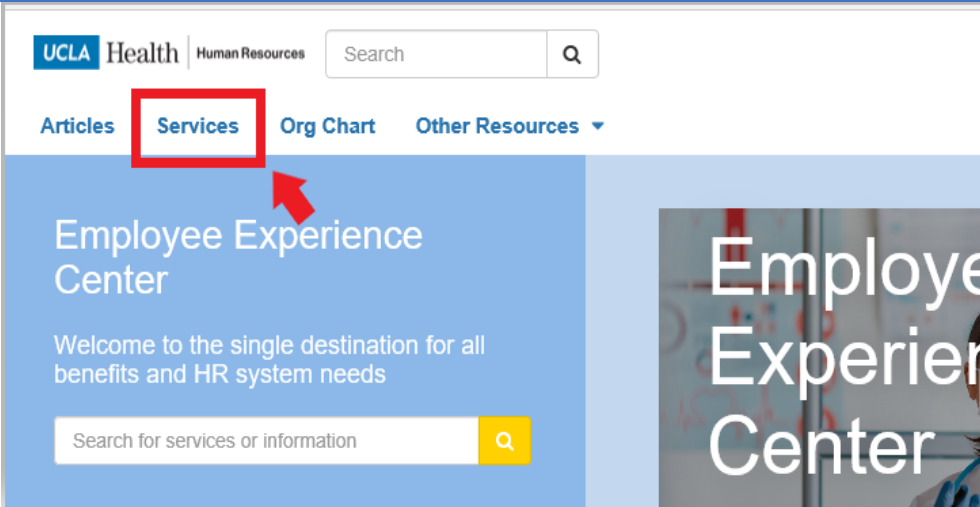
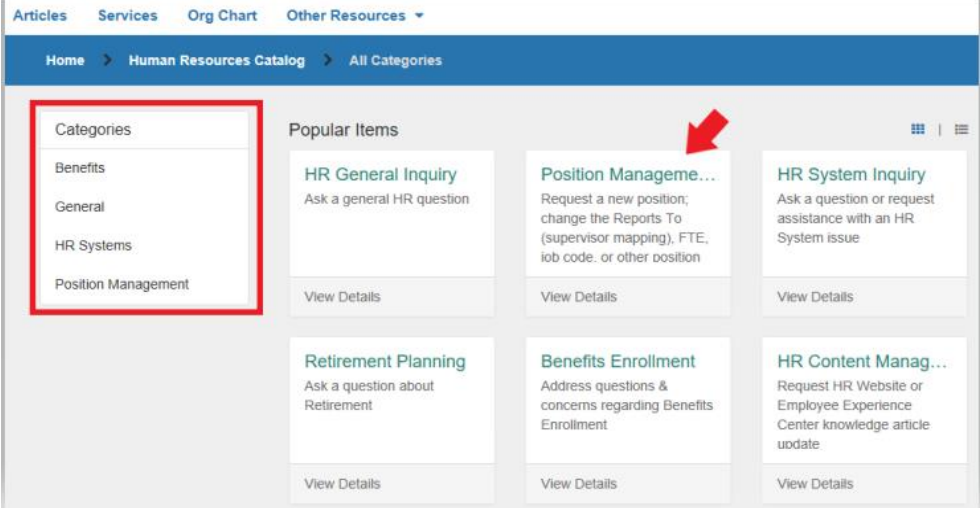
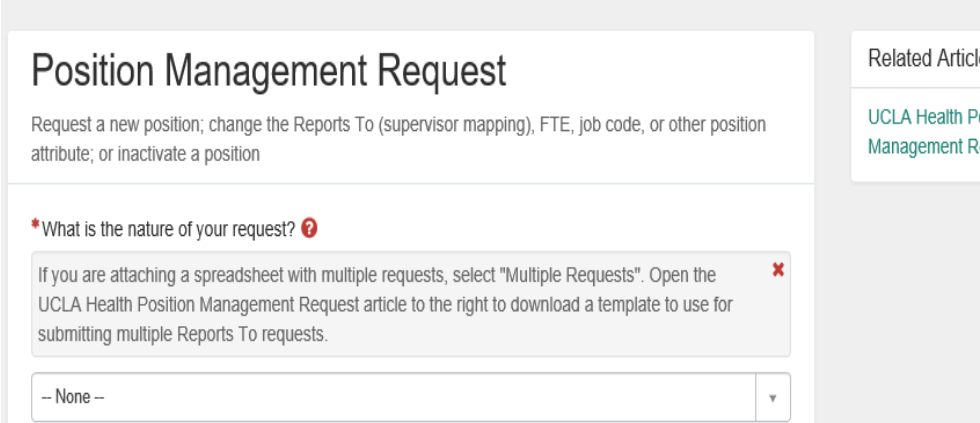
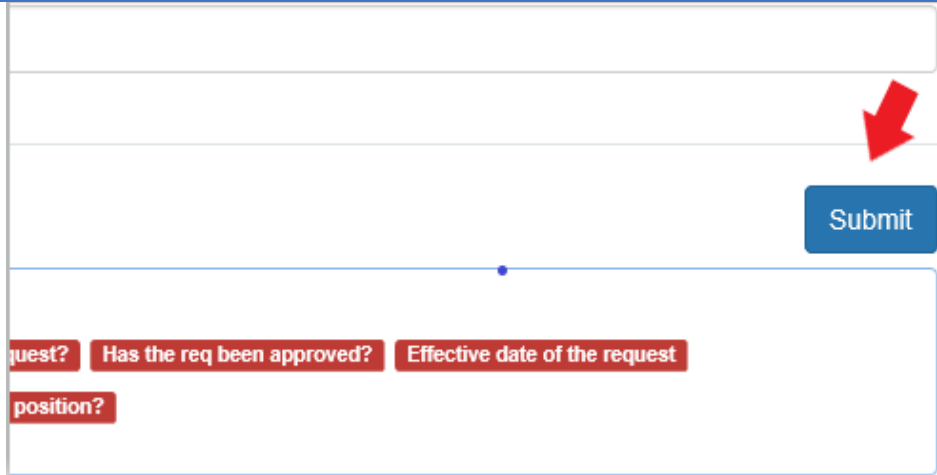


