Oracle Fusion

HR help desk –

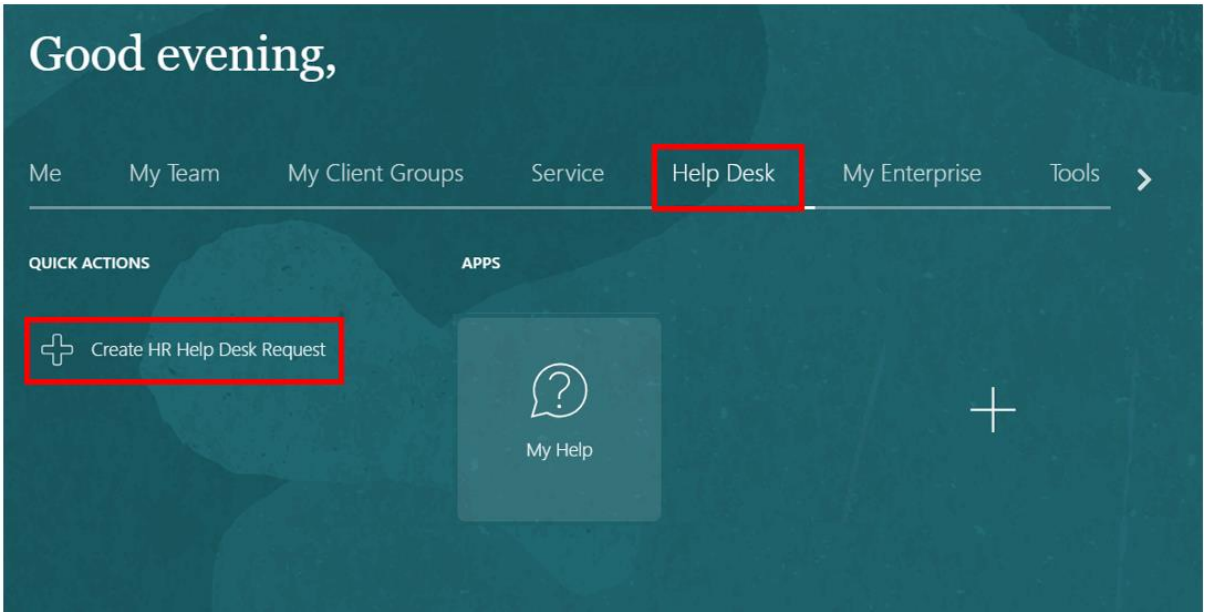
How to raise/manage service requests

(Employees and Managers)

