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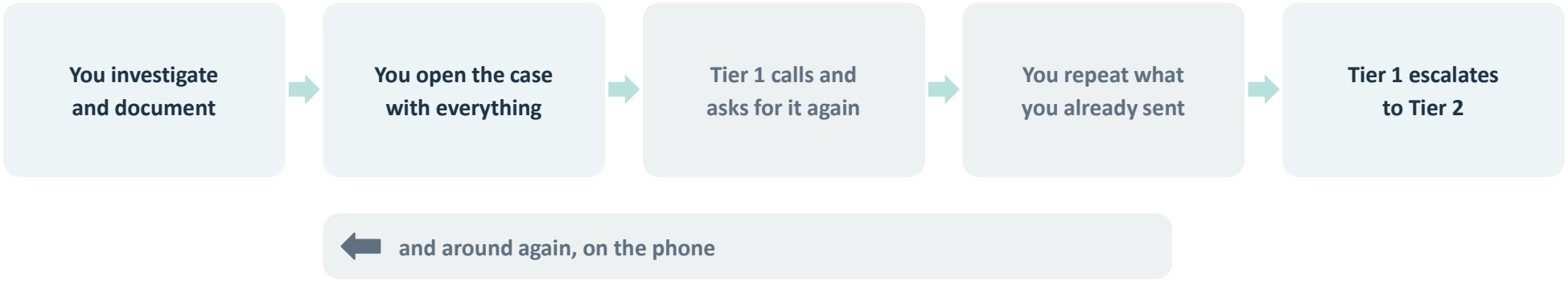
Fast Track Pilot with UKG Support

Getting our cases timely to someone who can *actually* solve them

PayNW Team Training

WHY WE PUSHED FOR THIS

The loop we keep ending up in



By the time the case reaches someone who can act on it, days have gone by and nothing new has been added to it.

WHY WE PUSHED FOR THIS

What that costs us

Delays

Cases sit for days before they reach anyone who can act on them.

Duplication

You send your work, then you're asked to produce all of it again.

Phone tag

Calls back and forth that end with "I'll need to escalate this."

And our client is waiting on us the entire time.

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WHAT WE'RE PILOTING

What the pilot changes

01

The case skips the round trip

If it's complete and it shows a fast-track indicator, it goes to the UKG secondary team after intake validation.

02

Your work gets accepted

Documented troubleshooting stands. UKG Tier 1 doesn't restart the standard checklist on it.

03

UKG Tier 1 keeps what they can solve

Configuration and how-to questions stay where they belong, and they're still answered.

THE OFFICIAL VERSION

How UKG wrote it up

> Test whether PayNW can receive faster access to UKG Tier 2 and specialist support when a case meets clearly defined readiness criteria, while preserving UKG Tier 1 ownership for cases involving configuration, expected behavior, incomplete intake, or issues that UKG Tier 1 can reasonably resolve.

Two words to hang onto: incomplete intake. That is the one part of this that sits entirely with us.

WHAT WE'RE PILOTING

Our side and their side

OUR SIDE

The intake

- Everything on the required list, in the case
- Troubleshooting done and written down
- Evidence attached, not described
- The indicator made obvious

THEIR SIDE

The routing

- Validate the intake
- Apply the fast track indicators
- Route qualifying cases to the secondary team
- Accept documented work instead of re-asking

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PART ONE

What goes in every case

PART 1 | REQUIRED IN EVERY CASE

The full checklist

THE BASICS

- POD
- Client shortname
- Specific employee, profile, payroll, or company example
- Number or scope of employees or records affected

THE ISSUE

- Clear description of the issue
- Expected behavior
- Actual behavior
- When the issue began
- Relevant pay date or processing period

YOUR WORK

- Troubleshooting already completed
- Exact error message
- Screenshot, video, or evidence
- HAR file where relevant
- Configuration already reviewed

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PART 1 | GROUP 1 OF 3

The basics (answers Who?)

