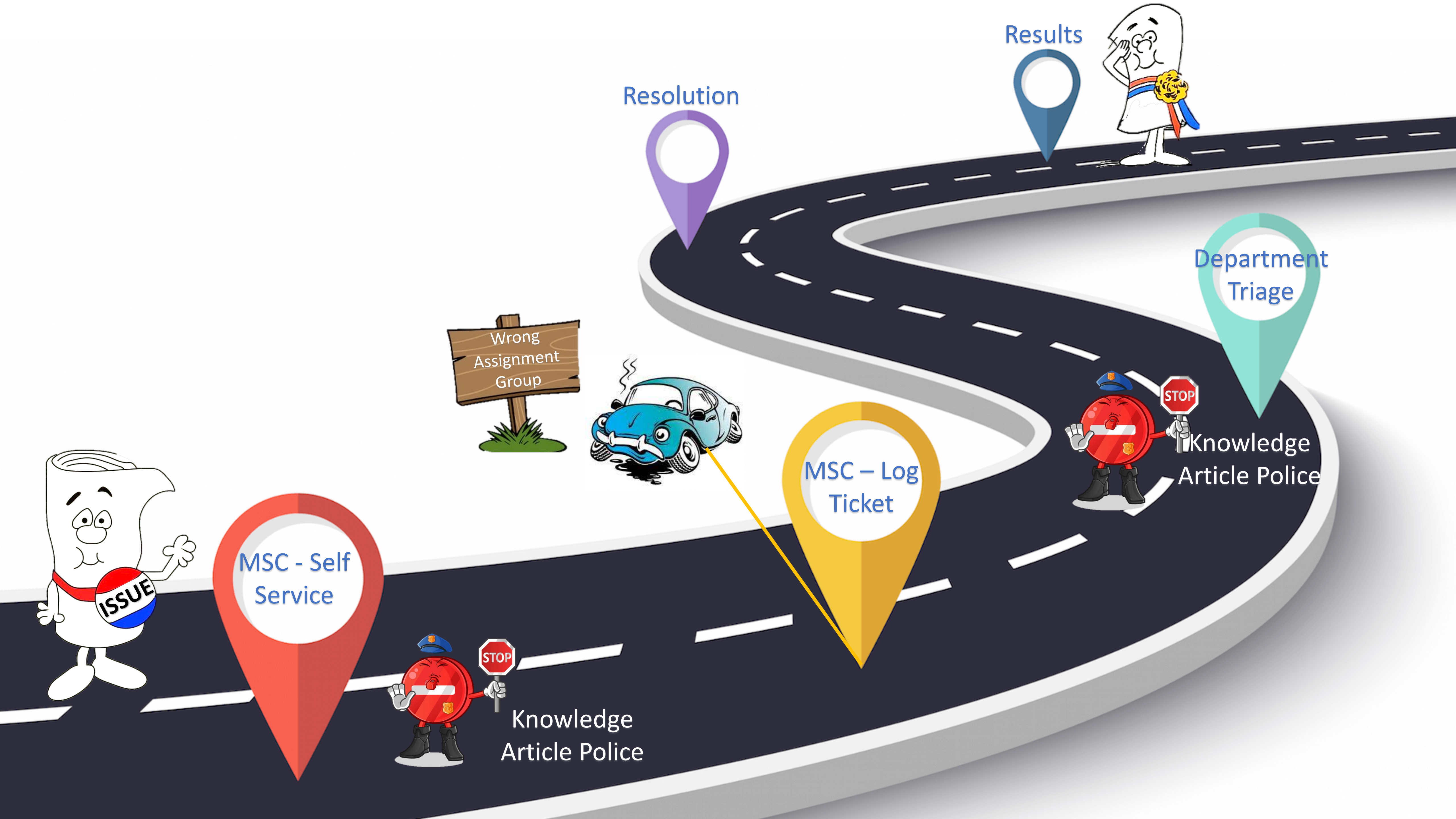
Example - SERVICE LEVEL COMMITMENT – PAYROLL SERVICES

Priority	Perm Payroll Services
P0 <1Day 4 Hours	1. Pay Issue – Not paid but should have been.
P1 1 Day	1. Pay Issue – Pay is incorrect 2. Pay Issue – Bonus – missing, questioning calculation, bonus files submission 3. Pay Issue – Retro pay 4. Pay Request – Advance payment requests 5. Pay Request – Termination of employment 6. Timecard Issue – Webclock issues, incorrect time recorded, assistance to correct 7. Timecard issue – Absence – not paid, questioning balance
P2 2 Days	1. Pay Issue – Allowance – setting up, not paid, questions 2. Pay Issue – Deductions – questioning different deductions on the paystub if accurate 3. Banking – legal/compliance issues– employee suspects fraud on account, needs immediate action to end date account 4. Banking – Direct Deposit reversals and stop payments
P3 3 Days	1. Banking – Direct Deposit confirmations 2. Data Requests – setting up cost centers 3. Data Requests – payslips requested
P4 4 Days	1. Timecard Issue – training to employee on how to fix issues with their timecard themselves 2. Data Requests – Unemployment & Record of Employment for Canada
P5 5 Days	1. Data Requests – GL requests for detail or reports 2. Application Issues – Oracle, Policy 3. Data Requests – New Hire Reporting, Stat Requests

Polling Question #1:

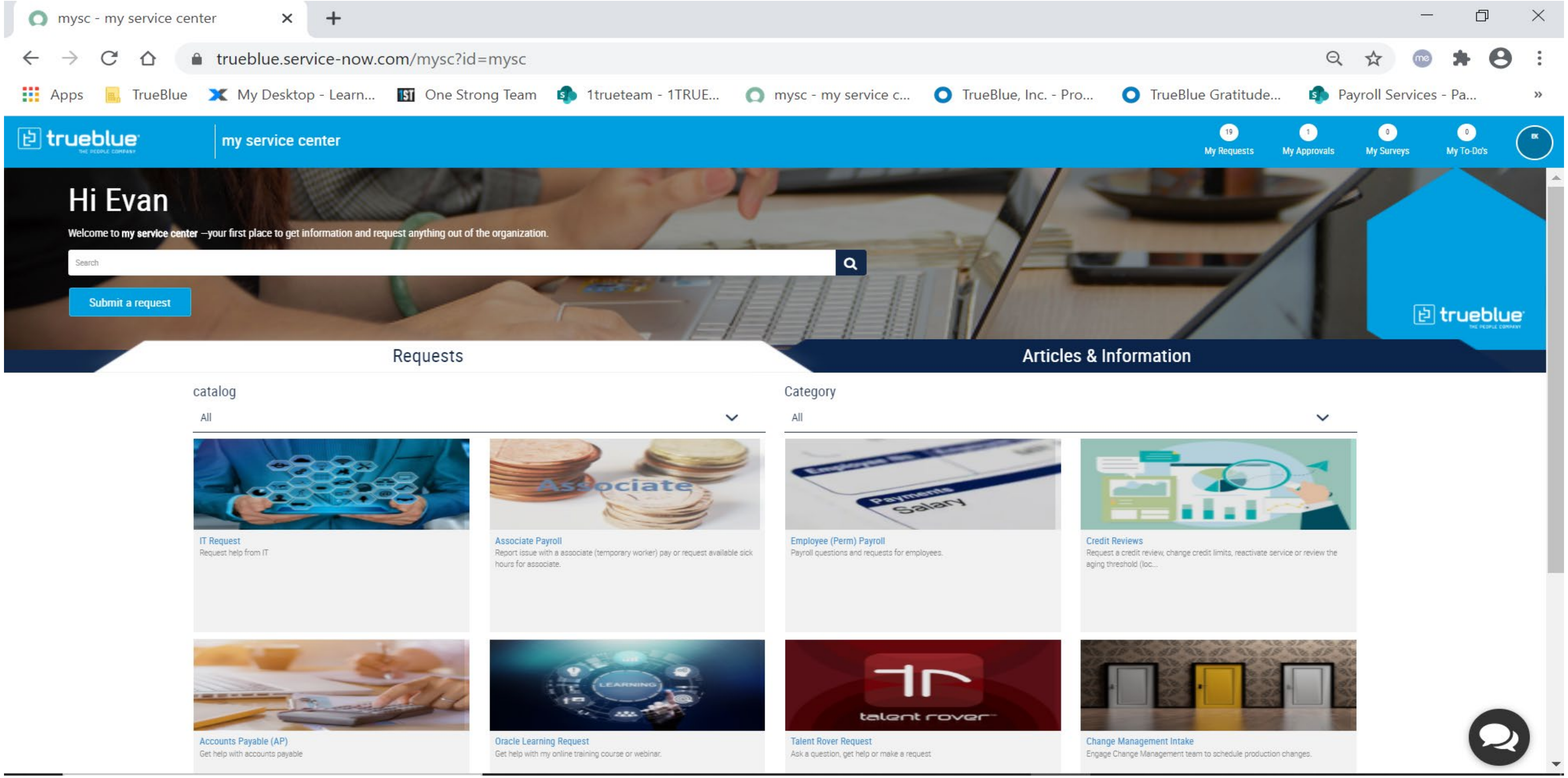
How many tickets are received each year?


