

# HR Service Requests or HR Help Desk: Creating a Service Request

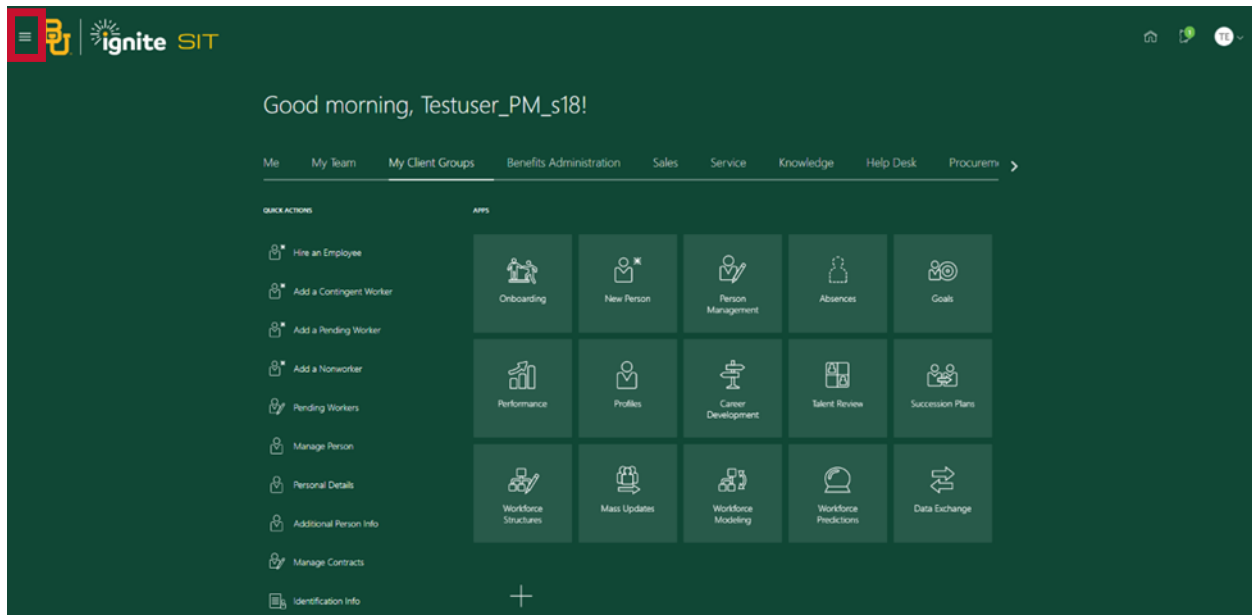
## Overview

- All employees can create a service request within Ignite to have a staff member from Human Resources help address any issues or questions that they may have.
  - *Example: If an employee does not understand the Parental Leave benefit, they can submit a service request to obtain more information on this benefit. A Human Resource Associate will help answer questions and provide additional information to the employee.*

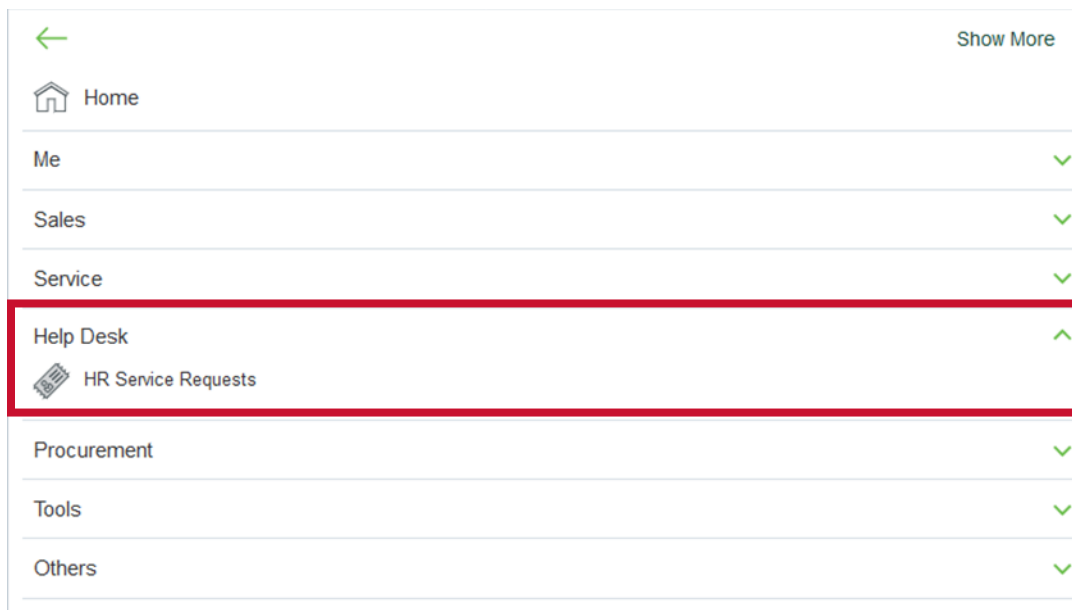
# HR Service Requests or HR Help Desk: Creating a Service Request

