Easy | Help Desk

Easy Help Desk

Processes & tools that decrease SAP payroll support time by up to 80%

Easy Help Desk radically simplifies SAP Payroll help desk processes by allowing users to research and resolve employee payroll queries from a single screen inside of SAP. Easy Help Desk empowers the first tier of payroll support to answer more questions.

Benefits of Easy Help Desk include:

QUICKLY RESOLVE DIFFICULT PAYROLL QUERIES

REVIEW RESULTS FROM A SINGLE SCREEN

EASILY IDENTIFY CAUSES OF VARIANCES

EMAIL DOCUMENTS TO EMPLOYEES IN SECONDS

BUILT-IN, TIME-SAVING REPORTS & DOCUMENTS

SUPPORTS CONCURRENT EMPLOYMENT

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Easy Help Desk

- Shared Service Centre/Help Desk troubleshooting tool
- Real time, easy view into payroll results instead of searching through multiple complex areas in SAP payroll
- Single screen cuts down investigation time in SAP by 80%
- One hour to learn can be used by less skilled staff
- Automatically analyses pay period selected - including complex retros and highlights possible reasons for pay changes
- The Payroll/Support staff can email a report to the employee in seconds during the call
- Pre-delivered reports allow requests (such as confirmation of employment) to be met instantly

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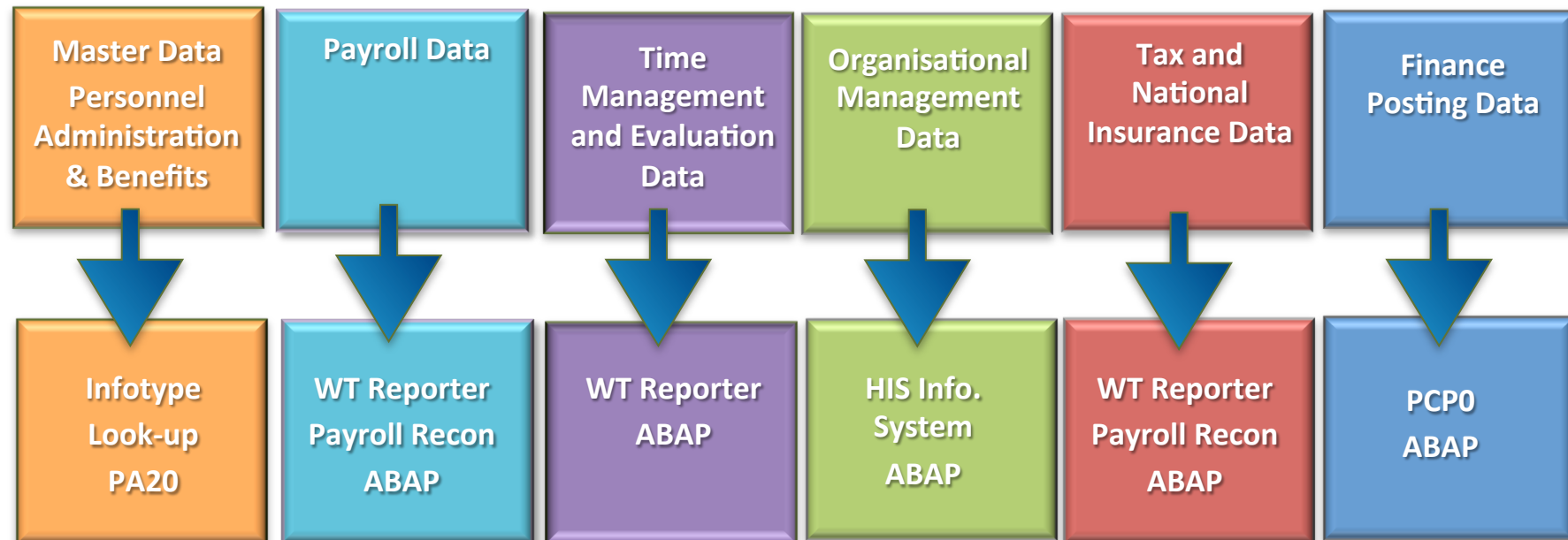
What business problems does the product address?

- Decreased SAP investigation time for Level 1 and Level 2 Help Desk staff by about 80%

- Reduced training needs ie. New tier 1 staff can be using the product within 2-3 hours

- Reduced staff attrition by giving them a faster and easier product to use.

- Reduction in call handling timeframes and allows help desk queries to be answered 'on the spot' instead of being escalated to more expensive areas.

- Accurate and quality information given to employees via email through the click of a button.