ISSUE
Results
Or Bust!


Results
Resolution
Department Triage
Wrong Assignment Group
MSC – Log Ticket
Knowledge Article Police
STOP
ISSUE
MSC - Self Service
STOP
Knowledge Article Police

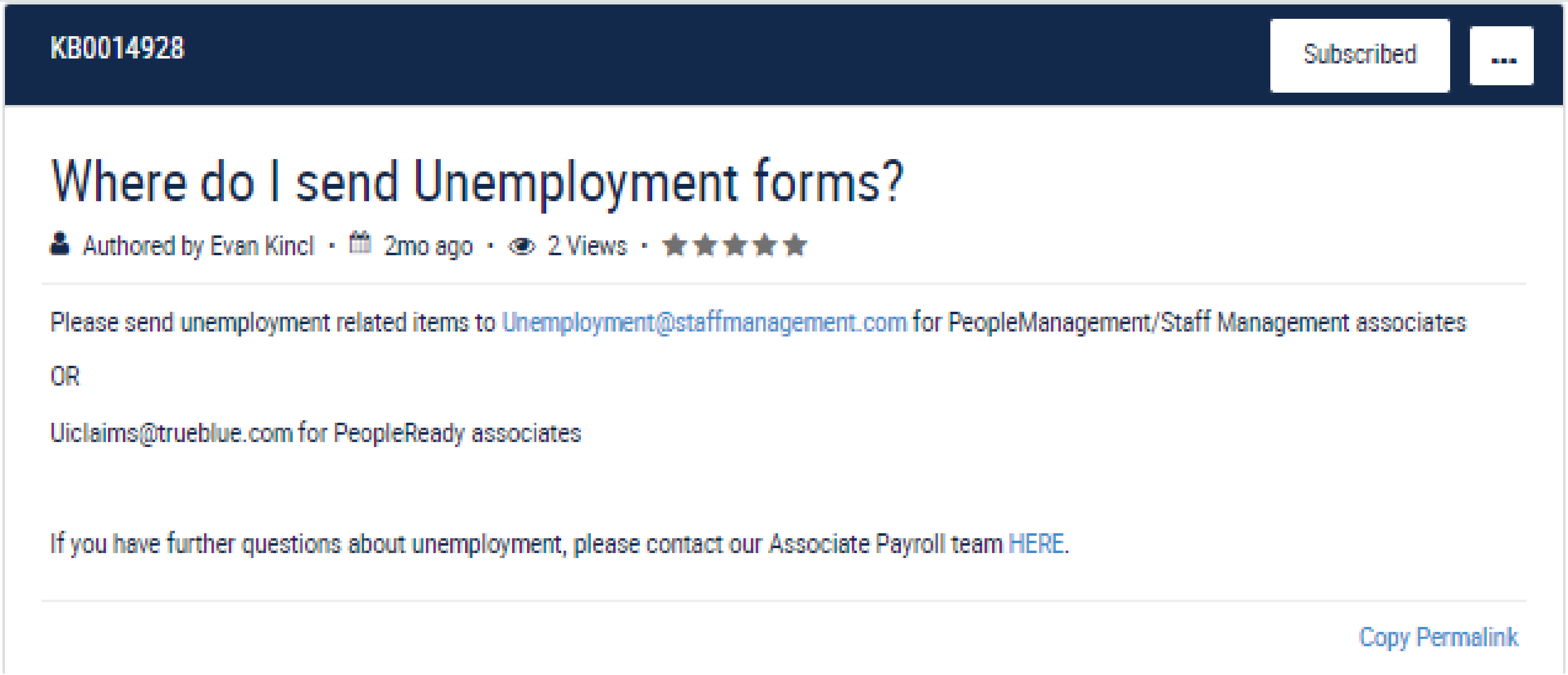
How to access my service center

Direct customers to trueblue.service-now.com/mysc – from here customers can access self-service or submit a ticket. The site will appear to them like this:



What is a Knowledge Article?

- A short one or two paragraph answer to common questions available to provide self-service from myservicecenter


KB0014928

Subscribed

...

Where do I send Unemployment forms?

Authored by Evan Kincl · 2mo ago · 2 Views ·

Please send unemployment related items to Unemployment@staffmanagement.com for PeopleManagement/Staff Management associates

OR

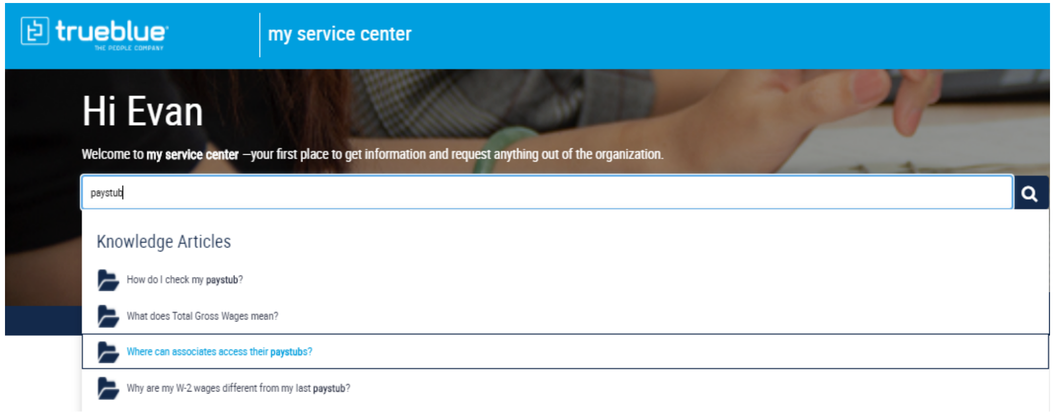
Uiclaims@trueblue.com for PeopleReady associates

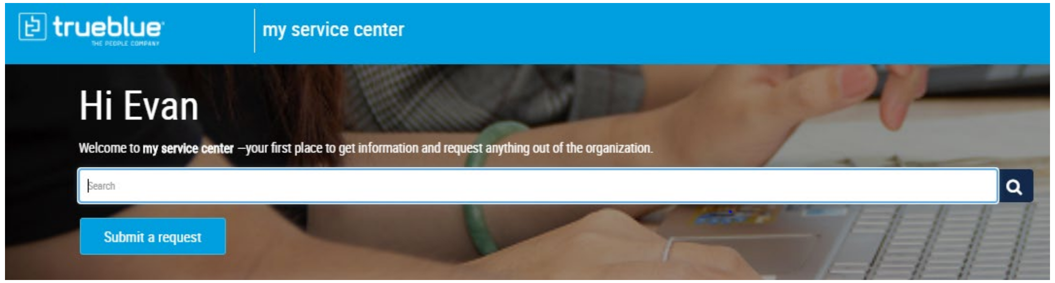
If you have further questions about unemployment, please contact our Associate Payroll team HERE.