## I. Navigating to the Help Desk Module

- I. You can access the **Create a Service Request** task in two ways:
  - a. Click the Navigator icon in the upper left-hand corner of the Ignite Landing page.

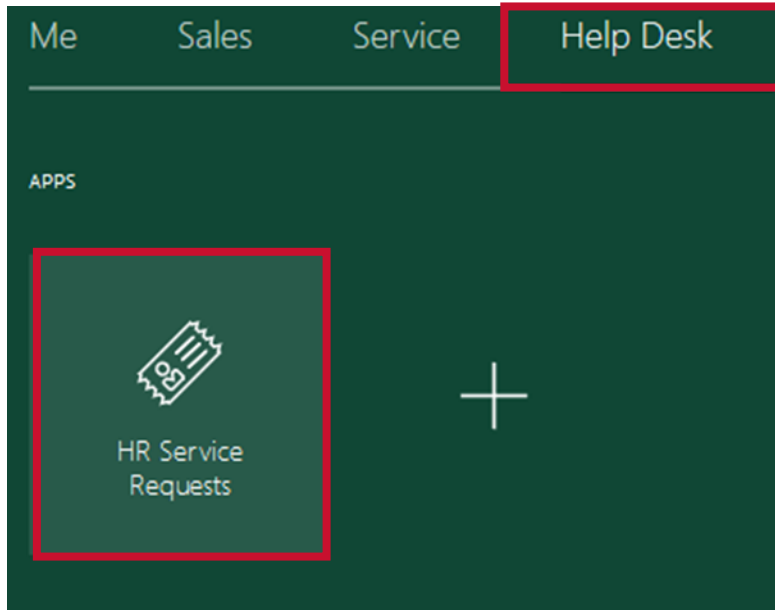


- b. Under the “Help Desk” section click the drop-down arrow and select “HR Service Requests” from the drop-down list.



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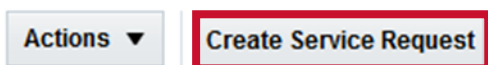
- c. Under the “Help Desk” heading on the home page, you can scroll down and click on the HR Service Requests tile on the Main Page to access the **Create a Service Request** task.



# HR Service Requests or HR Help Desk: Creating a Service Request

## 2. Creating a Service Request

1. Upon entering the HR Service Requests tile, click the Create Service Request tab in the bottom right-hand corner of the screen.



2. When creating a service request, you will need to enter a minimum of the required information indicated by an asterisk in several fields:

Create Service Request [Save and Close](#) [Cancel](#)

* Title	<input type="text" value="Information on Parental Leave Needed"/>	Product	<input type="text"/>
Primary Point of Contact	<input type="text" value="Kristen Marie Glinka"/>	Severity	<input type="text" value="Default"/>
Department	<input type="text" value="Accounting"/>	Attachments	None +

- a. **\*Title:** In the initial “Title” open text field, you will need to enter a title indicating an issue or question that you would like more information or assistance on.
- b. **Primary Point of Contact:** Use the drop-down arrow to select the primary point of contact which will default to your information.
- c. **\*Department:** Use the drop-down arrow to select a department.
- d. **Product:** Use the drop-down arrow to select a product if relevant to the question or issue you are needing help with. This is an optional field, but the product will select a category for the question you are asking.
- e. **\*Severity:** Use the drop-down arrow to choose a severity type and select “Default.”