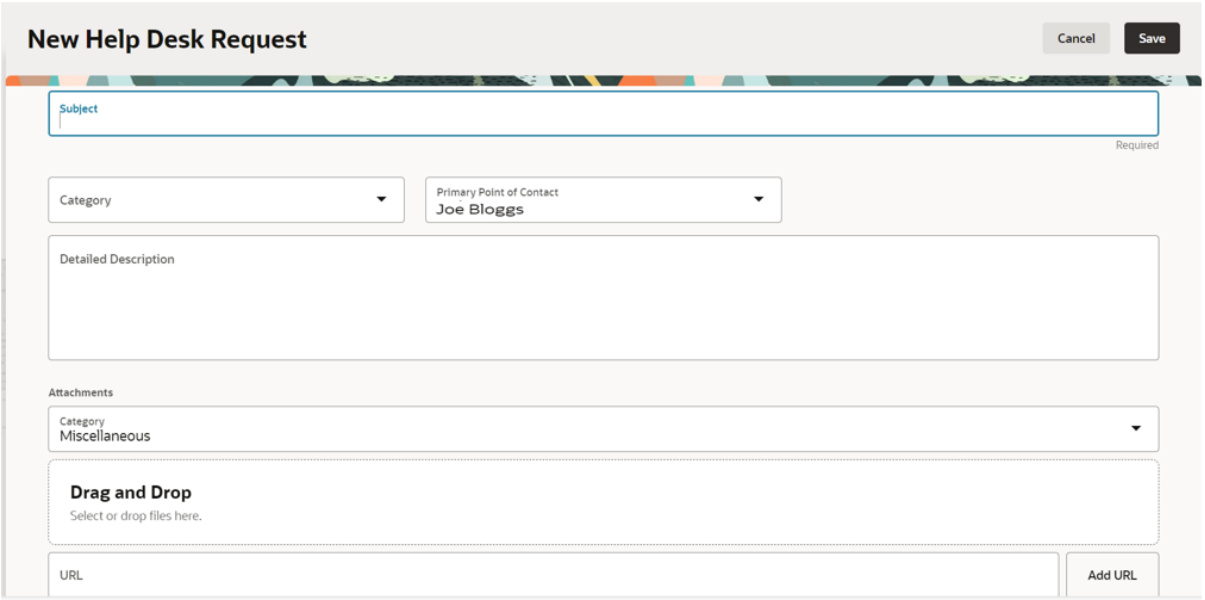
Introduction

HR Help desk is where you can raise any queries you may have regarding your employment or terms and conditions by raising a service request (SR). The purpose of the HR help desk is to allocate and track employee queries. Each service request is automatically assigned to a HR representative for investigation. Managers can also raise service request on behalf of their employees.

Creating a HR Help Desk Service Request



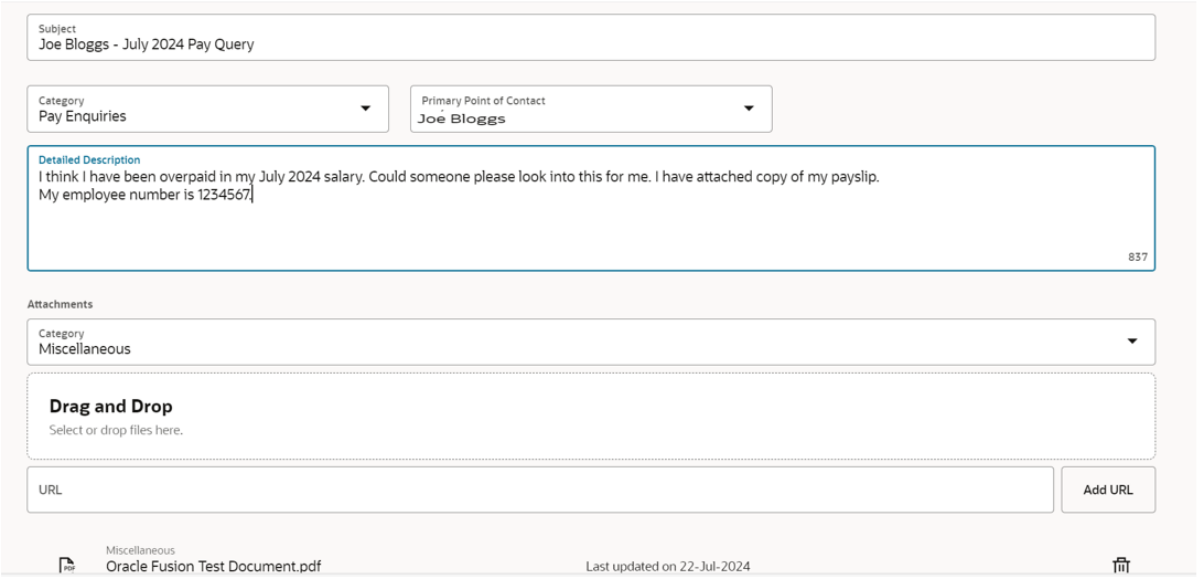
To create an SR, open the help desk tab and select “create HR help desk request”.



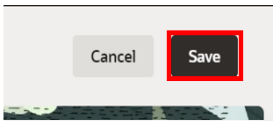
The form below will appear for completion.