Copy Permalink

Live Demo: Searching for Knowledge Articles

- Go to trueblue.service-now.com/mysc
- Type whatever you're looking for in the search bar and results will appear





Knowledge Articles

- Over 250 articles covering common questions in the various areas of Finance

Knowledge Bases

Accounting
22 Articles
Subscribe

Business and Corporate Finance
1 Questions and 2 Articles
Subscribe

Corporate Tax
0 Questions and 17 Articles
Subscribe

Facilities Knowledge
0 Articles
Subscribe

IT
0 Questions and 11 Articles
Subscribe

MSP
0 Questions and 0 Articles
Subscribe

Order to Cash
50 Articles
Subscribe

Payroll
99 Articles
Subscribed

Purchase to Pay
58 Articles
Subscribed

Risk Insurance
16 Articles
Subscribe

ServiceNow
0 Questions and 5 Articles
Subscribe

SM Centralized Services - NCD
0 Questions and 0 Articles
Subscribe

How are these useful to me?

In creating these articles, we assessed the questions that were coming in via service tickets to our teams.

We then broke down what was being asked to create an extensive library that every TrueBlue employee would have access to 24/7

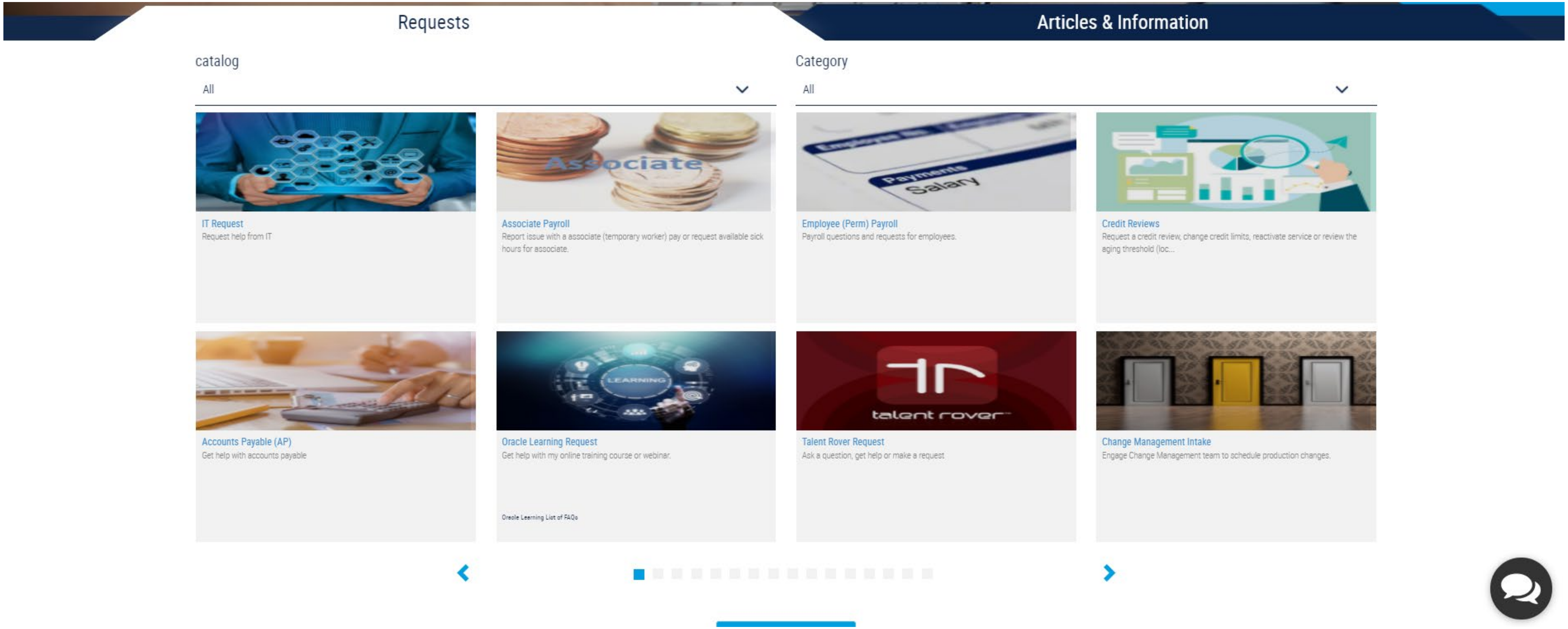
Examples of Payroll Articles

Perm Payroll	When do I get paid by direct deposit? (US and Canada)
Perm Payroll	What do I do if I can't edit my timecard or am receiving an error?
Perm Payroll	I haven't submitted my timecards on time - what do I do?
Perm Payroll	What are the paid company holidays in the US?
Perm Payroll	I did not receive my paycheck - what do I do?
Perm Payroll	What do I do if my pay is incorrect?
Perm Payroll	How do I check my paystub?
Perm Payroll	How do I set up direct deposit
Perm Payroll	How do I edit my direct deposit information in Oracle?
Perm Payroll	When are my bonuses paid out?
Perm Payroll	My timecard is incorrect or missing hours - what do I do?

LIVE DEMO: The self-service articles didn’t work for me – now what?

If our Knowledge Articles didn’t provide the answer – customers can log a request at the request tiles below.