Employee Experience Center – User Guide

Creating a Case in the Employee Experience Center

<p>1. Click on the “Services” Tab on the main Employee Experience Center page.</p>	
<p>2. A list of available services will appear. -To submit a Position Management request, click on Position Management under the popular items.</p>	
<p>3. The Position Management Request page will appear, enter the details of your request.</p>	

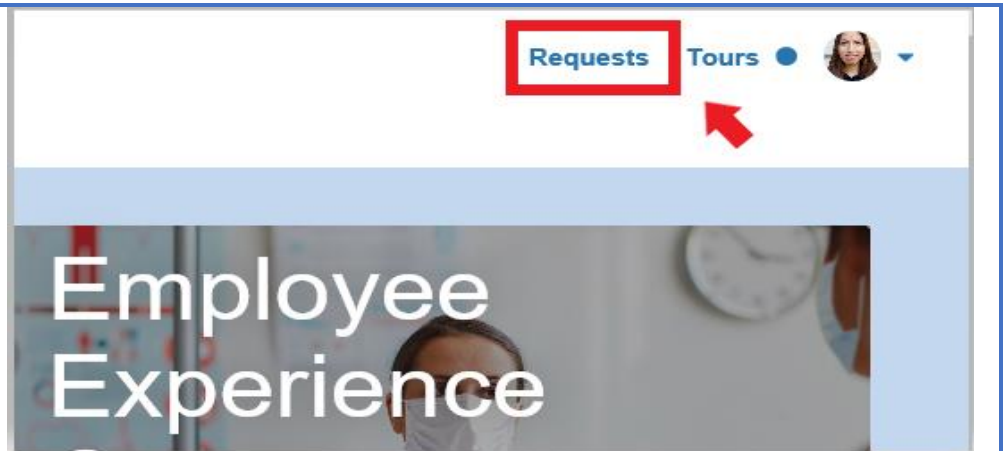
4. Once you've entered the details of your request, click on the "Submit" button.



