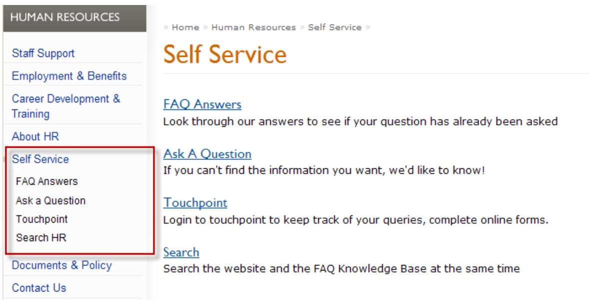
A new approach to …

Services & online request tracking

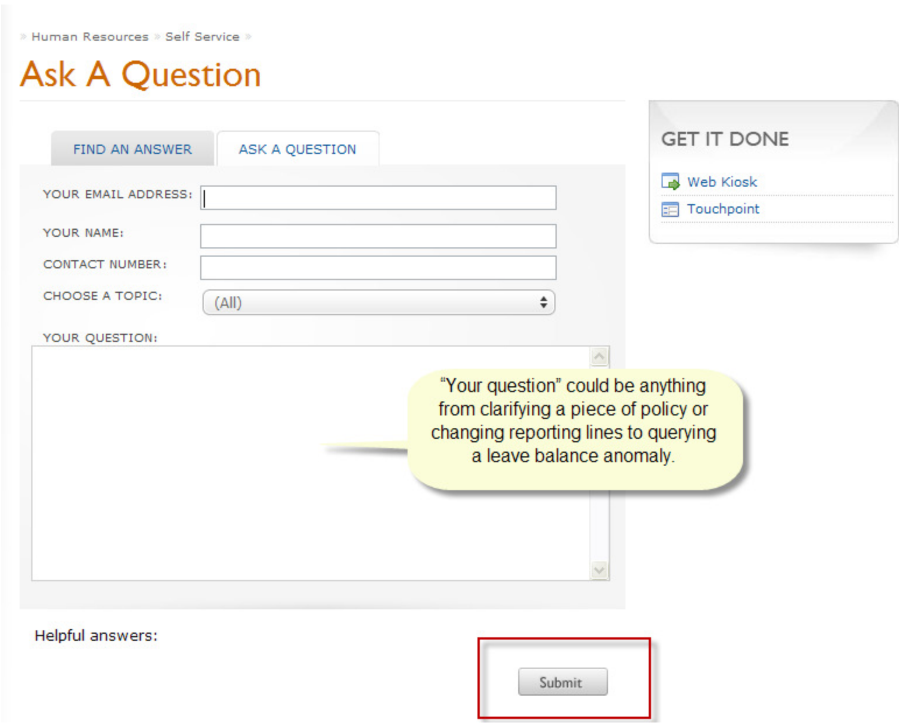
Using HR's service request functionality is another way of sending a request to us in complete confidence that you will be able to keep up to date with where your request is at in its process and who is looking after it. This tip sheet tells you how to submit your request.

Raising a service request through the website

1. To raise a service request through the website, simply click on the "Ask A Question" web self service tab. The web self service is located at the bottom of the main HR page, or you can access it through the left-hand navigation menu:



2. Complete the details of your request.

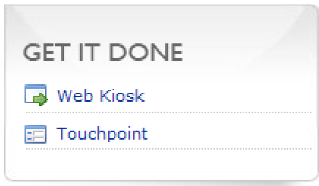


3. When you press "submit", your request will be automatically routed to the appropriate team within HR, depending on the topic you selected.

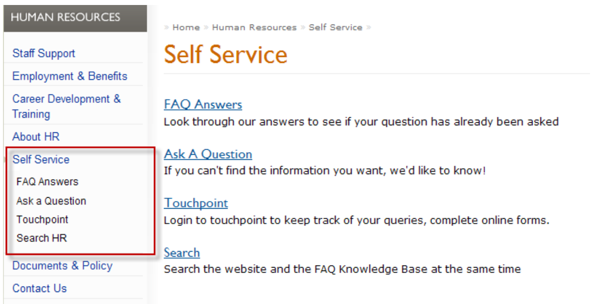
4. You will receive an automatic e-mail response providing you with a link to track your service request within Touchpoint. *Note that depending on your browser security, you may be prompted to enter registry\your University username and password, when you click on this link.*