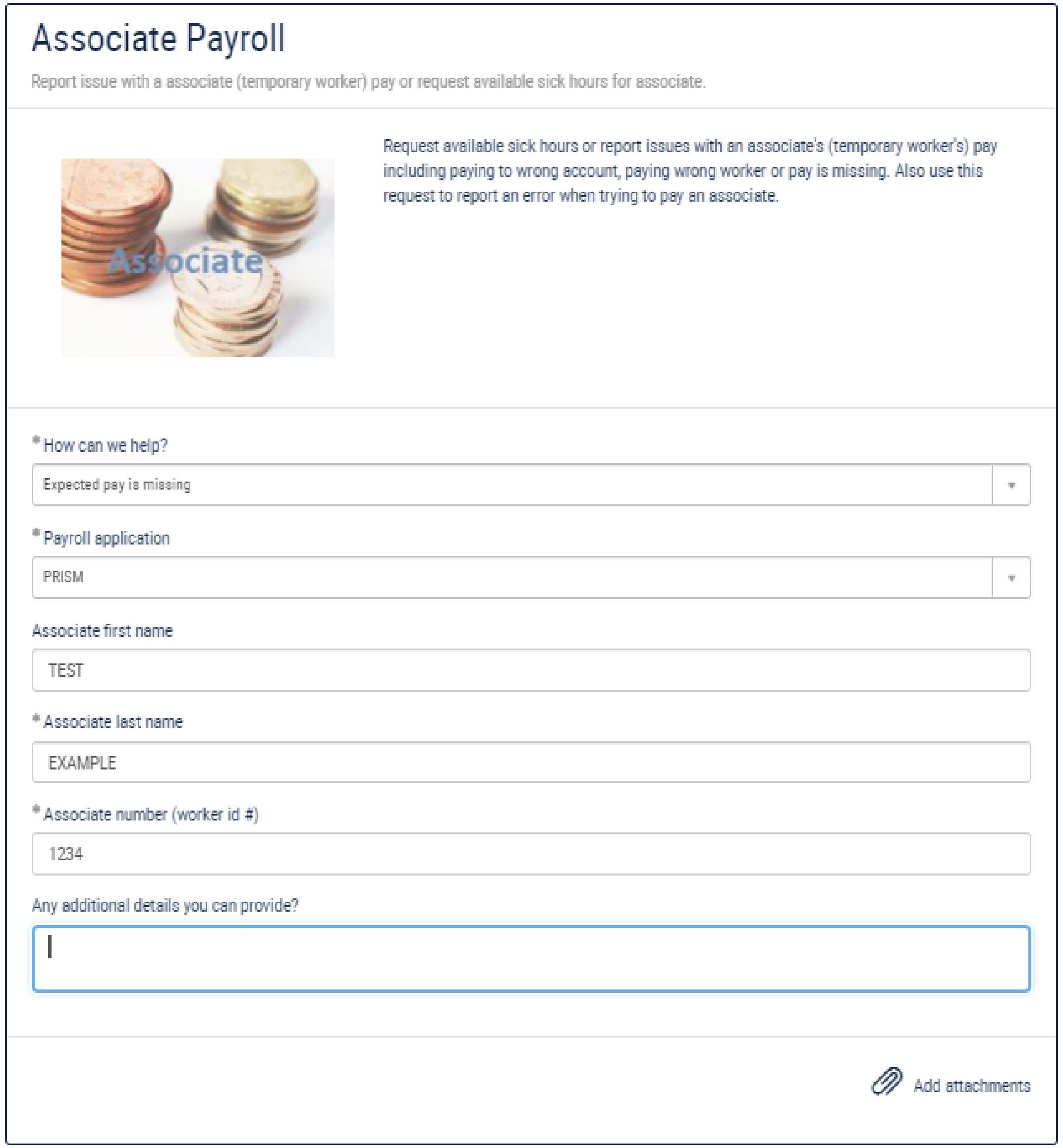
- Use the Catalog and Category filters to narrow down the correct department or general area



What are the Request Tiles?

Request Tiles are a quick contact form to direct your issues to the appropriate team. Simply fill out the information required and click Submit. This helps us address everyone's issues faster than traditional email requests.

- Efficiently routes tickets to make sure requests are with the appropriate party
- Assigns a priority upon ticket creation to escalate urgent issues – this has to be done manually through email
- Gathers necessary information up front for each issue to reduce back-and-forth



Associate Payroll

Report issue with a associate (temporary worker) pay or request available sick hours for associate.

Associate

Request available sick hours or report issues with an associate's (temporary worker's) pay including paying to wrong account, paying wrong worker or pay is missing. Also use this request to report an error when trying to pay an associate.

* How can we help?

Expected pay is missing

* Payroll application

PRISM

Associate first name

TEST

* Associate last name

EXAMPLE

* Associate number (worker id #)

1234

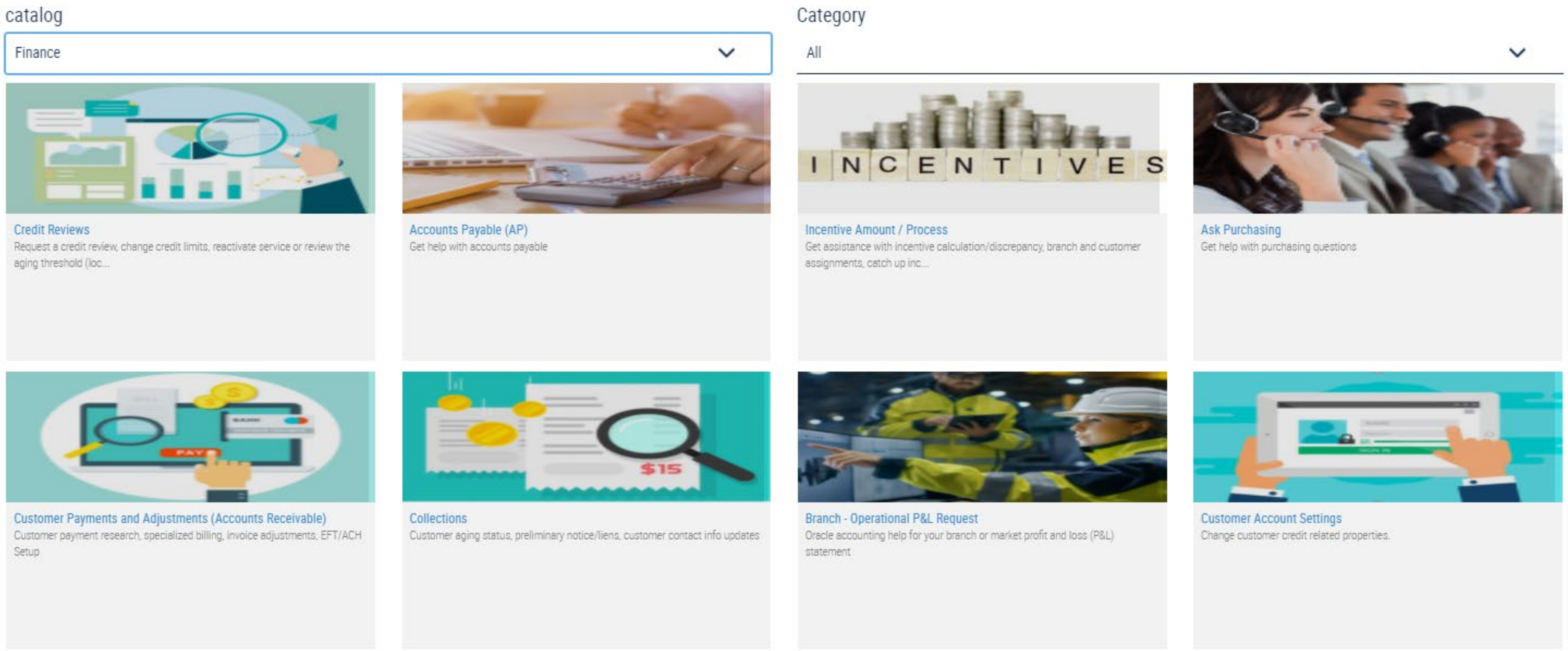
Any additional details you can provide?

Add attachments

How do I know which tile to use?