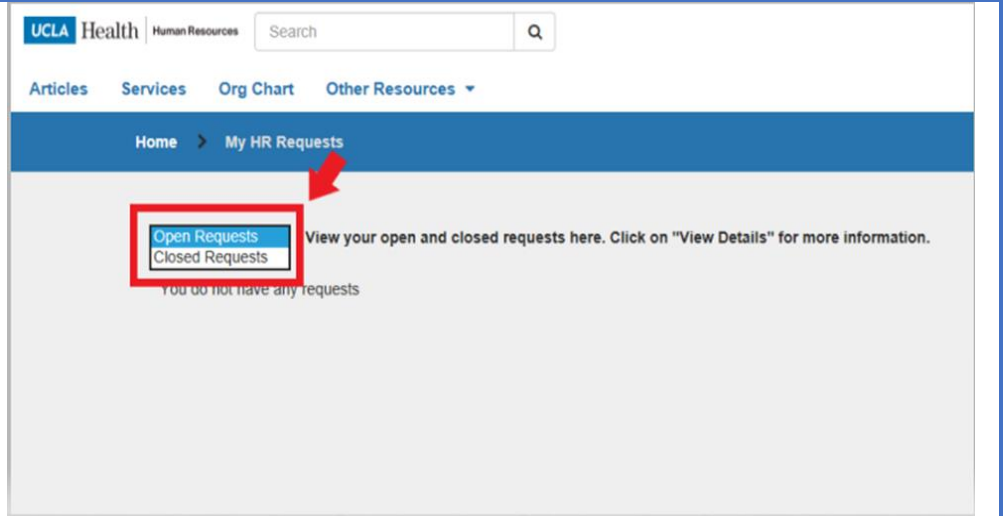
The screenshot shows a form with several input fields. A red arrow points to a blue "Submit" button. Below the form, there are four red boxes containing the following text: "request?", "Has the req been approved?", "Effective date of the request", and "position?".

Viewing Opened Cases in the Employee Experience Center

1. Click on “Requests” on the top right corner of the main page:



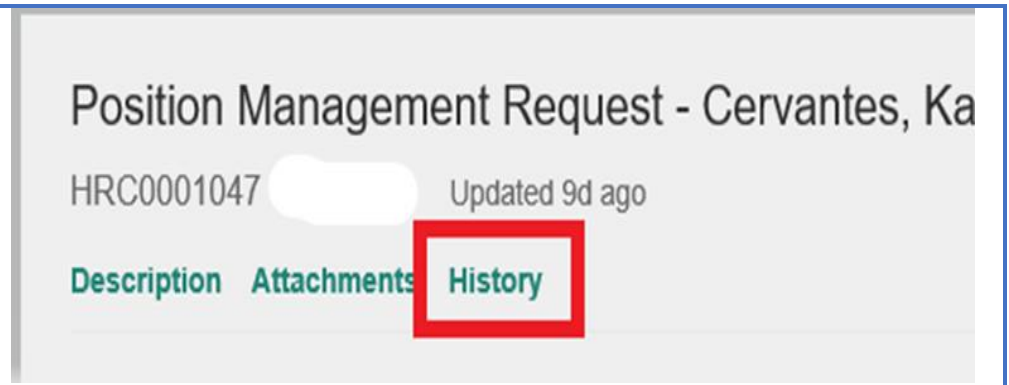
2. Click on “Open Requests”