The Need for Easy Help Desk

Current State of SAP Payroll/Help Desk Inquiries

Master Data Personnel Administration & Benefits	Payroll Data	Time Management and Evaluation Data	Organisational Management Data	Tax and National Insurance Data	Finance Posting Data
Infotype Look-up PA20	WT Reporter Payroll Recon ABAP	WT Reporter ABAP	HIS Info. System ABAP	WT Reporter Payroll Recon ABAP	PCP0 ABAP

Depending on the complexity of the call – a question can either be answered by a Level 1 through Level 3 Representative. With each level of representative, a different cost is associated. The harder the question, the higher the level of the person required to research the multiple areas of SAP to answer it.

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The Need for Easy Help Desk
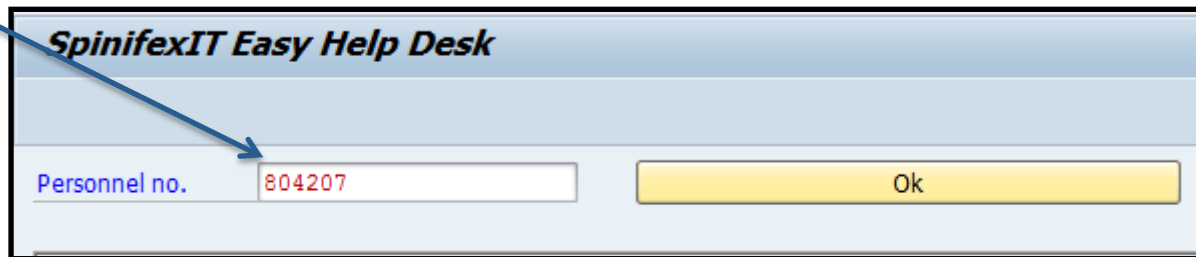
Future State of SAP Payroll/Help Desk Inquiries

Master Data Personnel Administration & Benefits	Payroll Data	Time Management and Evaluation Data	Organisational Management Data	Tax and National Insurance Data	Finance Posting Data

Easy Help Desk

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Solving a query on Easy Helpdesk…..

Payroll Office receives a phone call requesting further information about an employee's pay. The employee has had a Retro payment and cannot tell what the retro is for?

Employee Number is keyed into Easy Helpdesk

SpinifexIT Easy Help Desk

Personnel no.	804207	Ok

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The Helpdesk Operator is presented with this screen....

List of analysis reports to be run

Easy Help Desk - Payroll Area: 31 Period: 06 2013 Employee: 00804207

Choose Employee   Hide Automatic Reports   Clear reports   Clone Employee

▸ 📁 Payslip Analysis
▸ 📁 Payroll Data Analysis
▸ 📁 Advanced Options
▸ 📁 Leave/Absence Enquiries

Welcome SARAH

To the *Easy Help Desk for SAP R/3.*

The *Easy Help Desk* has been designed for the end-user of SAP HR/Payroll.

The aim of this workbench is to provide the user with a single point of access for all SAP HR/Payroll queries.

List of Exceptions within a pay period

- 06 2013 - (01.09.2013 to 30.09.2013)
- 05 2013 - (01.08.2013 to 31.08.2013)
- 04 2013 - (01.07.2013 to 31.07.2013)
- 03 2013 - (01.06.2013 to 30.06.2013)
- 02 2013 - (01.05.2013 to 31.05.2013)
- 01 2013 - (01.04.2013 to 30.04.2013)
- 12 2012 - (01.03.2013 to 31.03.2013)
- 11 2012 - (01.02.2013 to 28.02.2013)
- 10 2012 - (01.01.2013 to 31.01.2013)
- 09 2012 - (01.12.2012 to 31.12.2012)
- 08 2012 - (01.11.2012 to 30.11.2012)
- 07 2012 - (01.10.2012 to 31.10.2012)
- 06 2012 - (01.09.2012 to 30.09.2012)
- 05 2012 - (01.08.2012 to 31.08.2012)
- 04 2012 - (01.07.2012 to 31.07.2012)
- 03 2012 - (01.06.2012 to 30.06.2012)
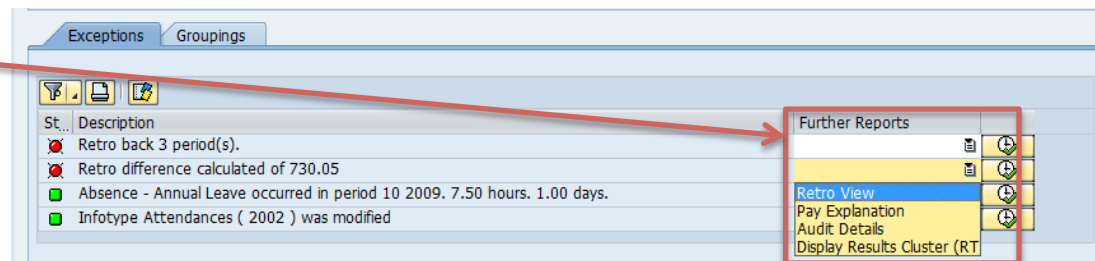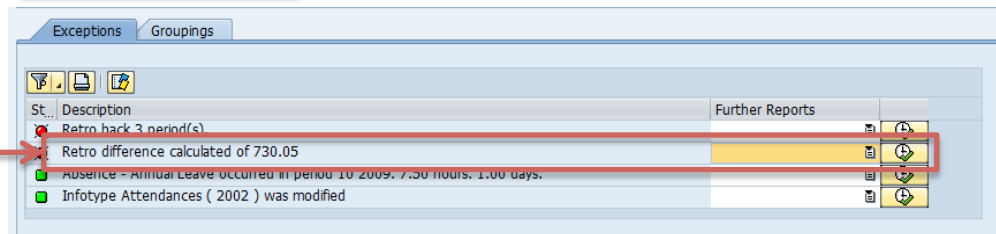- 02 2012 - (01.05.2012 to 31.05.2012)

