

ART 1.1 (RC-10)

Main Menu

Navigation: Main

- + Centralized Applications
  - Employee Data
- + External Applications
- + External Applications II
  - Fasclass II
- + Helpdesk
- + Inbox Statistics II
- + My Stuff
  - NPA Tracker
  - OPF Tracker - Northeast
- + Organization Structure
- + Pay Data
- + Pay Problems
  - Phone and Email List
  - RPA Tracker
- + Review and Analysis
  - Suspenses
  - Suspenses (Work/Change Owner)



Main Menu

Copy

Paste

Find

Printing

Report Error

Suggested Enhancements

User Preferences

Help

Log Off

Where you are.

# New ART Main Menu Screen toolbar

Menu Item Descriptions



Navigation: [Main](#) > Centralized Applications

[SF50 History Database](#)

[Menu Item Descriptions](#)

Previous Page

Change: Responses to tickets now show as mail.

Helpdesk Response - Microsoft Internet Explorer

[Close Window](#) 

### Notes

Ticket Number:	Entered By:	Date Entered:	Problem:	Note:
<a href="#">177481</a>	ZZWEBER4	10/29/02 9:59:16 AM	Pay Problem	Ownership was taken
<a href="#">177475</a>	NETESTCPOC4	10/30/02 4:40:02 PM	Pay Problem	pending verification that payroll has processed action
<a href="#">177477</a>	NETESTCPOC4	10/30/02 4:40:59 PM	Pay Problem	Ownership was taken
<a href="#">175024</a>	ZZWEBER4	10/31/02 8:10:47 AM	Pay Problem	Ownership was taken
<a href="#">177481</a>	ZZWEBER4	10/31/02 1:23:11 PM	Pay Problem	test note
<a href="#">177477</a>	ZZWEBER	11/7/02 1:26:45 PM	Pay Problem	test note

### Responses

Ticket Number:	Entered By:	Date Entered:	Problem:	Response:
<a href="#">177478</a>	NETESTCPOC4	10/30/02 3:57:07 PM	ART Problem	FIX - Change Ticket Type from Pay Problem/Promotion to ART Problem/Request Guidance/Assistance
<a href="#">177475</a>	NETESTCPOC4	10/30/02 4:39:32 PM	Pay Problem	Cause = Late RPA, Nature of Action = 1XX - Appointment, Effective Date = OCT-21-2002, Resolution = Update MDCPDS, Resolved By = CPOC
<a href="#">177693</a>	NCTESTCPOC3	10/31/02 7:13:39 AM	Pay Problem	FIX - Change Ticket Type from Pay Problem/Missing Check to Pay Problem/Incorrect Basic/Locality Pay
<a href="#">175024</a>	ZZWEBER4	10/31/02 8:10:55 AM	Pay Problem	TEXT - See notes
<a href="#">177481</a>	ZZWEBER4	10/31/02 2:52:14 PM	Pay Problem	Previous CPOC Error = Yes, Cause = Timing

When you select your email notification, this is the screen that appears. To view a response, select the Ticket Number.

NOTE: View all responses before using [Close Window](#) to exit or you will have to go via the ticket number individually.

[Close Window](#) 

**Ticket Number :** 177475  
**Problem:** Pay Problem  
**Sub Problem:** Missing Check  
**Date Submitted:** 10/21/02 5:06:16 PM  
**Status:** OPEN  
**Creator:** NE TEST MGR 2  
**Owner:** NE TEST CPOC 4  
**Control:** 184325626  
**Employee Name:** HELLER MICHAEL S

- [Employee Information](#)
- [Position Information](#)
- [View NPA/RPA History](#)
- [Ticket History](#)

**Comments Made:**

missed check for pay period ending 10/20/02

**Enter notes below:**

Submit Notes

Date Responded:	By:	Response:
10/30/02 4:40:02 PM	NE TEST CPOC 4	pending verification that payroll has processed action
10/30/02 4:39:32 PM	NE TEST CPOC 4	Cause = Late RPA, Nature of Action = 1XX - Appointment, Effective Date = OCT-21-2002, Resolution = Update MDCPDS, Resolved By = CPOC
10/21/02 5:10:58 PM	NE TEST CPOC 4	Mr. Heller should have money deposited in his account by friday. I will verify then.
10/21/02 5:09:56 PM	NE TEST CPOC 4	Resolution = Fax to PRO, Resolved By = Payroll Tech

View of a ticket with responses at bottom of window.