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3. After entering the minimum required information, you will then enter your service request details by typing a description of the issue or question that you would like more information or help with.

Create Service Request [Save and Close](#) [Cancel](#)

\* Title  Product

Primary Point of Contact  Severity

Department  Attachments

**Service Request Details**

Hello,  
I am hoping to learn more about the Parental Leave benefit and how I would go about applying for this?

4. Click **Save and Close** which will submit your request and bring you back to the service request landing page.

Create Service Request [Save and Close](#) [Cancel](#)

\* Title  Product

Primary Point of Contact  Severity

Department  Attachments

5. After you click **Save and Close** you will return to the service request landing page where you can click your service request number to view any responses. There will be no bell notifications for replies, but you should receive an email advising a solution has been offered.

HR Service Requests

Find   List

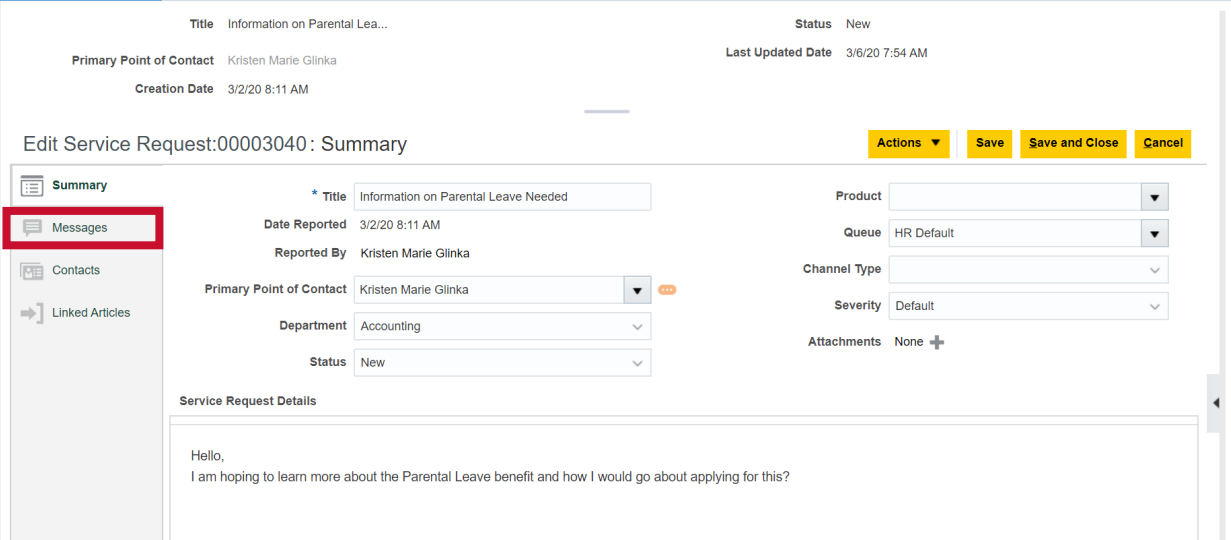
View

Critical	* Reference Number	Status	Title	Primary Point of Contact	Channel Type	Creation Date
	00003040	New	Information on Parental Leave Needed	Kristen Marie Gl...		3/2/20 8:11 ...

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## 3. Replying to a Comment

1. To view any messages from the HR team regarding your questions, click the messages tab in the left-hand side of the screen in the service request landing page.