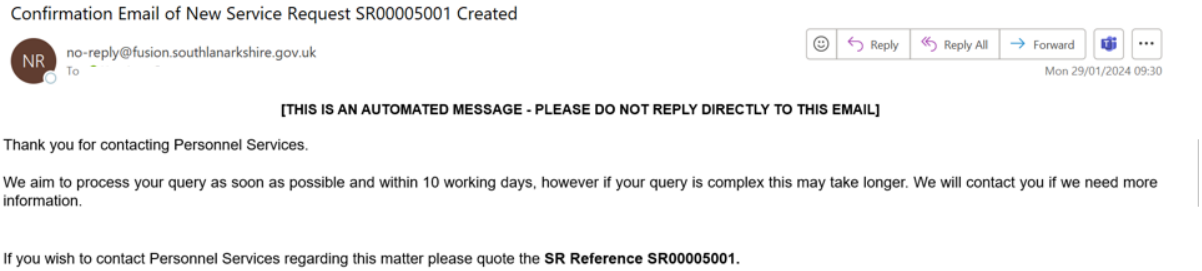
Complete the fields as follows -

Subject – This should detail the type of query (e.g. manager change, continuous service request, pay query)
Category – Select the most relevant category in relation to your query from the drop down menu.
Primary Point of Contact – This will automatically populate as your own name. If you are a manager looking to raise a SR on behalf of the employee, you can search for the correct employee's name within this field. **Note –** Managers can only raise SRs for their direct reports.
Detailed Description – Include details of your query/request. You should include as much information possible regarding the query.
Attachments/URL – Upload/insert any attachments or URL links if necessary.



Once you have completed the form as per the above, select save. Your service request will then be assigned a unique reference number. The primary point of contact will receive an email to confirm that a service request has been raised.



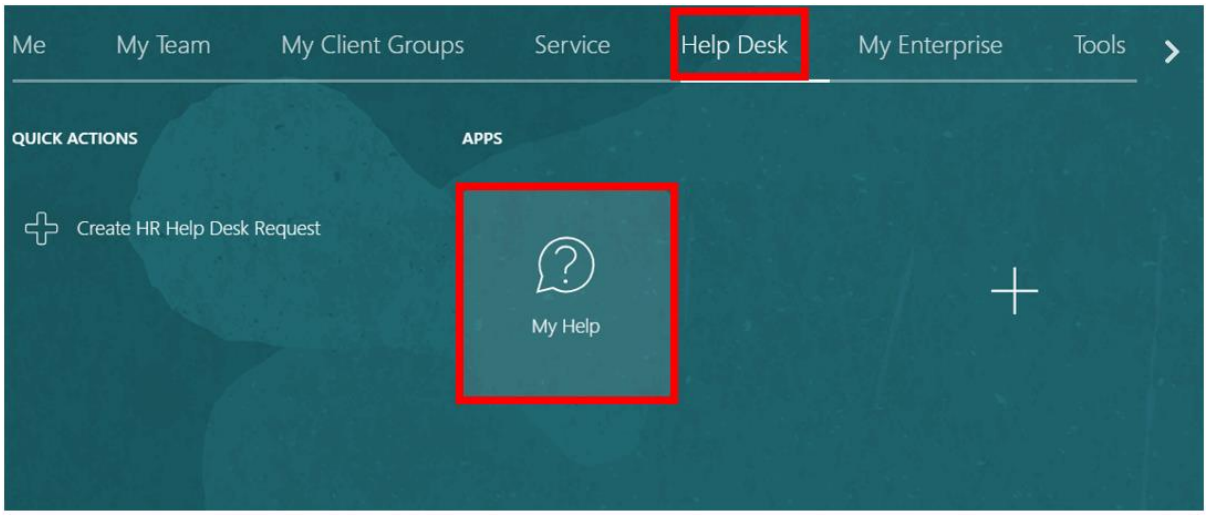


On the service requests screen below you can see all service requests you have submitted. You can also see when each SR was updated and the status.

Note – Managers will be able to view any SR's they have raised on behalf of their employee. Employees will also be able to view any SR's raised for them on their behalf.