Navigation: [Main](#) > [Centralized Applications](#)

- ANSWER
- SF50 History Database
- Web Based Referral

[Menu Item Descriptions](#)

*New* Links for ANSWER and Web Based Referrals added for CPOC users



Navigation: [Main](#) > External Applications

HEAT

Resumix 6 Recruiter Central

[Menu Item Descriptions](#)

***NEW*** Links to additional external applications for CPOC Users



Helpdesk; View Tickets You Created - Open

Please Select the Overall Layout:

**NEW** – View Layout Details

Shows the schema for the tool you are working.  
There are three categories:

Pre-filter: Which records are included

Grouping: How the records can be sorted

Detail: What information is available per record

Helpdesk, View Tickets You Created - Open; **Layout** = Open Tickets 1.; **Status** = Open; **Ticket Type** = !Suspenses  
**Groupings**

Branch  CPAC  Command  Creator  Division  Owner  Servicing Region  Ticket Employee  Ticket Sub Type  Ticket Type

Branch	Red	Amber	Yellow	Light Green	Dark Green	Total
C	1	0	0	0	0	1
D	2	0	0	0	0	2
F	2	1	0	0	0	3
H	1	0	0	0	0	1
Z	9	2	0	0	0	11
<b>Totals</b>	<b>15</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>

View Details

[View Colorization Chart](#)

[View Ticket Descriptions](#)

Changes:

This tells you what tool you are using.

These are the Groupings identified under the Layout Detail button.



Helpdesk; Ticket Report - Open; **Layout** = Open Tickets 1.; **Status** = Open; **Ticket Type** = !Suspenses  
**Groupings**; **Ticket Type** = Suggestions  
**Sorted by** Opened Date, Ticket Employee

Ticket Number	Ticket Age	Opened Date	Ticket Sub Type	Organization Code	Ticket Employee	Last Response
10860	491	2001-07-11:11-10-38	New Tool	AGSBW1J404AFCA	PEZZELLA DEANNA L	2002-10-29: test 7...
13133	478	2001-07-24:08-40-01	New Quality Control(QC) Helpdesk Ticket	AGSBW1J404AFHD	WHITTAKER COLLEEN L	2002-07-02: What's the status?
16767	448	2001-08-23:15-22-02	New Tool	AGSBW1J404AFCA	PEZZELLA DEANNA L	2001-12-14: Automated accou
38210	399	2001-10-11:09-56-38	New Helpdesk Ticket Type	AGSBW1J404AFCB	LOWE BRADLEY J	2001-11-13: FIX - Reassign Tic
41850	386	2001-10-24:08-18-22	New Quality Control(QC) Helpdesk Ticket	AGSBW1J404AFCA	PEZZELLA DEANNA L	2001-11-13: FIX - Reassign Tic
43197	380	2001-10-30:14-57-44	New Quality Control(QC) Helpdesk Ticket	AGSBW1J404AF	WHITTAKER COLLEEN L	2002-07-02: Please close. I can
45151	366	2001-11-13:16-47-04	New Tool	AGSBW1J404AFCB	LOWE BRADLEY J	2002-02-20: FIX - Reassign Tic
46822	351	2001-11-28:05-45-10	New Tool	ZZZZZZZZZZZZZZZZZZZZ		2001-12-14: This will be by rele
54149	307	2002-01-11:09-39-25	New Tool	AGSBW1J404AF	WHITTAKER COLLEEN L	2002-06-14: ??????...
59255	286	2002-02-01:06-46-49	New Tool	ZZZZZZZZZZZZZZZZZZZZ		2002-03-12: Don Taylor was as
72300	248	2002-03-11:06-36-32	New Helpdesk Ticket Type	ZZZZZZZZZZZZZZZZZZZZZZZZ		2002-08-30: FIX - Reassign Tic
130545	205	2002-04-23:10-32-35	New Helpdesk Ticket Type	AGSBW1J404AF	WHITTAKER COLLEEN L	2002-04-30: FIX - Reassign Tic
133427	197	2002-05-01:16-14-34	New Tool	AGSBW1J404AFCA	PHELPS CHERYL R	2002-05-03: FIX - Reassign Tic
158728	136	2002-07-01:06-47-51	New Quality Control(QC) Helpdesk Ticket	AGSBW1J404AFCA	PEZZELLA DEANNA L	2002-07-03: FIX - Reassign Tic
170443	94	2002-08-12:07-14-39	New Tool	AGSBW1J404AFHC	GRANT JOAN MARTHA	2002-09-09: Joan, This is differ

Resort Data    View in Excel

**NEW** – Re-sort Data Option

View in Excel Option

Summary Data

Summary Data		
<b>CPAC</b>	<b>Total Tickets</b>	<b>Avg Age in Days</b>
NORTH EAST CPOC	12	334.18
ZZZZZZZZZZZZZZZZZZZZZZZZ	3	295.47
<b>Ticket Type</b>	<b>Total Tickets</b>	<b>Avg Age in Days</b>
Suggestions	15	318.44

Choose the sort order for this Report:

**Columns on the Report:**

- Ticket Number
- Ticket Age
- Opened Date
- Ticket Sub Type
- Organization Code
- Ticket Employee
- Last Response
- Owner
- Creator
- Assignment

**Sort by these Columns:**

- Opened Date
- Ticket Employee

Sort by ->

<- remove



Go to Report

Re-sort Data option allows user to change how information is sorted.