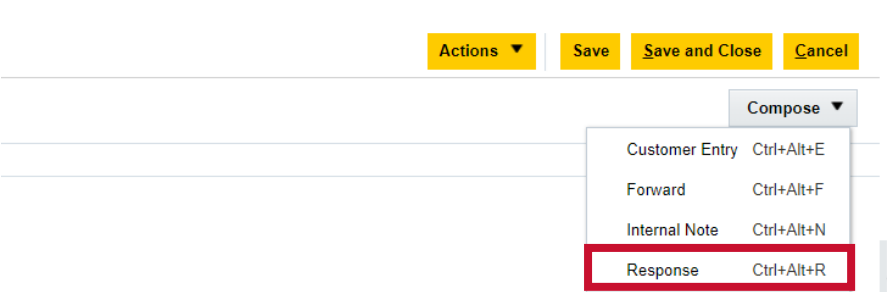
The screenshot shows the 'Service Request - Details' page for a request titled 'Information on Parental Lea...'. The status is 'New' and it was last updated on 3/6/20 at 7:54 AM. The primary point of contact is Kristen Marie Glinka, and it was created on 3/2/20 at 8:11 AM. The 'Edit Service Request:00003040: Summary' section is active, showing fields for Title, Date Reported, Reported By, Primary Point of Contact, Department, Status, Product, Queue, Channel Type, Severity, and Attachments. The 'Messages' tab in the left-hand navigation menu is highlighted with a red box.

2. To reply with additional follow-up questions or confirm your question has been resolved, click **Compose** in the far right-hand side of the screen.



The screenshot shows the 'Service Request - Details' page for the same request, but now the 'Messages' tab is selected. The 'Messages' section shows 'No data to display.' The 'Compose' button in the top right corner is highlighted with a red box. Below the 'Compose' button, there are dropdown menus for 'Internal', 'Customer', and 'System'.

a. Select **Customer Entry** to compose a message.



The screenshot shows the 'Compose' dropdown menu. The options are: 'Customer Entry' (Ctrl+Alt+E), 'Forward' (Ctrl+Alt+F), 'Internal Note' (Ctrl+Alt+N), and 'Response' (Ctrl+Alt+R). The 'Response' option is highlighted with a red box.

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b. Type a message to reply or add additional information.

Service Request - Details

Title Information on Parental Lea... Status New

Primary Point of Contact Kristen Marie Glinka Last Updated Date 3/6/20 7:54 AM

Creation Date 3/2/20 8:11 AM

Edit Service Request:00003040: Messages Actions Save Save and Close Cancel

Summary

Messages

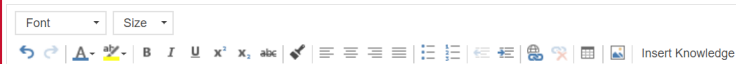
Contacts

Linked Articles

Compose: Customer Entry Post Cancel

Channel

Font Size

 Insert Knowledge

I read the policy on Parental leave but I am still confused, could someone provide more information.

3. Click **Post** to submit your reply.

Service Request - Details

Title Information on Parental Lea... Status New

Primary Point of Contact Testuser\_HD\_s8 Last Updated Date 11.12.2019 12:57 PM

Creation Date 11.12.2019 12:52 PM

Edit Service Request:0000005044: Messages Actions Save Save and Close Cancel


Summary

Messages

Contacts

Compo... Customer Entry Post Cancel

Font Size



I read the policy on Parental leave but am still confused, could someone provide more information. |

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4. Finally, click **Save and Close** which will take you back to the service request landing page.

The screenshot displays the 'Service Request - Details' page. At the top, the title is 'Information on Parental Lea...' and the status is 'New'. The primary point of contact is 'Kristen Marie Glinka' and the creation date is '3/2/20 8:11 AM'. The last updated date is '3/6/20 9:33 AM'. Below this information, there is a section for 'Edit Service Request:00003040: Messages'. On the right side of this section, there are four buttons: 'Actions', 'Save', 'Save and Close' (which is highlighted with a red box), and 'Cancel'. Below the buttons, there is a message from 'Kristen Marie Glinka' dated 'Just now (3/6/20 9:33 AM)' with the text: 'I read the policy on Parental leave but I am still confused, could someone provide more information.' The left sidebar contains 'Summary', 'Messages', 'Contacts', and 'Linked Articles'.