List of pay periods for the employee

| Exceptions | Groupings |

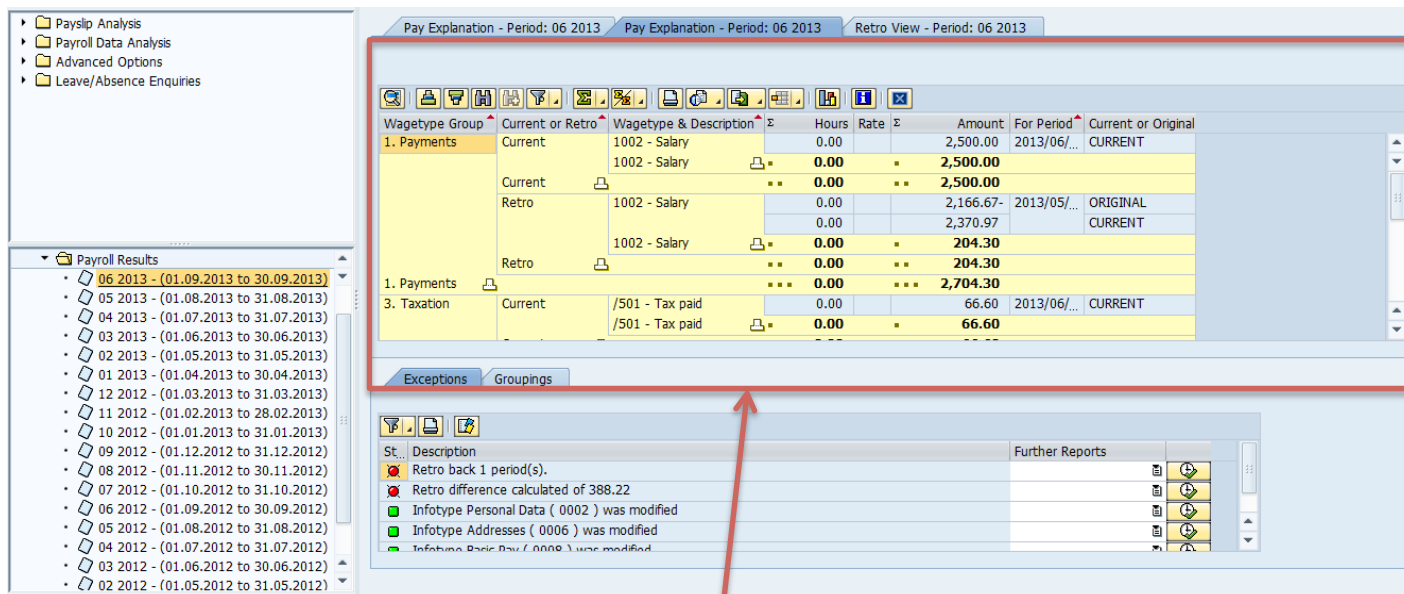| St...	Description	Further Reports	
🔴	Retro back 1 period(s).		⊕
🔴	Retro difference calculated of 388.22		⊕
🟩	Infotype Personal Data (0002) was modified		⊕
🟩	Infotype Addresses (0006) was modified		⊕
🟩	Infotype Basic Pay (0008) was modified		⊕

Helpdesk operator chooses period

Helpdesk operator will choose which pay period the employee is enquiring and double click

Helpdesk operator can now see the retro payment of 730.05 using the exceptions indicator screen and can choose one of the reports to analyse the payment