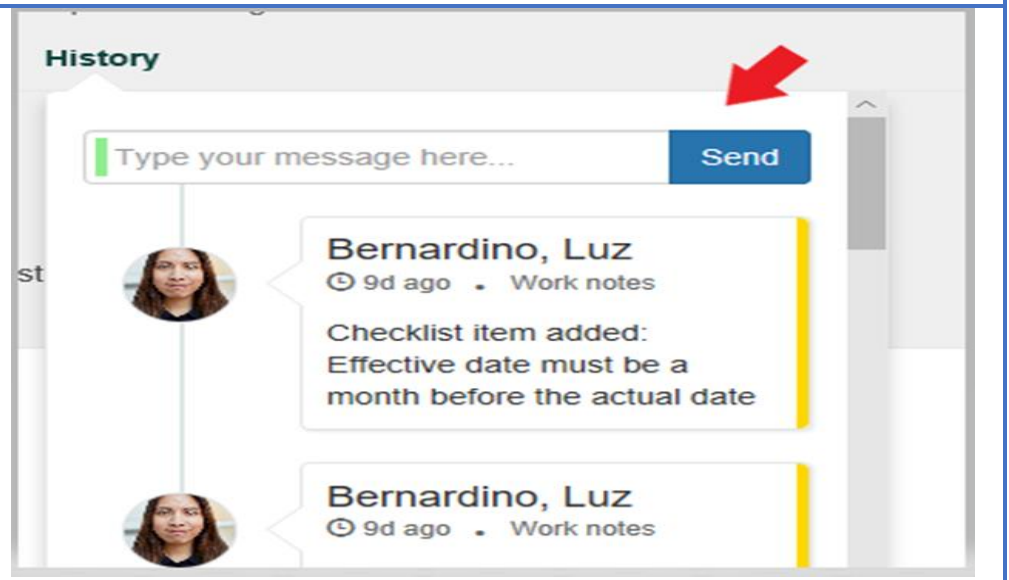
3. You will now see all of your opened cases, each containing a case number. Click on “View Details” to view the specifics of your case.