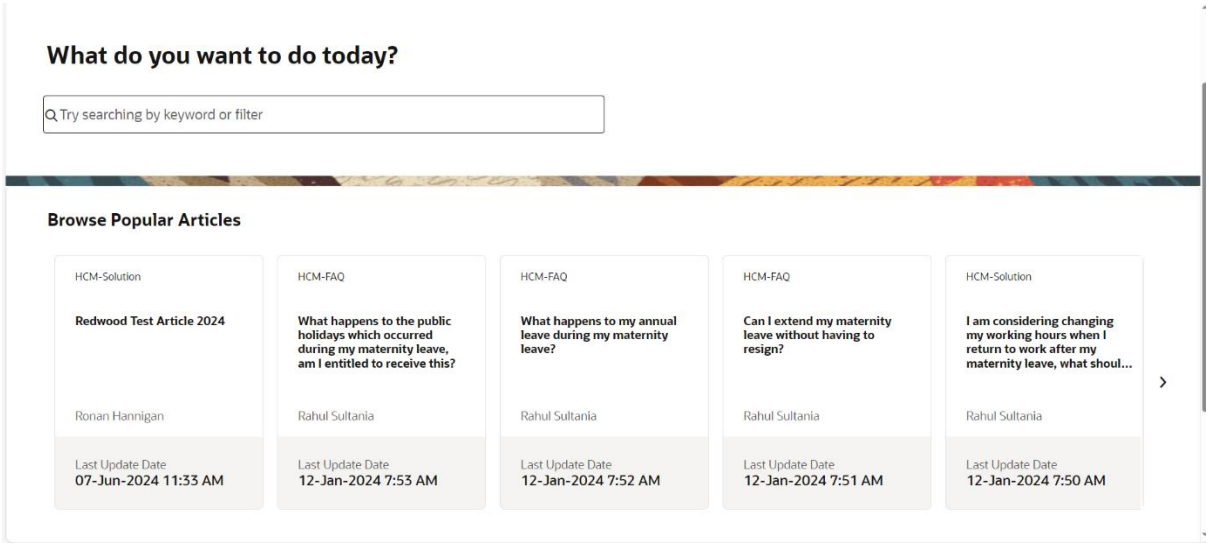
How to view service request and knowledge articles

Knowledge articles are frequently asked questions which are available for viewing prior to raising an SR.



To view knowledge articles, open the help desk tab and select "my help".

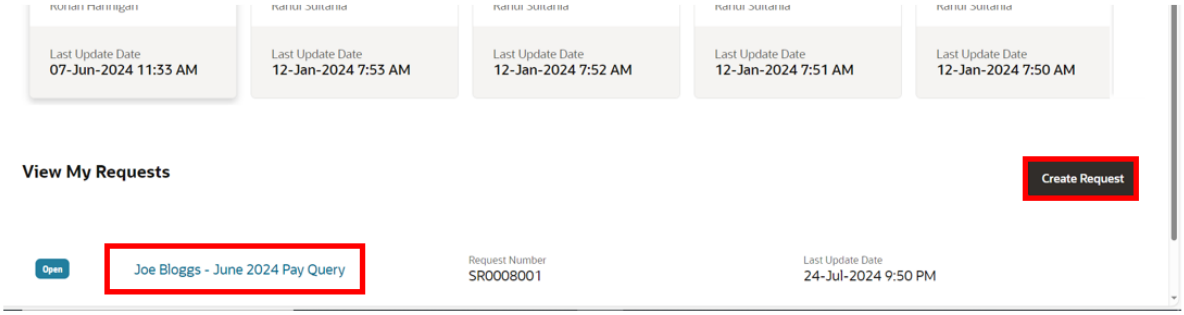
Within my help screen, you can browse the existing articles and search for keywords relating to your query.



To view your existing or create a new service request from "my help" screen scroll to the bottom of the page.

You can open an existing service request by selecting on blue hyperlink for the relevant SR.

To create an SR, select “create request”.



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