



1 Support Request Enhancements

The CCMS Release provides a great deal on retrieving data from the Support Request Report. The enhancements focuses on vital information which allows the users to view the following details: Issuer, Issuer Manager, Last Handled By, and Current Status.

Ident	Subject	Issuer	Issuer Manager	Last Handled By	Current State	Count	Average Rating	Rating Trend Per Day	Re-open Total	Re-open Count	First Contact Resolution	Average Days Open
33	Test with default assign group	Fraser Crane	Kenny Daly	Fraser Crane	New	1			0	0	100%	
32	Test Re-dev fixed	Fraser Crane	Kenny Daly	Fraser Crane	New	1			0	0	100%	

The fast report generation provides users all the basic data which can be filtered. This development allows users to analyze the processing of support request more effectively and increases user and tool efficiency.

3 Employee Schedule Source Improvement

This Schedule Source enhancement allows users to configure and set schedule sources for employees.

Schedule

Create Schedule

Schedule Search

Shift Overview

Intraday Detail

Schedule Overlay

Training Class

2 Employee Contracts Report Enhancement

The Employee Contracts Report can now reflect the Full Time % based on the hours configured for the location, based on a new company configuration option. Subsidiaries can now configure specific full time hours specifications for individual locations instead of subsidiary-wide.

Employee Ident	Employee Name	First Hiring Date	Start Date of Contract	Probation End Date of Contract	End Date of Contract	Contract Ident	Start Date of Contract Hours Term	End Date of Contract Hours Term	Contract Type	Position Code Group	Position Code Department	%	Hours (In Contract)
836275	Employee-836275, Some	2012-12-17	2012-12-17	2012-12-17		28941	2012-12-17		Termino 8p-hours 03	Staff	Client Operations	87.5	35.00
1076823	Employee-1076823, Some	2013-08-05	2014-08-03	2014-08-03		77520	2014-08-03		Adecco	Manager	Business Development	38.88	35.00

The Hours displays the same value, but the percentage value will be different based on the Location or Company Full Time Hours per Week.

Create Schedule Source

Ident 33
Name Jack Napier

Create

Schedule Source

Start Date

End Date

The Create Schedule Source window allows the user to choose from the Schedule Source selection provided.

Schedule Source

Create Schedule Source

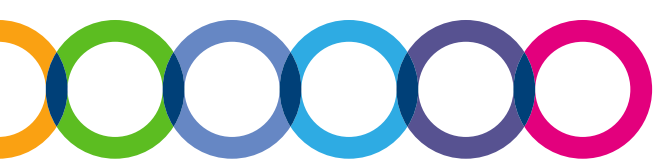
Schedule Source Information

No current schedule sources exist for this employee.

Schedule Sources

Ident	Schedule Source	Start Date	End Date
104	USSG IEX Schedule (USSG IEX)	2015-10-05	2015-10-30

The Schedule Source window allows the user to view the Schedule Source Information and Schedule Sources



Here are some noteworthy enhancements included in this month's release:

Time Update (Teleperformance France)

Summary: This update improves the visibility for negative Time Adjustment.

- **8421 TPFR – BUSINESS: Update** – This provides the user a better way to retrieve and view infractions. Users are able to directly view these in Day Detail and Manager Infraction Detail. The Affected Areas are the following: Employee Time Detail, Action Form Console, Labor Report: Infraction Report, Labor Report: Manager Infraction Report, Labor Report: Combined Report, Missing Shift Queue, Auto Attendance Queue, Labor Report: Infraction Detail Report, Labor Report: Lost Labor Report, and Labor Report: Absenteeism Report

	00	01	02	03	04	05
Schedule						
Overlay: Call Off						
Switch: 160 Phone ID: 5190246						Training
Exemption						
Time Adjustment						
Time Adjustment						
Possible Infraction						Outside Shift

Employee Time Detail now displays 'Outside Shift' infractions instead of it being displayed within the 'Work Outside of Schedule' table.

Naming conventionality has also been improved to provide users integrated information on the following:

- 'Late Start' Infractions – Renamed to 'Late Arrival' Infractions.
- 'Missing' Infractions – Renamed to 'Missing Intra-Shift' Infractions.

New Employee Page for LOA (Teleperformance United Kingdom)

Summary: All Leave of Absence functions (reporting, editing and creation) have been moved from the Life Cycles employee page to the (new) Time: Leave of Absence.

- **9412 TPGROUP SOLUTIONS – CLEANUP** – The 'Set Leave of Absence' option from the Employee Life Cycle page has moved to its own page. The existing Employee Life Cycle: Leave of Absence sec function named has been changed to Employee: Leave of Absence.

Employee Profile/Employee Information Report Update (Teleperformance United Kingdom)

Summary: Naming convention update.

- **9510 TPUK – BUSINESS** – This aids managers to instantly be made aware of the job title and associated job descriptions and the employee's area of responsibility. It increases Human Resource personnel efficiency in dealing with queries from employee's claiming that their job title is incorrect on their CCMS Profile.

Ident	Current Cycle	Active	Life	First Name	Middle Name	Last Name	Current Status	Hire Date	Days Employed	Position Code Full Name	Position Code Title
33	1250801			Jack		Napier	Active	2013-10-21	709	Representative	Representative

The 'Position Code Full Name' is identical to 'Position Code Title' in the report data table. The employee's position code full name is then displayed on the profile page to the right of the employee photo.

Employee Life Cycle

Ident	Reason	Start Date	End Date	Qualifying Event	Queue Status	Status

OLD

Employee Life Cycle

Ident	Hire Date	Termination Date	Days Employed	Termination Type	Termination Reason
132	1997-12-18	1998-05-18	152	Unknown	Unknown
1247294	2013-10-21	2015-02-08	476	End of Temporary Contract	End of contract

NEW

Ident	Reason	Start Date	End Date	Qualifying Event	Queue Status	Status