4. You can view any correspondence between you and the HR Agent by clicking on the "History" tab.

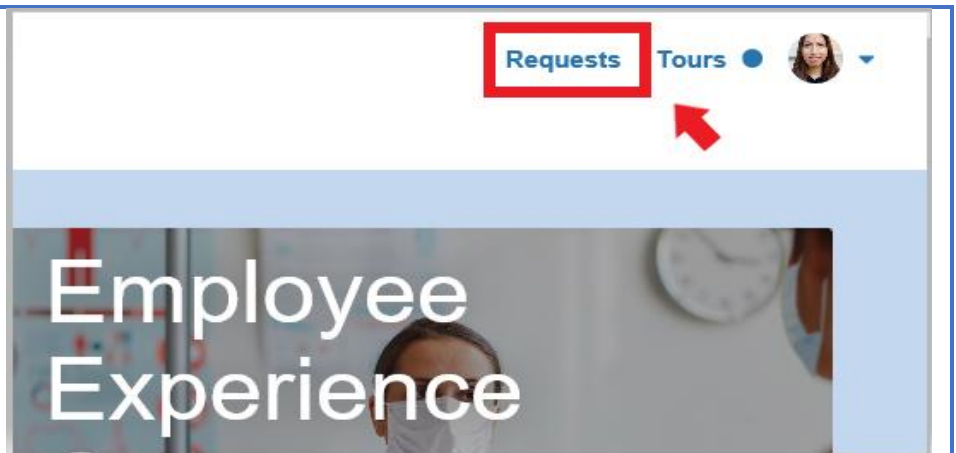


5. You can enter/view any messages between you and the HR Agent.

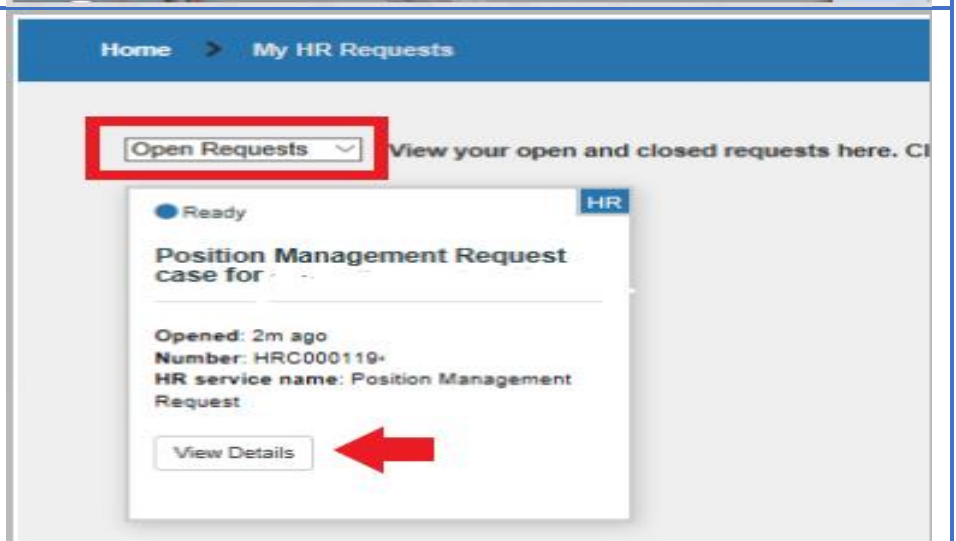


Closing Cases in the Employee Experience Center

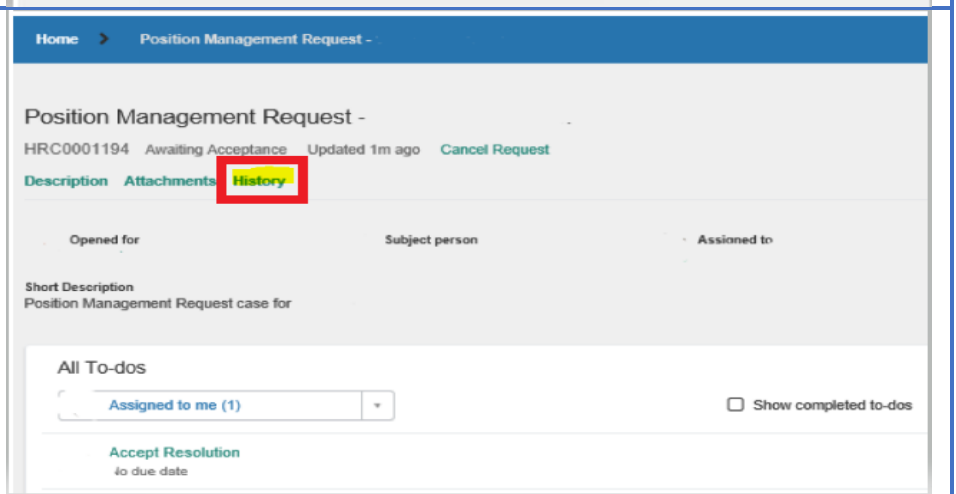
1. Access the Employee Experience Center main page and navigate to the "Request" page.



2. Find your open requests. Click on "View Details" to open the case.



3. Click on the "History" tab to view and open the Knowledge Article comments.



4. Click the back button to return to the case and click "Accept Resolution".

Home > Position Management Request -

Position Management Request -
HRC0001194 Awaiting Acceptance Updated 1m ago Cancel Request

Description Attachments History

Opened for Subject person Assigned to Customer watch list Add Person

Short Description
Position Management Request case for

All To-dos
Assigned to me (1) Show completed to-dos

Accept Resolution
No due date

5. Click "Yes" to Accept the Resolution.

< All To-Dos

Accept Resolution
HRC0001194 No due date

Thank you for contacting us regarding your Position Management Request.

Was your request resolved?

If you need further assistance, provide the reason here.

No Yes

6. Case Closed and Complete.

< All To-Dos

No To-dos