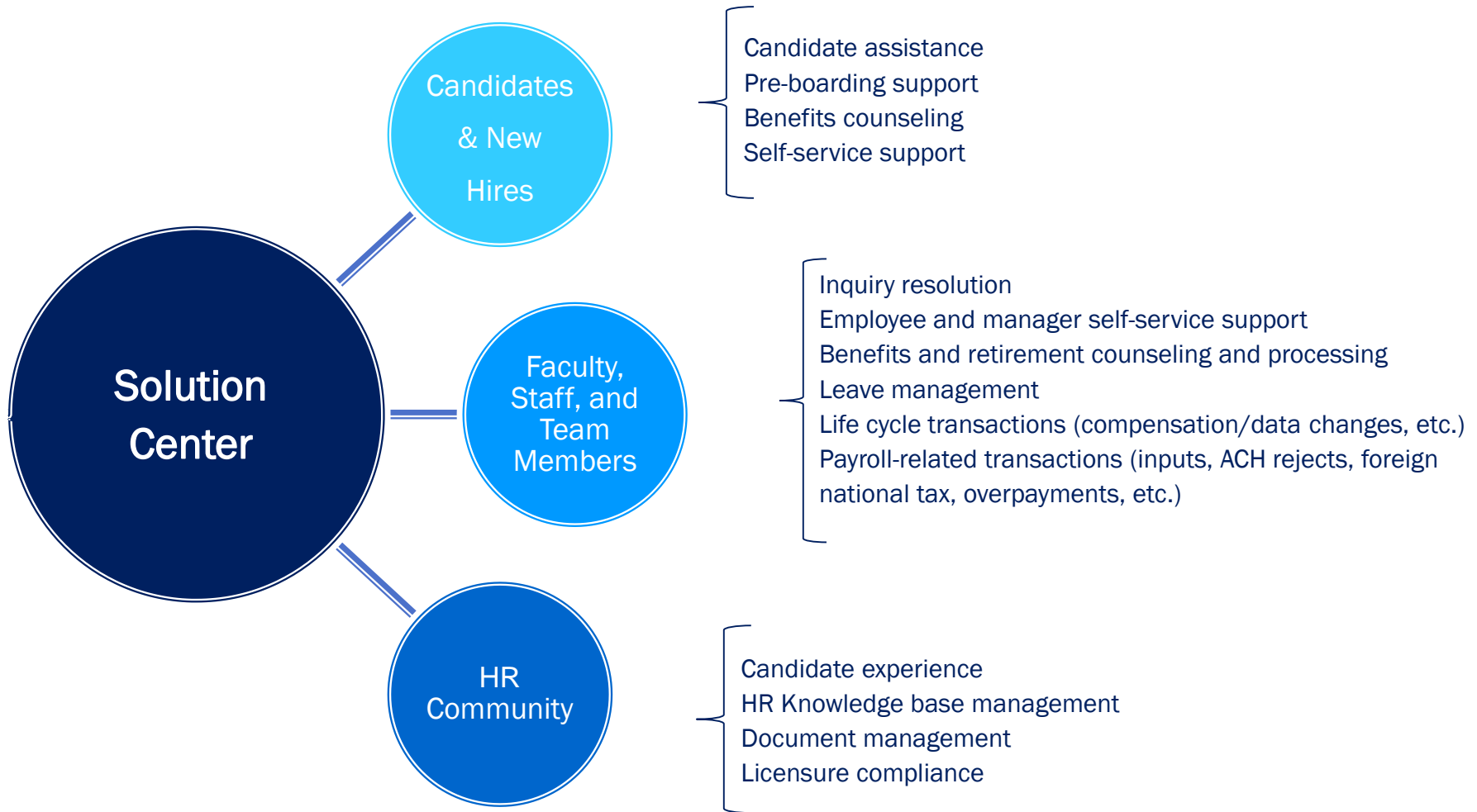