Start by using the Catalog filter. This will narrow down the relevant options by larger areas such as:

- Finance
- HR
- IT



How do I know which tile to use? - Continued

Let's pick Finance, for our example. The Category filter will help further break down the team into digestible subgroups. For example you could pick:

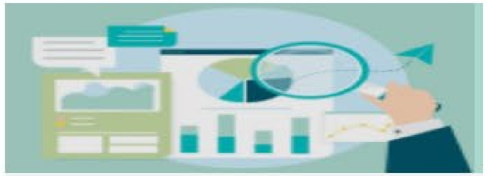
- Accounting
- Incentive Compensation
- AR/Credit & Collections

catalog

Finance

Category

AR/Credit & Collections



Credit Reviews

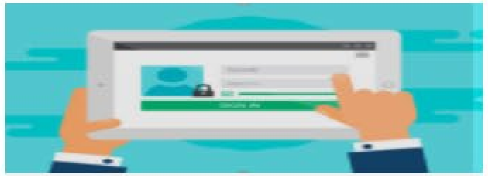
Request a credit review, change credit limits, reactivate service or review the aging threshold (loc...

Customer Payments and Adjustments (Accounts Receivable)

Customer payment research, specialized billing, invoice adjustments, EFT/ACH Setup

Collections

Customer aging status, preliminary notice/liens, customer contact info updates



Customer Account Settings

Change customer credit related properties.

Customer Billing Submissions & Set-Up

Support for customers invoiced via workbook loader or upload to specialized portal.

Polling Question #2:

What is the service level for a priority 3 ticket?

REMINDER – Emails are going away

4 WEEK REMINDER

***** Auto-generated message. Replies not taken at this email address *****

Thank you for your message. Please note that this email address is scheduled to retire in **4 weeks**, on December 31, 2020 and is no longer visible within the Microsoft email address list. All messages received at this address will continue to be routed and processed as normal through December 31, 2020. After this date, no inbound requests sent to this email address will be processed.

To support the Finance Service Excellence initiative, we have introduced a new "**one-stop shopping**" approach for all inbound questions and requests for all areas of Finance. For improved responsiveness, all inquiries are being taken at the my service center portal. As of January 1, 2021, this will be the primary avenue into our Service teams.

You also have access to over 250 quick & easy searchable knowledge articles on the "My Service Center" portal, covering all areas of Finance. We want to encourage rapid self-service for the most common questions. Simply type in your question in the search bar and you will be directed to those articles which will most likely answer your question. For example, how to get a copy of my W2, how do I change my direct deposit, etc. If the knowledge articles aren't an exact match for your needs, leave a request for help any time. We are here to support you.

Thanks for your ongoing partnership!

The Finance Team

Triage Process

As tickets are created from my service center, they are populated with most information need to resolve the ticket already filled out; this allows our triage team to quickly review the ticket and assign it to the fulfiller in charge of that area.

Currently, almost all tickets are triaged in under 2 hours. This allows us to quickly filter tickets through the pipeline and towards resolution.

NOTE: In my service center, there are 10+ editable fields we used to organize the data. This is why it saves us a lot of time to have tickets come through my service center with this information in place – can you imagine filling this in for 300,000 tickets a year?

Payroll Open and Unassigned

12

Payroll Open and Unassigned List

Number	Short description	Assignment group	Source Intake Ticket	Source Mailbox	Category	Subcategory	Opened by	Transferred from	Transferred to	Created by	Created ▲	Requested by	Assigned To
PAY0505514	Staff Management Employee Pay Issue	Peoplemanagement Payroll	(empty)	payrollquestions@trueblue.com	Converted Ticket	Converted	Terry Lewis	(empty)	(empty)	tlewis1@trueblue.com	11/27/2020 01:49:13 PM	Terry Lewis	(empty)
PAY0505864	GCC paycard issue for associate Anthony Masaiegos	Peoplemanagement Payroll	(empty)		Peoplemanagement Payroll	GCC Paycard Issue	Veronica Ramos	(empty)	(empty)	vramos@trueblue.com	11/30/2020 10:47:07 AM	Veronica Ramos	(empty)
PAY0505900	Approve PW Quote for associate EMR	PeopleReady Payroll	(empty)		Prevailing Wage	Prevailing wage quote approval	Dawn Cormier	(empty)	(empty)	dcormier@trueblue.com	11/30/2020 11:24:36 AM	Dawn Cormier	(empty)
PAY0505919	Approve PW Quote for associate EMR	PeopleReady Payroll	(empty)		Prevailing Wage	Prevailing wage quote approval	Dawn Cormier	(empty)	(empty)	dcormier@trueblue.com	11/30/2020 11:46:04 AM	Dawn Cormier	(empty)
PAY0505926	16 hour PTO request for week ending 11/29/20	Payroll	(empty)		Timecard Issues	Timecard training	Antonio Martinez	(empty)	(empty)	amartinez5@trueblue.com	11/30/2020 11:50:28 AM	Antonio Martinez	(empty)
PAY0505945	Request available sick hours for associate Kraig Andrews	PeopleReady Payroll	(empty)		PeopleReady Payroll	Request sick pay	Cindi Valenzuela	(empty)	(empty)	cvalenzuela1@trueblue.com	11/30/2020 12:04:54 PM	Cindi Valenzuela	(empty)
PAY0505956	Update associate information for STEPHEN FARRAH	PeopleReady Payroll	(empty)		Associate Issue	SSN/name change	Edgardo Antonio	(empty)	(empty)	Eantonio@trueblue.com	11/30/2020 12:17:24 PM	Edgardo Antonio	(empty)
PAY0505958	GCC paycard issue for associate timothy thompson	PeopleReady Payroll	(empty)		PeopleReady Payroll	GCC Paycard Issue	Olga Perez	(empty)	(empty)	OPerez@trueblue.com	11/30/2020 12:18:01 PM	Olga Perez	(empty)
PAY0505960	Expected pay is missing for associate MADELINE ECHEVERRIA	PeopleReady Payroll	(empty)		PeopleReady Payroll	Pay incorrect/missing	Danielle Hazlip	(empty)	(empty)	Dhazlip@trueblue.com	11/30/2020 12:20:08 PM	Danielle Hazlip	(empty)
PAY0505961	GCC paycard issue for associate Demetrius Johnson	PeopleReady Payroll	(empty)		PeopleReady Payroll	GCC Paycard Issue	Nathaniel Reisdorff	(empty)	(empty)	Nreisdorff@trueblue.com	11/30/2020 12:22:16 PM	Nathaniel Reisdorff	(empty)
PAY0505962	Expected pay is missing for associate Rhoda Robertson	Peoplemanagement Payroll	(empty)		Peoplemanagement Payroll	Pay incorrect/missing	Talisha Oliver	(empty)	(empty)	Toliver@trueblue.com	11/30/2020 12:22:22 PM	Talisha Oliver	(empty)
PAY0505967	Previous (Seasonal Recruiter) Pay Stub	Payroll	(empty)		Data Request	Paystub	Nathan DeArman	(empty)	(empty)	ndearman@trueblue.com	11/30/2020 12:29:42 PM	Nathan DeArman	(empty)

TRIAGE PROCESS – HELP US HELP YOU! please

Step 1 – Does your short description make sense?

- **Issue, need help – NO**
- **Why can't I see my cost center – HUH? NO**
- **I can't see financial information in EPBCS for cost center 12345 – YES!**

* Please provide a title for the request.

I can't see financial Information in EPBCS for cost center 12345

Provide additional details that may help us complete the request.

I'm the North Pole District Manager and 12345 is in my district. When I log into EPBCS I cannot see this cost center, but I can see all other cost centers.

TRIAGE PROCESS – HELP US HELP YOU! please

Step 2 – Is there adequate information in the detailed description?

- **Issue, need help – ISN'T THAT THE SAME AS THE SHORT?? NO**
- **I'm the North Pole District Manager and 12345 is in my district. When I log into EPBCS I cannot see this cost center, but I can see all other cost centers. YES!**

* Please provide a title for the request.

