

PERSONNEL TRACK-IT

A QUICK GUIDE

GET YOUR TICKET

We are excited to announce the release of a new product, "Personnel Track-It" to help monitor incoming requests for services, similar to a Help Desk ticketing system in Information Technology. In the last few months, we have been working tirelessly with some of your peers to improve our product and we believe that Track-It will strengthen your customer experience with Personnel.

Earlier this year, we conducted a survey to find out how you (our valuable customers) feel about our services. An overwhelming response indicated we need to do better in several key areas. You wanted improvements in communication, transparency, responsiveness, and consistency? You got it! With the launch of Track-It, we believe this new product will improve customer service delivery in these areas and is another step in our master plan to build confidence in your interactions with our team.

So what is Track-It all about? Continue reading below for details.

Self-Service Portal

All staff will have access to a Self-Service portal where you can create, update, and obtain the status of requests (tickets) to the Personnel team. Think of it as a one stop-shop.

Transparency

The Self-Service portal shows requestors who is working on the ticket and what the status is at any given time.

Consistency

Tickets will be monitored daily and re-assigned if a Personnel team member is unavailable. All communication between the requestor and Personnel is stored in the history of each ticket.

Communication & Responsiveness

Notifications are sent to requestors via email when tickets are opened, closed and for any status updates. You can also respond via email.

Ease of Use

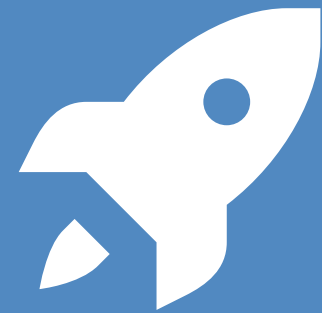
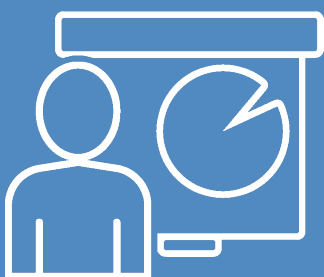
Track-It is a simple system that allows requestors to create a ticket by filling out a short form. Your ticket will be delivered instantly to Personnel. That's it!

Data & Metrics

Built-in reports and dashboards will give us the ability to track trends and identify areas of improvement.

PREPARING TO LAUNCH 10.1.2021

Prior to using Track-It for the first time, you will be required to complete a brief e-Learning in the SMART system. More information about the training will be published as we near October 1.



Track-It is launching October 1, 2021. Links to the Self-Service portal will be located on the EHSD Intranet home page and Personnel page so you can explore.