Raising a service request through Touchpoint

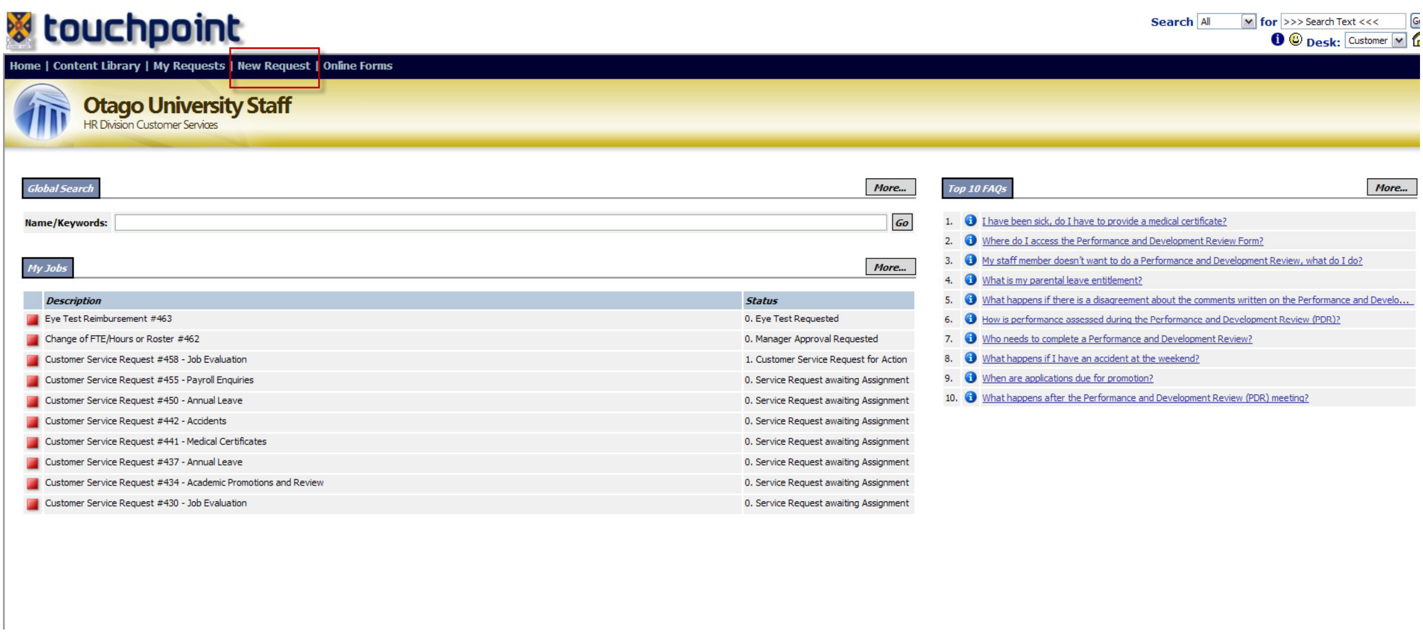
1. To raise a request through Touchpoint, simply click on the Touchpoint hyperlink located in the "Get it done" section of each page on the HR website. *Note that depending on your browser security, you may be prompted to enter registry\your University username and password when you click on this link.*