1

POD

Which pod owns the client.

2

Client shortname

The shortname, not the display name.

3

A specific example

The employee, profile, payroll, company, or other affected example they can open and look at.

4

Number or scope affected

How many employees or records. One employee and four hundred are different cases.

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PART 1 | GROUP 2 OF 3

The issue

1	**Clear description of the issue**	In plain language. What is happening.
2	**Expected behavior**	What the system should be doing.
3	**Actual behavior**	What it is doing instead.
4	**When the issue began**	The date, or the release, if it started after one.
5	**Pay date or processing period**	Where applicable. This is what signals urgency.

Note from UKG: Expected versus actual is the one skipped most often, and the one that saves the most time.

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PART 1 | GROUP 3 OF 3

Your work

1	**Troubleshooting already completed**	Everything you tested, and what the result was.
2	**Exact error message**	Copied word for word, where applicable.
3	**Screenshot, video, or evidence**	Full screen, showing the behavior.
4	**HAR file**	Where relevant. We will cover this in detail at end.
5	**Configuration already reviewed**	What you checked, so nobody checks it a second time.

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PART TWO

What earns the fast lane

Six indicators, and what stays with UKG Tier 1

PART 2 | FAST TRACK INDICATORS

Six indicators. Any one is enough.

Note from UKG: Make the indicator visible in the case so intake does not have to go looking for it.

01 Reproducible product failure

Reproduces after configuration has been validated, and comparable setups behave differently.

02 Suspected or known product defect

Matches a known bug ticket or persists even though the configuration is correct.

03 UKG-only or backend action required

Force delete, force merge, data repair, or anything only UKG can action.

04 Advanced calculation or processing failure

Payroll, tax, pay statement, or time-to-pay calculations failing or inconsistent.

05 Repeat issue with prior troubleshooting

The same issue from a prior ticket is back, and we have already retested the previous fix.

06 Specialized technical investigation

SFTP, email delivery, DKIM and DMARC, integrations, or logs we cannot access.

PART 2

What stays with UKG Tier 1

1

Configuration and setup

Tier 1 knows this well and turns it around quickly.

2

Expected behavior and capability questions

A direct answer on how the product is designed to work.

3

Basic reporting, navigation, and how-to

Standard support, and usually a same day answer.

For these, UKG Tier 1 is the faster path. A specialist queue is built for deep technical work, so a quick answer would only wait longer in it.

PART THREE

The Do Not Repeat rule

The part that stops the re-asking

PART 3

Document it once and it counts

- Tested affected versus unaffected employees
- Validated profiles, policies, and rules
- Confirmed employee and company setup
- Reproduced the behavior
- Captured the error
- Reviewed known dependencies
- Tested the documented solution from a prior case

ONE CONDITION

It has to be written in the case.

Work you did but did not document does not exist as far as this rule goes.

Note from UKG: UKG Tier 1 will accept that evidence unless there is a specific reason to believe the validation is incomplete or incorrect. They may ask follow-up questions but will NOT ask to repeat anything documented in the case unless the documentation is incomplete. UKG Tier 1 will keep and respond to any cases they can promptly resolve.