https://130.114.131.193/DATA/PRINT/7668842577.xls - Microsoft Internet Explorer

File Edit View Insert Format Tools Data Go To Favorites Help

A1 = Ticket Number

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Ticket Nur	Ticket Age	Opened D	Ticket Sub	Organizati	Ticket Em	Last Respr	Owner	Creator	Assignment			
2	10860	491	2001-07-11	New Tool	AGSBW1	PEZZELLA	2002-10-29	(Not Owne	PEZZELLA	ARTENHANCE001			
3	13133	478	2001-07-24	New Qualit	AGSBW1	WHITTAKER	2002-07-02	(Not Owne	WHITTAKER	ARTENHANCE001			
4	16767	448	2001-08-23	New Tool	AGSBW1	PEZZELLA	2001-12-14	(Not Owne	PEZZELLA	ARTRELEASES001			
5	38210	399	2001-10-11	New Helpd	AGSBW1	LOWE BR	2001-11-13	(Not Owne	BRADLEY	ARTQCLOGIC001			
6	41850	386	2001-10-24	New Qualit	AGSBW1	PEZZELLA	2001-11-13	(Not Owne	PEZZELLA	ARTQCLOGIC001			
7	43197	380	2001-10-30	New Qualit	AGSBW1	WHITTAKER	2002-07-02	(Not Owne	WHITTAKER	ARTQCLOGIC001			
8	45151	366	2001-11-13	New Tool	AGSBW1	LOWE BR	2002-02-20	(Not Owne	BRADLEY	ARTENHANCE001			
9	46822	352	2001-11-28	New Tool	////////		2001-12-14	(Not Owne	STAFFOR	ARTRELEASES001			
10	54149	307	2002-01-11	New Tool	AGSBW1	WHITTAKER	2002-06-14	(Not Owne	WHITTAKER	ARTENHANCE001			
11	59255	286	2002-02-01	New Tool	////////		2002-03-12	(Not Owne	STAFFOR	ARTENHANCE001			
12	72300	248	2002-03-11	New Helpd	////////		2002-08-30	(Not Owne	STAFFOR	ARTENHANCE001			
13	130545	205	2002-04-23	New Helpd	AGSBW1	WHITTAKER	2002-04-30	(Not Owne	WHITTAKER	ARTENHANCE001			
14	133427	197	2002-05-01	New Tool	AGSBW1	PHELPS C	2002-05-03	(Not Owne	PHELPS C	ARTENHANCE001			
15	158728	136	2002-07-01	New Qualit	AGSBW1	PEZZELLA	2002-07-03	(Not Owne	PEZZELLA	ARTENHANCE001			
16	170443	94	2002-08-12	New Tool	AGSBW1	GRANT JC	2002-09-09	(Not Owne	GRANT JC	PSM001			
17													
18													
19													
20													
21													
22													

7668842577

Export to Excel Option allows users the additional ability to manipulate records.



Navigation: [Main](#) > [Inbox Statistics II](#)

- + [Fill / Recruit Statistics](#)
- + [Non Fill / Recruit Statistics](#)

[Menu Item Descriptions](#)

## Inbox Statistics II

Change: Choices on this screen are  
Fill/Recruit or Non Fill/Recruit





Navigation: [Main](#) > [Inbox Statistics II](#) > [Fill / Recruit Statistics](#)

+ Open Fill/Recruits

# Selecting Open Fill/Recruits

[Menu Item Descriptions](#)



Navigation: [Main](#) > [Inbox Statistics II](#) > [Fill / Recruit Statistics](#) > [Open Fill/Recruits](#)

Opened In the Last 5 Working Days

Menu Item Descriptions

Change: Only includes Actions opened in last 5 working days

Inbox Statistics II; Fill / Recruit Statistics; Open Fill/Recruits; Opened In the Last 5 Working Days

Please Select the Overall Layout:

Last 5 Work Days Open Recruit 01

[View Layout Details](#)

Colorized By:  Total Time in Management  Total Time in CPAC  Total Time in CPOC  Total Time in Personnel  Event Time

[View Colorization Chart](#)

[Proceed to Inbox Statistics](#)

View Layout Details

Options for viewing data

Replaces Submit button



Navigation: [Main](#) > [Inbox Statistics II](#) > [Non Fill / Recruit Statistics](#) > [Open Non Recruit / Fills](#)

Opened In the Last 5 Working Days  
Opened in the Last Work Day

Menu Item Descriptions

Change: Options on Non Fill/Recruit Actions



Inbox Statistics II; Non Fill / Recruit Statistics; Open Non Recruit / Fills; Opened In the Last 5 Working Days

Please Select the Overall Layout:

Last 5 Work Days Open Non Recruit/Fill 01

[View Layout Details](#)

Colorized By:  Total Time in Management  Total Time in CPAC  Total Time in CPOC  Total Time in Personnel  Event Time

[View Colorization Chart](#)

[Proceed to Inbox Statistics](#)

The screen has the same format as  
Fill/Recruit Actions