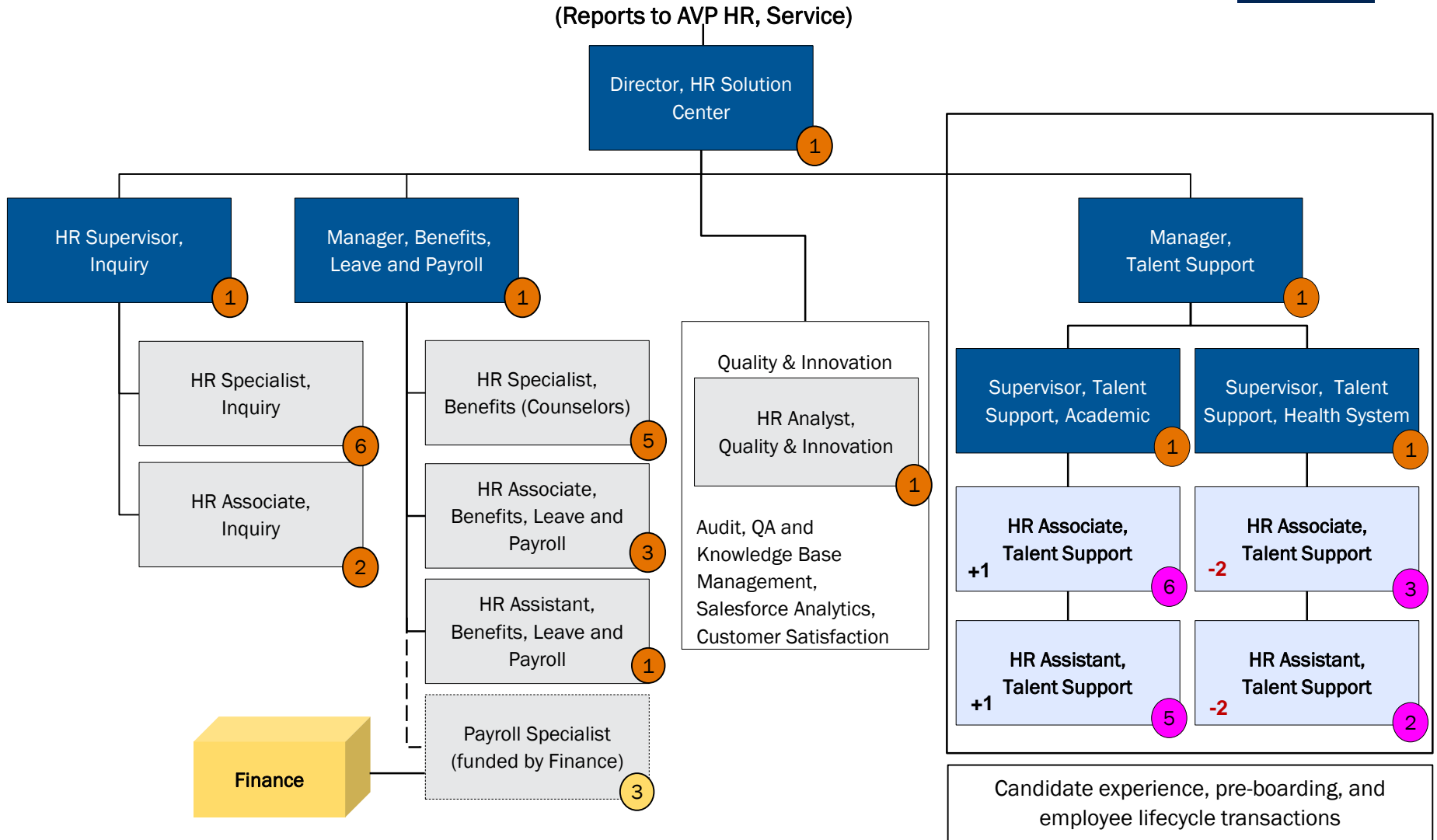