PART FOUR

HAR files

What they are, and how to capture one

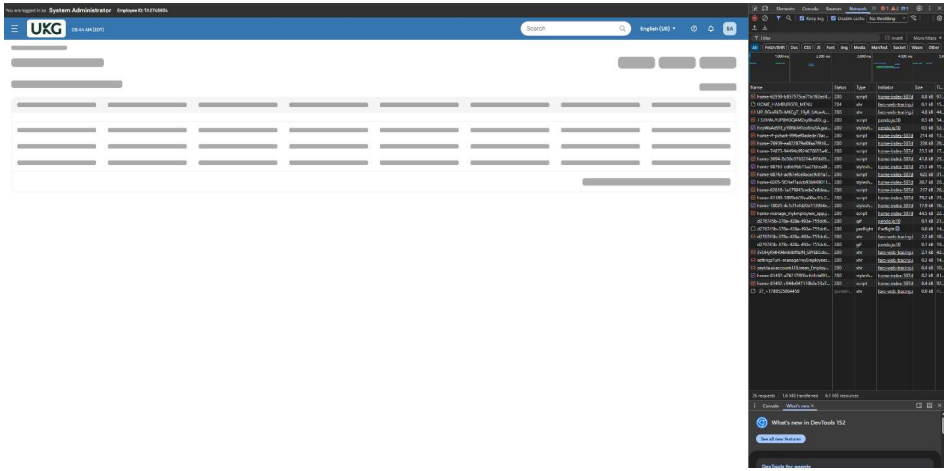
PART 4 | HAR FILES

What a HAR file is

A recording of the browser's network activity while the issue happens.

It lets Engineering tell the difference between a browser problem, a network problem, a permissions or authentication problem, and an application problem.

You never have to read one. You just have to capture it correctly.



The Network panel recording alongside the page where the issue occurs.

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PART 4 | HAR FILES

What is inside one

- Requests sent by the browser and responses returned by the server
- HTTP status codes, such as 400, 401, 403, 404, or 500
- Request timing and delays
- Failed or blocked network calls
- API responses and error messages
- Redirects, session, and authentication behavior
- Headers, URLs, and payload details needed to reproduce the issue

PART 4 | BEFORE YOU START

Four things to get right first

1

Begin at the Home page

In Production, start at Home and navigate to the page causing the issue.

2

Record video at the same time

So the system and the HAR file are observed together.

3

One file per example

A separate HAR for every example of the issue, labeled accordingly.

4

Capture the full screen

Every video and screenshot, full screen. No cropped windows.

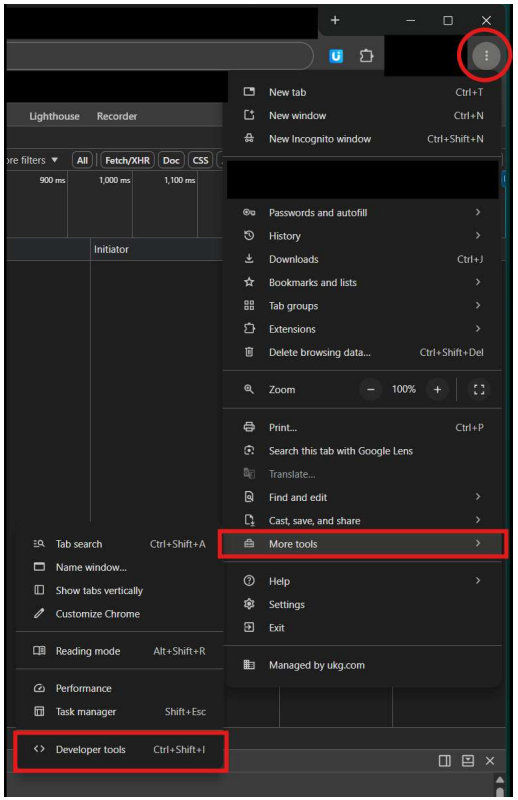
1 Open the developer tools

In Chrome. The same steps work in Edge.

FN + F12 or CTRL + SHIFT + I

Or from the menu:

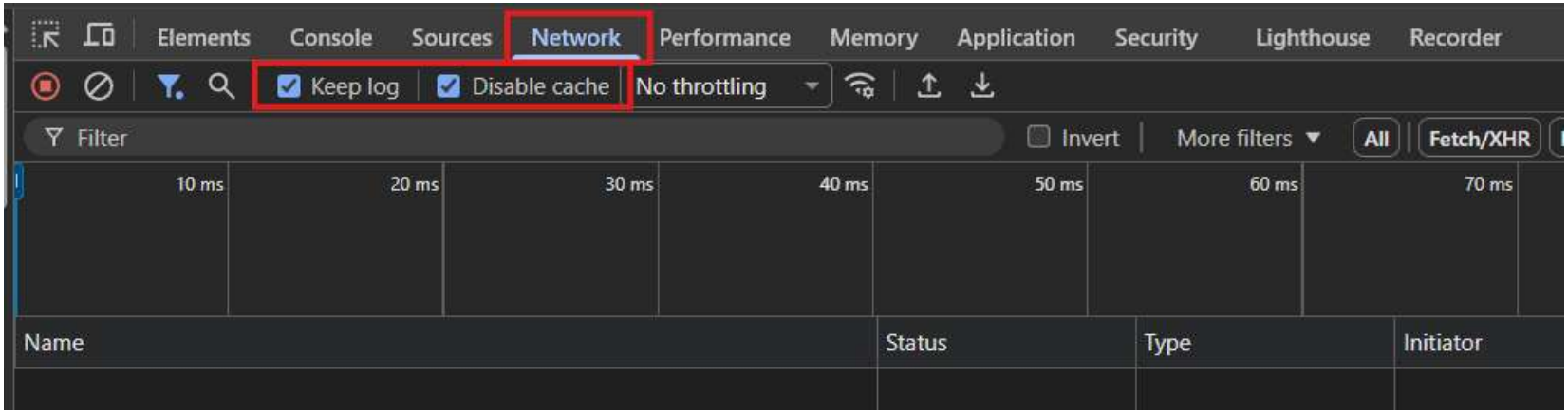
- Three dot menu, top right
- More tools
- Developer tools



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2 Select the Network tab

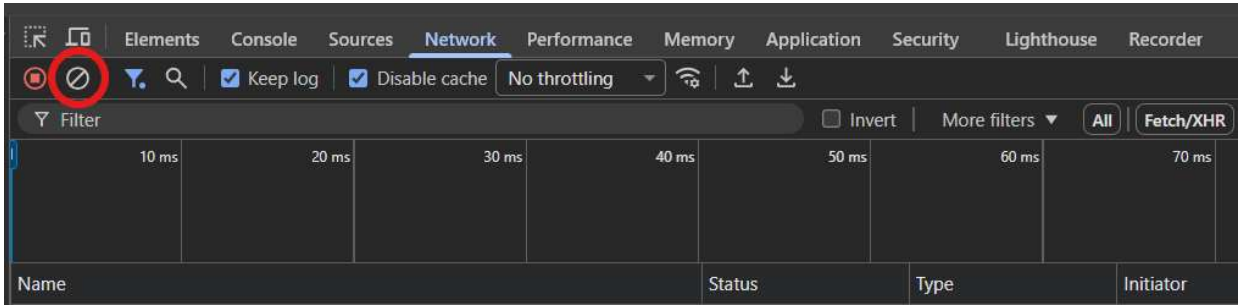
Make sure Keep log and Disable cache are both checked.



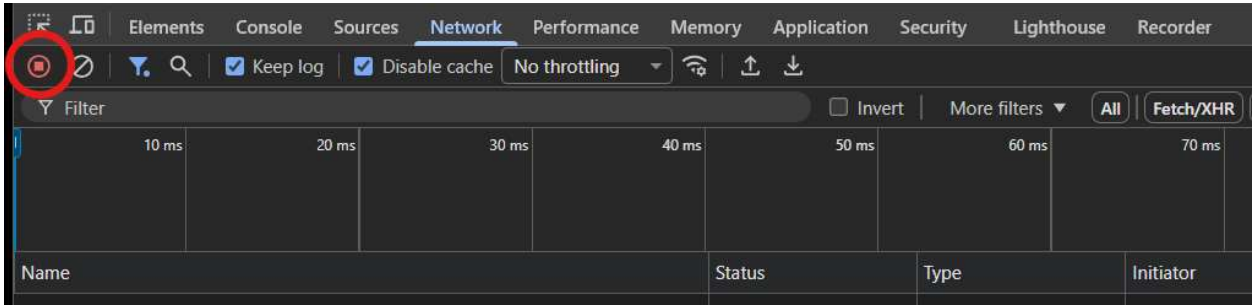
Note from UKG: This is the most commonly missed step. If these two boxes are not checked, the file usually is not usable.

Clear the activity, then record

3 Clear activity



4 Begin recording



Reproduce it, then stop

5

Reproduce the issue

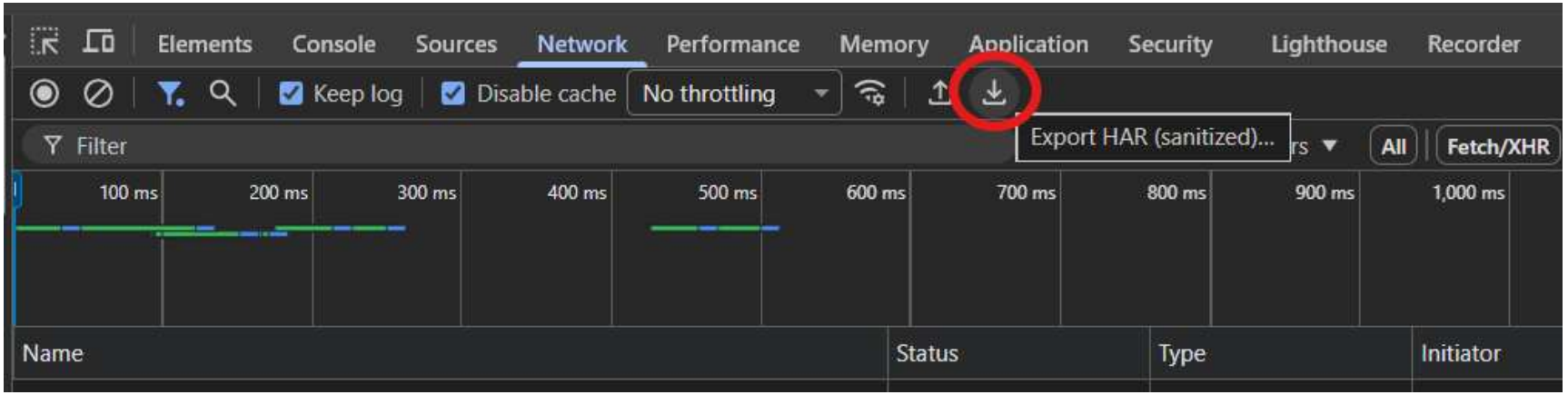
Navigate from the homepage in Production and reproduce it the way the client does. The path you take is part of the evidence.

6

Stop the recording

Once complete, stop the recording using the same button. This is the step people forget.

7 Export the HAR file



Select Export HAR (sanitized)

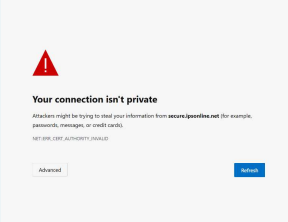
The option on the download arrow menu.

Label it clearly

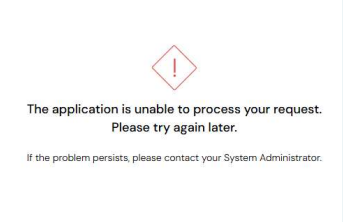
Client shortname, employee, and what it shows.

PART 4 | HAR FILES

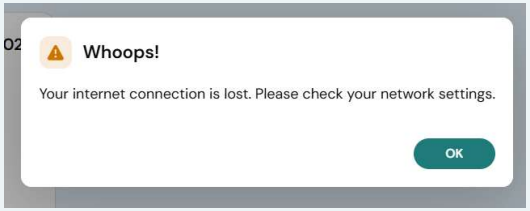
When you need a HAR file



Your connection isn't private



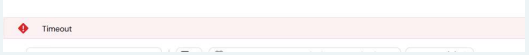
Unable to process your request



Internet connection is lost



Internal system error



Timeout

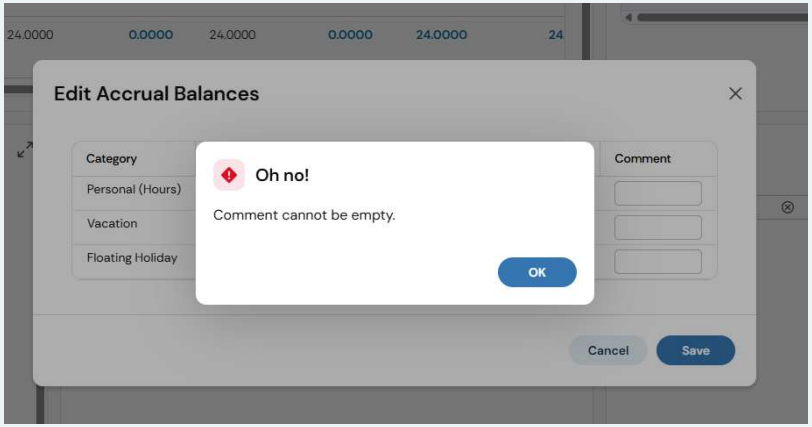
The pattern

The error is about the connection or the system, and it tells you nothing about what to fix.

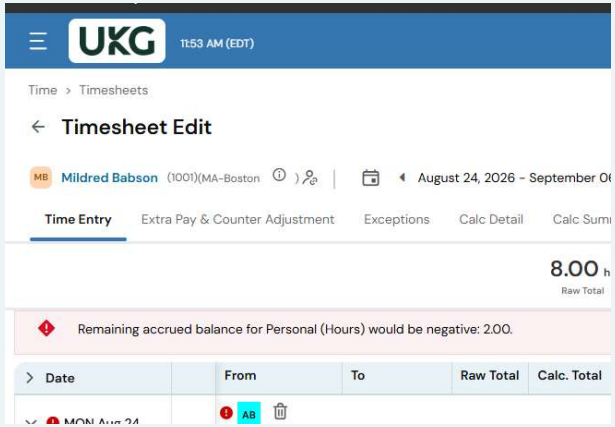
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PART 4 | HAR FILES

When you do not need a HAR file



Comment cannot be empty



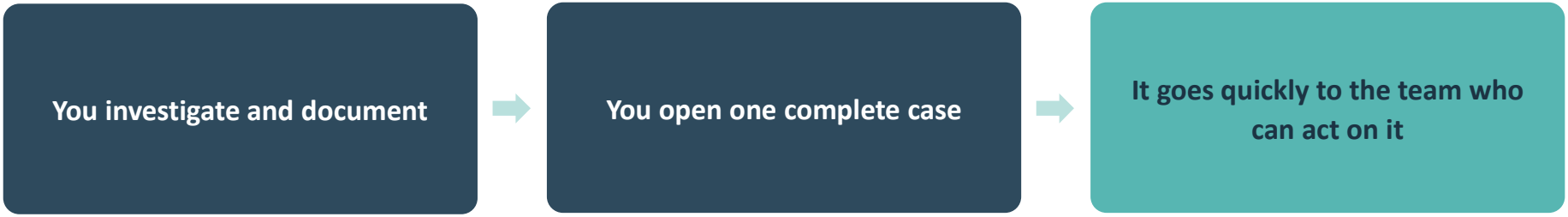
Accrued balance would be negative

The application is telling you exactly what is wrong. These are validation, configuration, or data, and a HAR file here just costs you time.

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RECAP

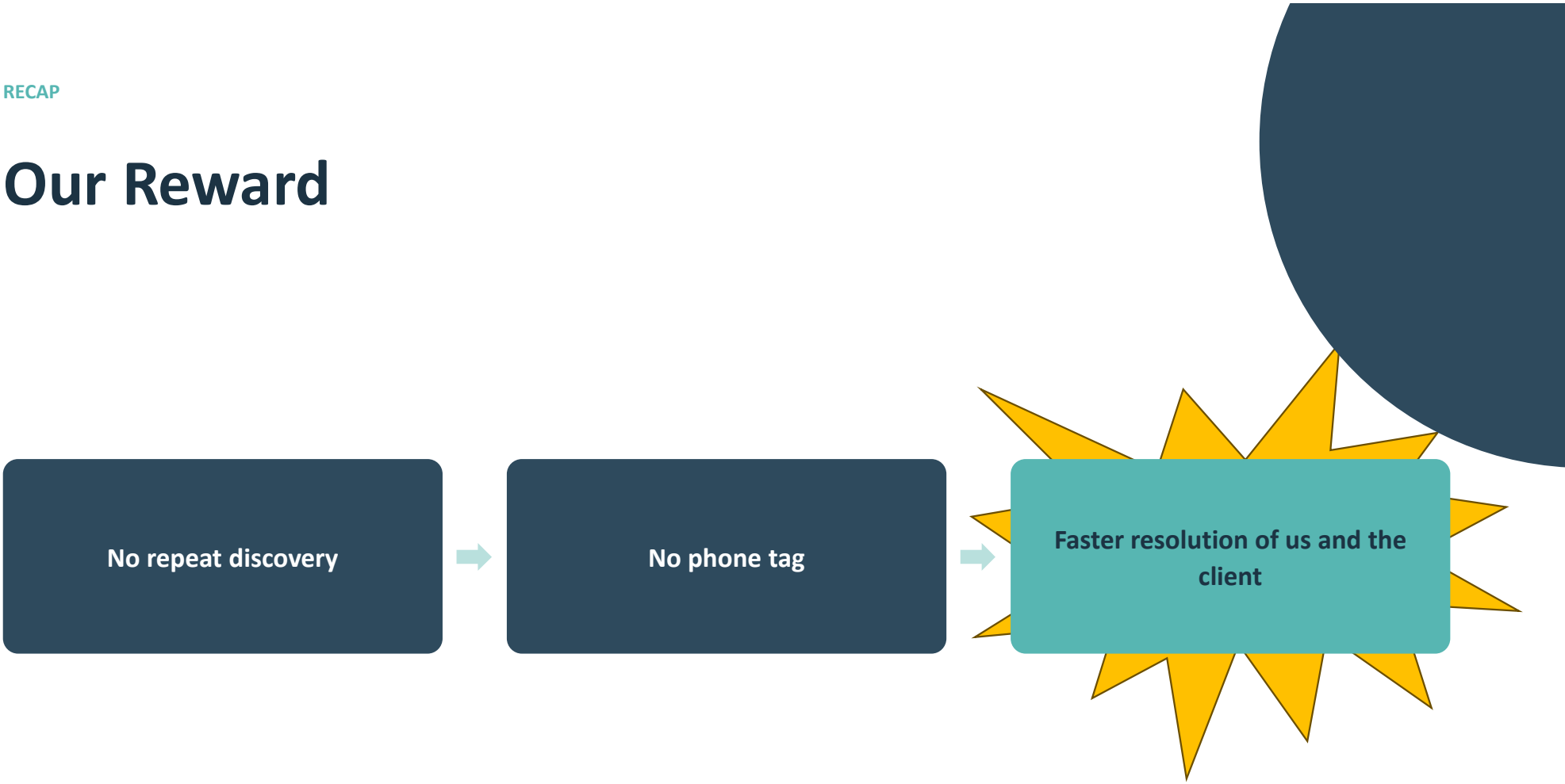
What it looks like when it works



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RECAP

Our Reward



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