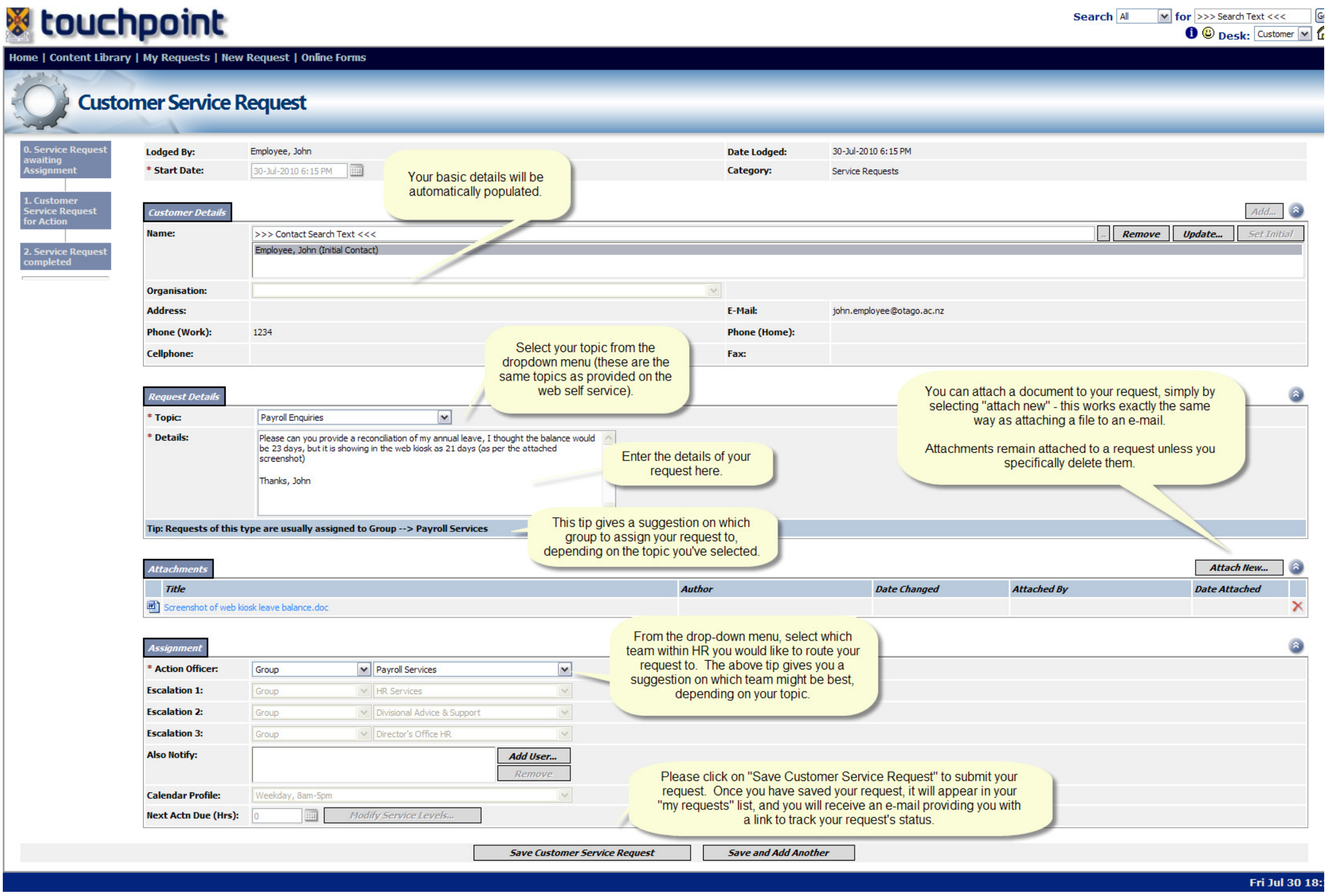
   Alternatively, you can access Touchpoint via the left-hand navigation menu of the website:



2. This will take you to your Touchpoint desktop view. Click on the "New Request" hyperlink, located in the black navigation bar:



3. This will take you to the customer service request screen. Your contact details will automatically populate the "Customer details" section. Please complete the remainder of your request details, as shown on the next page:


touchpoint
Search All for >>> Search Text <<<
Desk: Customer
Home | Content Library | My Requests | New Request | Online Forms
Customer Service Request
0. Service Request awaiting Assignment
1. Customer Service Request for Action
2. Service Request completed
Lodged By: Employee, John
Date Lodged: 30-Jul-2010 6:15 PM
* Start Date: 30-Jul-2010 6:15 PM
Category: Service Requests
Your basic details will be automatically populated.
Customer Details
Add...
Name: >>> Contact Search Text <<<
Remove
Update...
Set Initial
Employee, John (Initial Contact)
Organisation:
Address:
E-Mail: john.employee@otago.ac.nz
Phone (Work): 1234
Phone (Home):
Cellphone:
Fax:
Select your topic from the dropdown menu (these are the same topics as provided on the web self service).
You can attach a document to your request, simply by selecting "attach new" - this works exactly the same way as attaching a file to an e-mail.
Attachments remain attached to a request unless you specifically delete them.
Request Details
* Topic: Payroll Enquiries
* Details: Please can you provide a reconciliation of my annual leave, I thought the balance would be 23 days, but it is showing in the web kiosk as 21 days (as per the attached screenshot)
Thanks, John
Enter the details of your request here.
Tip: Requests of this type are usually assigned to Group --> Payroll Services
This tip gives a suggestion on which group to assign your request to, depending on the topic you've selected.
Attachments
Attach New...
Title
Author
Date Changed
Attached By
Date Attached
Screenshot of web kiosk leave balance.doc
Assignment
From the drop-down menu, select which team within HR you would like to route your request to. The above tip gives you a suggestion on which team might be best, depending on your topic.
* Action Officer: Group Payroll Services
Escalation 1: Group HR Services
Escalation 2: Group Divisional Advice & Support
Escalation 3: Group Director's Office HR
Also Notify:
Add User...
Remove
Calendar Profile: Weekday, 8am-5pm
Next Actn Due (Hrs): 0
Modify Service Levels...
Please click on "Save Customer Service Request" to submit your request. Once you have saved your request, it will appear in your "my requests" list, and you will receive an e-mail providing you with a link to track your request's status.
Save Customer Service Request
Save and Add Another
Fri Jul 30 18: