

DBM SPS Shared Services Support Tickets Overview

- As you enter the call, your phone line will already be muted.
- If you have pressed * 6, you may have unmuted your line.
- If you are using a speaking phone, please turn off the mic or mute the phone as necessary.
- I will mute all lines when we start the call.
- Please do not place your phone on hold or send to your voice message, we will be able to hear that on the line.
- Please do not have conversations during the call, if you can't attend the webinar at this time, please try again or listen to the recorded session later at your convenience.
- Thank you for your cooperation!



SPS Workday

DBM SPS Shared Services Support
Tickets Overview



SPS Workday

Overview

- ✓ Steps in Resolving a Problem or Question
- ✓ Guidelines for Submitting Tickets

- ✓ Ticket Information
 - ✓ Ticket Category
 - ✓ Queue
 - ✓ Priority



SPS Workday

Steps in Resolving a Problem or Question

- Before starting a ticket
 - ✓ Check all data of event
 - ✓ Discuss with peers
 - ✓ Ask Agency HR (policy/law)
 - ✓ Check/Review Job Aid



Guidelines for Submitting Tickets

- Provide a correct, state-issued email.
- Staff should not be using personal emails
- Do not include SSN in ticket, only W#
- Support staff cannot provide information to personal emails. This includes password reset requests.
- If the support ticket is submitted with an incorrect email, the system creates (2) accounts for that staff member. 1- with the correct state email and 1 with the incorrect email.



Guidelines for Submitting Tickets

- Select the correct queue.
- Support staff have access to the queues they service. If your ticket is meant for a certain team, you must reflect the correct queue in order for staff to see the ticket.
- Choosing the wrong queue delays a response.
- Provide accurate, detailed information to describe the issue.
- Must have a W# or PIN # to reference the issue. Please check your W and PIN numbers to make sure they are no typos.
- If you are requesting the help desk make changes to an employee's record or position history, please include the date of the transaction you are referencing. This will ensure the correct transaction is addressed



Guidelines for Submitting Tickets

- Include direct contact numbers, phone number
- Please make sure your Workday accounts are updated with contact phone numbers
- Do not create duplicate tickets
- If you have an open ticket that you have not received a response, please search for and open the ticket to request an update. The ticket will have the name of the staff members who has the assignment. You do not need to prepare a duplicate ticket. This will assist staff who monitor the queue to ensure we don't have two separate team members working the same issue.
- If your ticket is assigned to an a member of the help desk, do not call other staff members to ask about the ticket. Please contact the agent directly through your ticket for information.
- Please do not call support staff directly without a ticket
- As a general rule, changes in the system require a corresponding ticket number. Calling staff directly disrupts the ability of staff to respond to tickets in a timely fashion.