The Solution Center will be the **operational engine** enabling best in class HR service to meet the needs of candidates, new hires, faculty, staff, team members and the HR community

# Solution Center Services by Customer

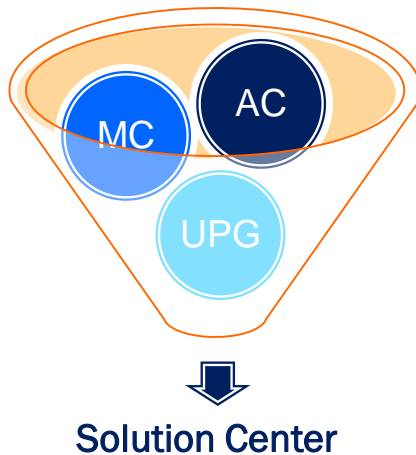
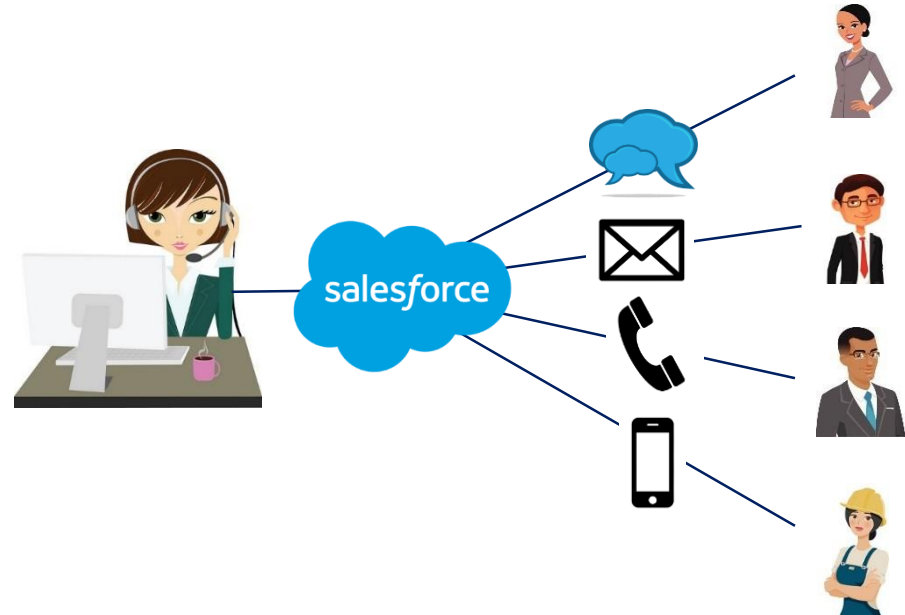


# HR Solution Center Resource Summary



# Inquiry

*New options for customer engagement to meet diverse, multigenerational workforce where they are*

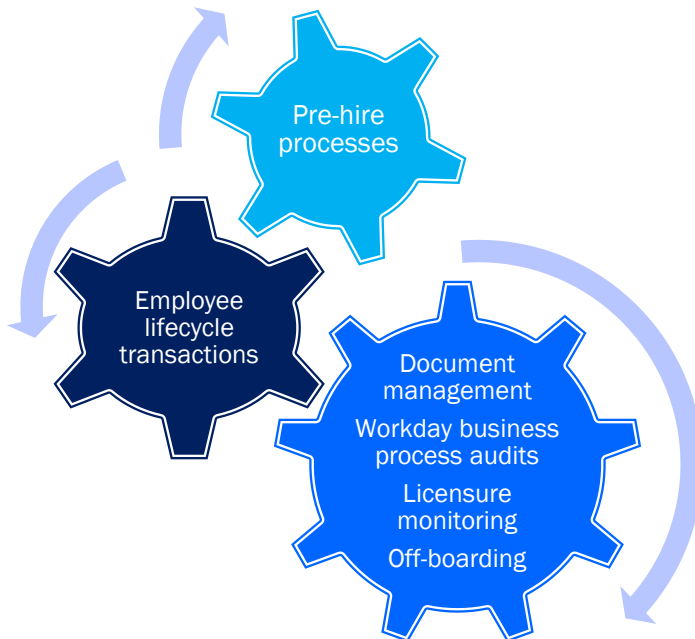


*Agile, cross-trained, and knowledgeable team able to handle complex inquiries from across the University with flexibility during peak inquiry periods (e.g., open enrollment) (80% first contact resolution without escalation)*

# Talent Support



*Seamless transition from candidate to new hire with centralized interview scheduling, pre-boarding support, and day 1 orientation scheduling and assistance*



*Responsive and reliable transactional support that keeps the HR organization running smoothly throughout the employee life cycle*

# Benefits, Leave & Payroll (BL&P)

*Dedicated benefits and leave resources for counseling and transactional support*



*Payroll experts for escalated inquiry resolution, transactional support, and HR/Payroll collaboration*

# Spotlight on Payroll

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- **Payroll Services Specialist and Sr. Specialist**
  - Respond to complex payroll-related inquiries escalated by the Inquiry team
  - Assist with personal data input, including direct deposit and tax withholding entries
  - Manage payroll input batch files
  - Coordinate collection of overpayments

# HR Solution Center Payroll Specialists

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- **Will I be answering customer phone calls?**
  - Our goal is for 80% of inquiries to be resolved by the Inquiry, with only the most complex inquiries being escalated to the Payroll Specialist and Sr. Specialist roles
  
- **How will inquiry cases be tracked?**
  - The HRSC will use Salesforce to track customer cases
  
- **Where will the HRSC payroll roles sit?**
  - We are currently working on a facilities plan for the HRSC and will work with the payroll leaders to agree on the best solution for payroll resources in the HRSC