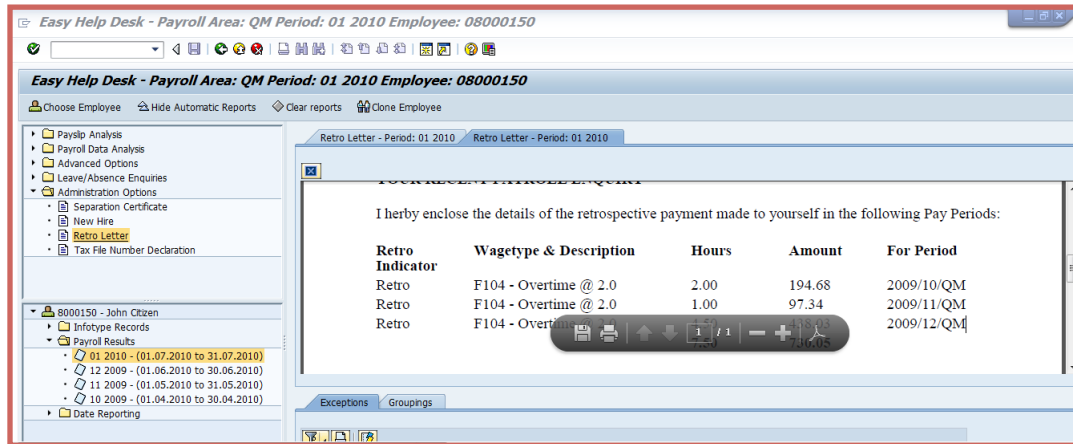# Helpdesk operator explains retro amount to employee via the phone

Helpdesk operator can now explain the retro period in/out entries to the employee easily via the phone

Helpdesk Operator can also email the employee a document outlining the retro also……

The helpdesk operator can now email a letter from our many pre delivered letters to the employee by simply either creating a PDF or using our easy emailing options to attach automatically
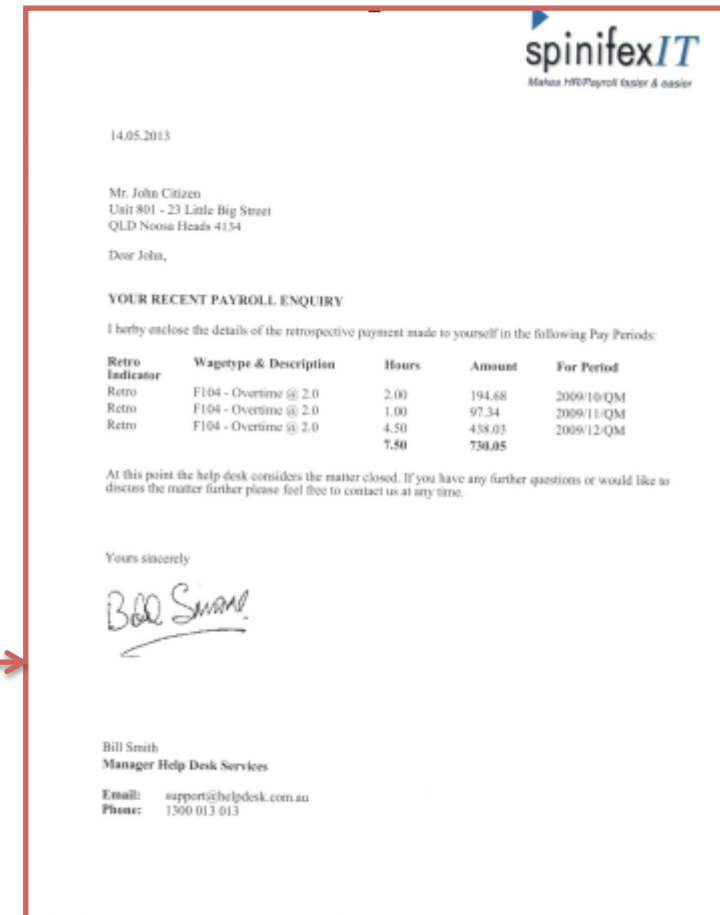
Easy Help Desk – Summary of Benefits

Researching employee enquiries into their pay with standard SAP requires the navigation to multiple screens, familiarity with the complex clusters, etc.

Before Easy Help Desk

- Multiple levels of help desk support escalation
- Use of various SAP transactions
- Time consuming research in SAP
- Lack of quality resolution
- Poor employee satisfaction

After Easy Help Desk

- A level 1 help desk resource can answer complex payroll questions by utilising a single screen and share the detailed response instantly via print or email.

- **Saves time to resolution**
- **Saves cost of resources**
- **Greater employee information accuracy**
- **Employee satisfaction**

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