

# HELP DESK



## REPLACING

- HEAT ticketing system used internally by HR Service Center

## NOT REPLACING

- HR Service Center
  - Emailing askHR@baylor.edu
  - Calling #2000
- Other University help desks and service centers

## EMPLOYEE IMPACTS

- New way to submit tickets to HR service center
- Summarizes all email correspondence with the service center in one place

## **WHAT'S IN IT FOR ME?**

- Access the history of your service requests and service center replies summarized within Ignite