I can't see financial Information in EPBCS for cost center 12345

Provide additional details that may help us complete the request.

I'm the North Pole District Manager and 12345 is in my district. When I log into EPBCS I cannot see this cost center, but I can see all other cost centers.

TRIAGE PROCESS – HELP US HELP YOU! please

Step 3 – Is this ticket in the proper group??

- **Pick a general assignment group and submit – NO**
- **Review department's catalog and categories for best fit – YES!**
- **Reach out to department for guidance – Last Ditch Effort**

catalog

Finance

Category

Accounting

Branch - Operational P&L Request

Oracle accounting help for your branch or market profit and loss (P&L) statement

Oracle Cash Management

Get assistance with the Oracle Cash Management module

Oracle Accounting Request

Request administrative assistance with Oracle Accounting Applications (ARCS and FCCS)

Corporate Accounting Request

TrueBlue (corporate) related accounting requests

TRIAGE PROCESS – HELP US HELP YOU! please

Step 4 – Does this require an attachment?

- **Was there an error? Attach a screenshot showing error**
- **Do financial figures look off? Attach a copy of source document**

* Please provide a title for the request.

I can't see financial information in EPBCS for cost center 12345

Provide additional details that may help us complete the request.

I'm the North Pole District Manager and 12345 is in my district. When I log into EPBCS I cannot see this cost center, but I can see all other cost centers.

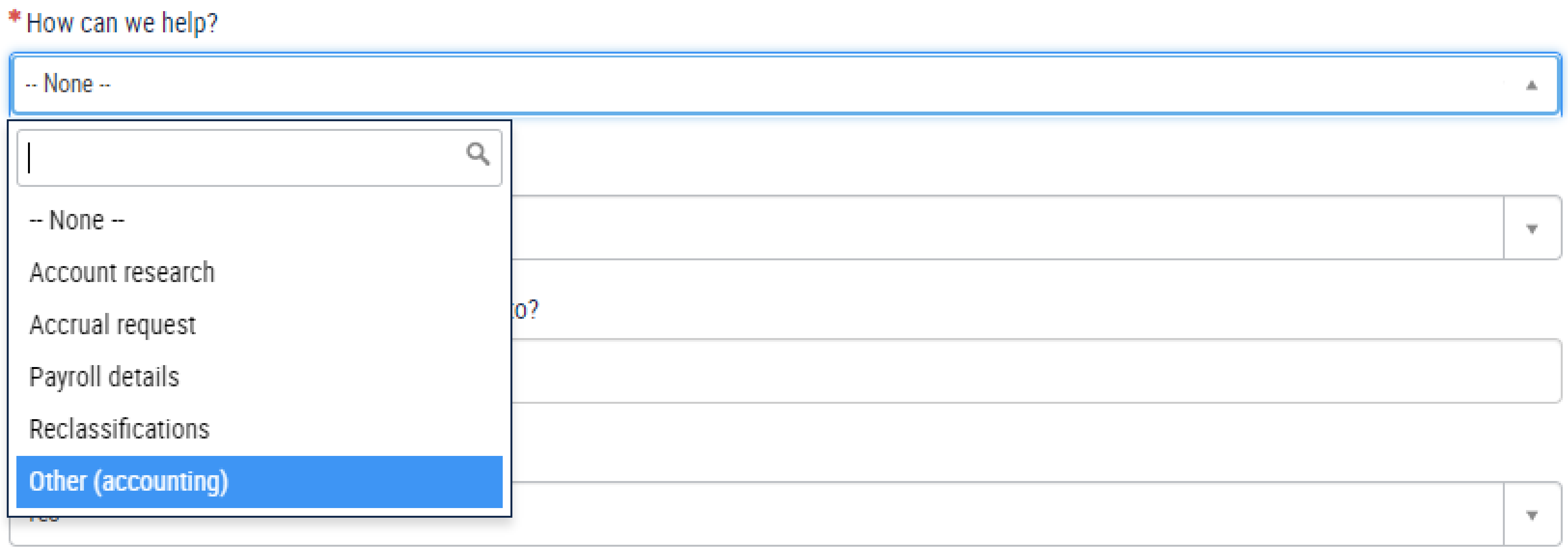
Please attach screenshots or supporting documents, if applicable.

Add attachments

TRIAGE PROCESS – HELP US HELP YOU! please

Step 5 – Is the ticket properly classified

- **Did you select other? NO**
- **Review options to ensure you're selecting the appropriate category – YES!**

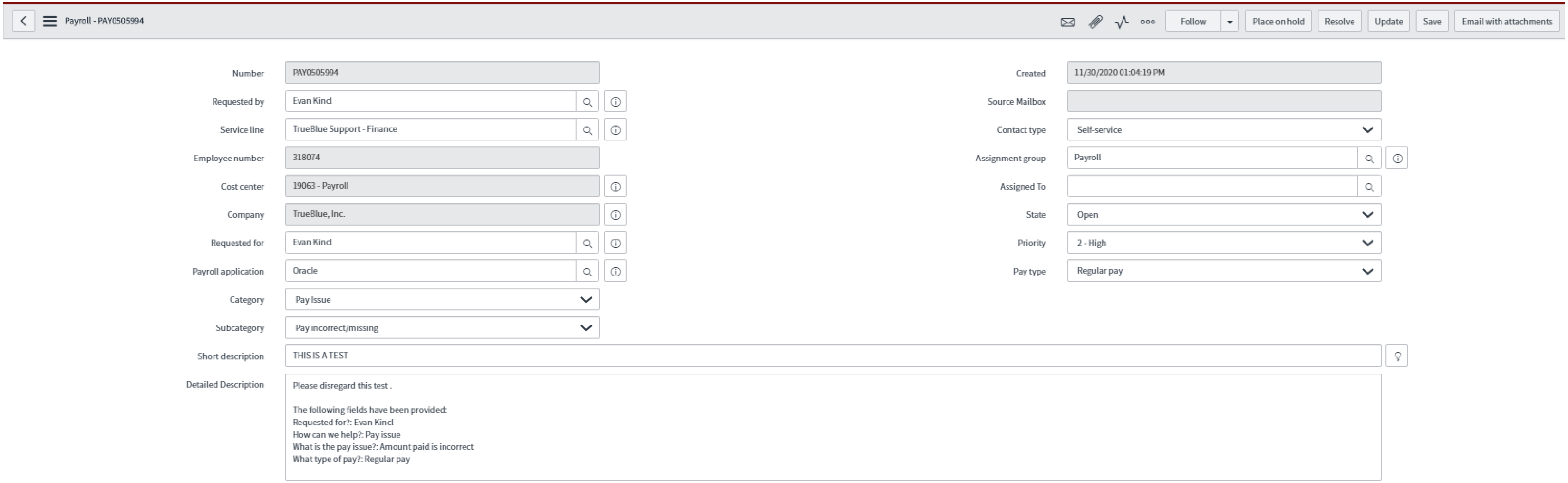


Polling Question #3:

What date are we transitioning our internal customers from email to My Service Center?

Ticket Resolution

Tickets appear to our fulfillers in the format shown below. They can view the customer's request, what it was about, and the priority of the ticket.



Payroll - PAY0505994

Follow | Place on hold | Resolve | Update | Save | Email with attachments

Number	PAY0505994
Requested by	Evan Kincl
Service line	TrueBlue Support - Finance
Employee number	318074
Cost center	19063 - Payroll
Company	TrueBlue, Inc.
Requested for	Evan Kincl
Payroll application	Oracle
Category	Pay Issue
Subcategory	Pay incorrect/missing
Created	11/30/2020 01:04:19 PM
Source Mailbox	
Contact type	Self-service
Assignment group	Payroll
Assigned To	
State	Open
Priority	2 - High
Pay type	Regular pay
Short description	THIS IS A TEST
Detailed Description	Please disregard this test . The following fields have been provided: Requested for?: Evan Kincl How can we help?: Pay issue What is the pay issue?: Amount paid is incorrect What type of pay?: Regular pay

Ticket Resolution

The fulfiller can take several actions, depending on what needs to be done.

- If the request is detailed and well-understood, they can take the appropriate actions necessary, communicate what has been done via email or commenting directly into the ticket, and resolve the ticket.
- If more information is needed, they have the ability to reach out and to place the ticket On Hold until we receive necessary details.
- In the event a ticket came through with incorrect or missing information, they can also update the ticket with any changes needed, or reassign the ticket to the correct party.

The ticket was marked as resolved… Now what?

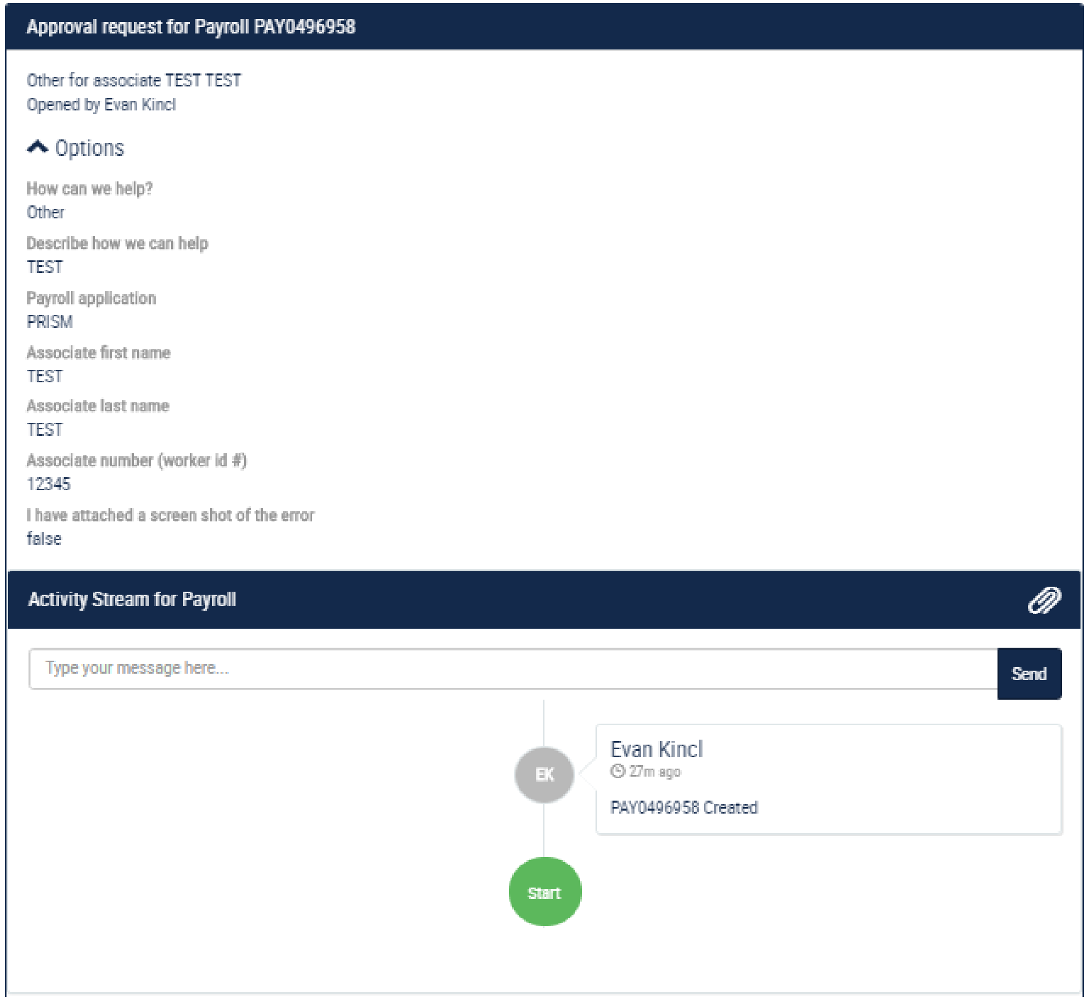
Most tickets are fairly straightforward and are resolved without much issue – however, we understand that sometimes customers may have a different expectation of what actions were going to take place.

We want to make sure we're listening to our customers and offering opportunities to provide feedback to better improve our customer experience going forward. This is why when every ticket is resolved and then closed, there are two immediate follow-ups offered to customers to make sure we're doing everything we can to get these issues resolved correctly.

1. Accept Resolution
2. Customer Satisfaction Survey

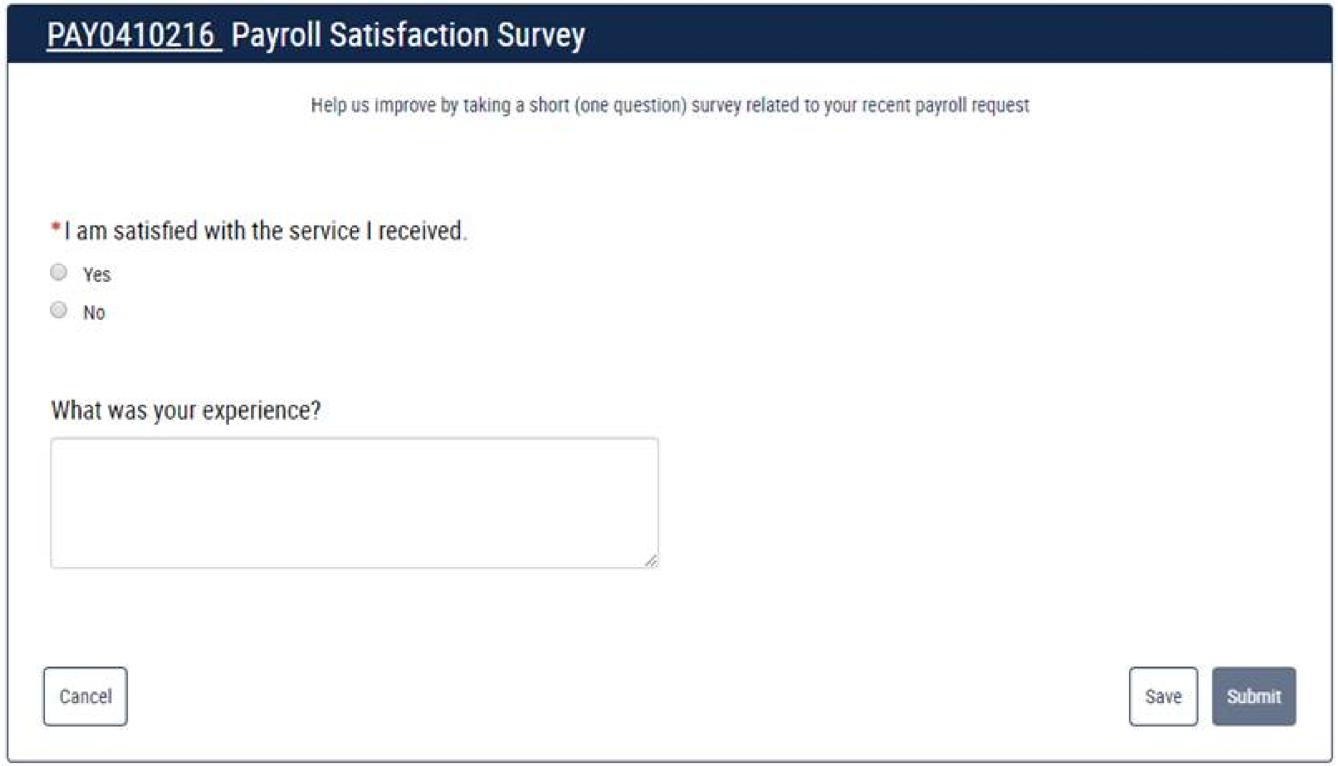
Accept Resolution

- As tickets are marked resolved by the fulfiller, an automated message is sent out to the requesting customer asking if the issue was resolved. If not, the customer will have an option to reopen the ticket.
- Clicking “Approve” will let us know everything was done correctly. “Reject” will reopen the ticket.
- This remains open for 24-hours, after which it is assumed to be confirmed, and the ticket state changes to “closed”



Customer Satisfaction Survey

- As tickets move into a “Closed” state, a survey is sent out to our customers asking how we did.
- As the purpose of this is to determine whether we completely solved the issue, the question is a simple “I am satisfied with the service you received.” with a Yes/No option, along with a field to leave comments.



When they complete the survey, they will see

Reporting – Dashboard View

LIVE DATA | PAST 7 | PAST 30 | PAST 90

Active
189

OPENED TODAY
131

RESOLVED TODAY
113

NEARING BREACH
2

OPEN BREACHED
1

On hold
44

UNASSIGNED
15

AGENT ACTIVE

AGENT ACTIVE

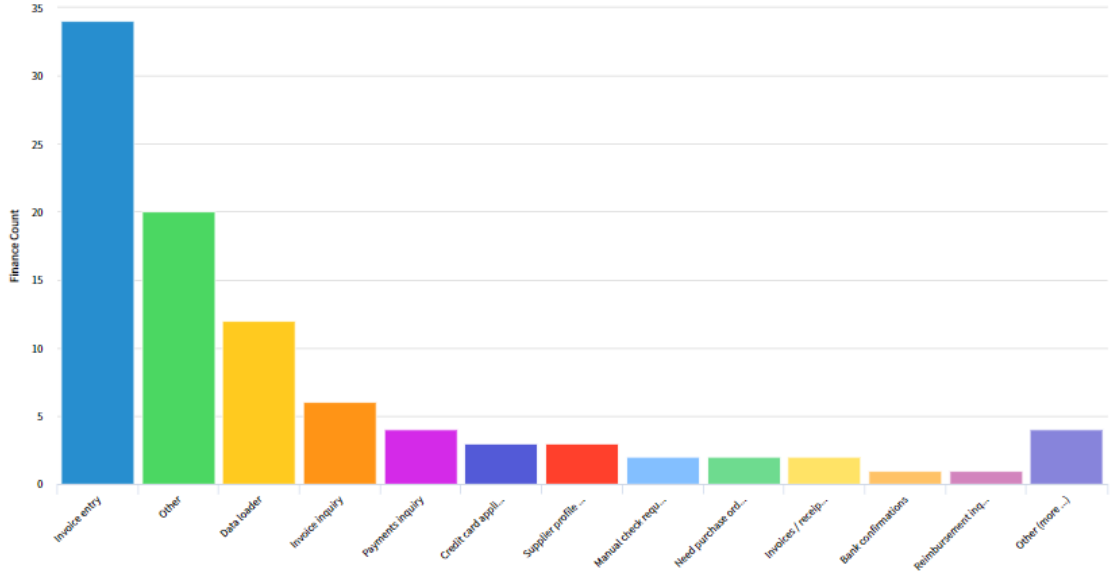
Assigned To	State: Open	On hold	Resolved	Total
Aishwarya S (AP)	12	6	0	18
Anirudh Goyal	63	11	0	74
Ann Marjorie Sibal	4	2	3	9
Brandi Hopwood	4	0	0	4
Christine Heveron	10	0	16	26
Mary Clark	1	1	10	12
Mayank Chandrashekhar	7	0	0	7
Nikhil Jain	1	0	0	1
Pratyush Rai	11	3	6	20
Sara Jaenicke	4	0	0	4
Shivani Dhall	17	5	0	22
Sugandha Dawar	3	8	4	15

ACTIVE AGING BY PRIORITY

ACTIVE AGING BY PRIORITY

Priority	Aging Category: 0-2 Days	3-5 Days	6-8 Days	9-11 Days	>12 Days	Total
2 - High	24	4	0	0	0	28
3 - Standard	16	14	4	17	7	58
4 - Low	147	88	17	5	10	267
5 - Extended	0	2	0	0	0	2
6 - Pending	16	10	3	2	20	51
Total	203	118	24	24	37	406

OPENED TODAY BY SUBCATEGORY



Reporting – Actionable Insights

ServiceNow tracks everything that is put into it – this allows us to pull data to better understand what our customers are asking.

We then build project plans to reduce tickets by cleaning up gaps in process, improve efficiencies, and use customer feedback to find where we can offer better overall service.

	A	B	C	D	E	F	G	H	I
1	**Row Labels**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Grand Total**
2	Confirmation	222	177	172	156	153	172	104	1156
3	Absences	116	186	290	136	79	140	92	1039
4	Timecard training	89	80	194	190	169	134	117	973
5	Pay incorrect/missing	166	88	92	88	134	115	113	796
6	Paystub	328	97	76	65	38	51	34	689
7	Timecard error	172	95	82	42	35	38	29	493
8	Time incorrect	83	68	117	61	55	46	30	460
9	Termination - Employee	166	69	44	27	24	22	20	372
10	Bonus issue	76	37	32	62	45	29	60	341
11	Converted	30	43	44	52	60	44	55	328
12	Misc error in application	35	21	85	92	25	16	13	287
13	Webclock	14	27	49	53	58	45	23	269
14	Reports/audits	37	29	33	27	25	31	37	219
15	Perm pay missing	26	56	32	48	24	8	11	205
16	ACH Return/DD reversals	24	12	22	51	21	21	29	180
17	Deduction issue	31	33	24	31	29	20	11	179
18	Direct Deposit	68	20	9	9	22	16	19	163
19	Cost center	22	25	33	27	24	14	14	159

Reporting – Actionable Insights

Work Area	Plans	Date	Average Tickets/Month
Volume Reduction – AP	(1) Reduce Invoice Entry - Redirect strategy to move tickets to OCR + communication to the field/external customers	(1) 2/1	(1) 758
Volume Reduction – PeopleManagement Payroll	(1) Reduce Pay Incorrect/Missing questions - Report on who is asking questions - branches have visibility into amount was paid out + payment method and can answer tier 1 issues themselves	(1) 1/4	(1) 106
Volume Reduction – PeopleManagement Payroll	(1) Reduce Midweek Transmits caused by payroll corrections - add field to SN to designate Payroll Corrections vs. Termination Pay, report on branches to audit corrections by location	(1) 1/4	(1) 99

Conclusion

Thank you Robert, Evan and Fabian

Upcoming October Zoom & Learn Session:

Topic – TMP

Presenters – David Lewis and Andrew