How Does the ESC Work With You?

Customers

Employees

- Contacting for personal service inquiry

Approvers (Managers / Supervisors)

- Contacting for personal (approver) service inquiry
- Contacting for inquiries regarding employees

Agency HR / Payroll

- Contacting on behalf of employee or approvers or for wider scope Agency inquiry

Communication Channels

- Telephone
- Email
- Mail
- Fax

Mass HR ESC Service Delivery

Tier 1

- Inquiry Management
- Password Management

Tier 2

- Time Entry
- Prior Period Adjustments
- Exception Management
- Reporting & Analytics

Communication Channels

- Telephone
- Email
- Mail
- Fax
- Case Mgmt

Partners

Agency HR / Payroll

- Contacted for employee, approver, or for wider scope Agency inquiry

Agency IT

- Contacted for IT issue resolution related to Agency

CommonHelp (ITD)

- Contacted for ITD related issue resolution

CTR

- Contacted for MMARS / LCM, Audit, and Taxes related issue resolution

HR/CMS Tier 3

- Contacted for HR/CMS related issue resolution