

Workday Ticket Category Descriptions

These descriptions are written to help users select the correct category when submitting tickets and to assist support teams with routing and triage. These categories are typically mapped to specific functional support teams so tickets can be automatically routed to the appropriate HR, Payroll, Security, Recruiting, Learning, or Technical support queue.

Ticket Category	Description
Academics	Issues related to faculty academic appointments, academic personnel records, academic organizational structures, and academic-related business processes maintained within Workday. Examples include incorrect faculty appointment data, missing academic positions, or academic unit assignment errors.
Core HR / Compensation	Issues involving employee personal information, employment records, job changes, compensation, salary administration, position management, worker status, employee demographics, and organizational assignments. Examples include incorrect salary rates, missing job records, compensation changes not processing, or employee profile discrepancies.
Delegations	Requests or issues related to assigning, modifying, or removing delegated authority within Workday. Includes delegation of approvals, tasks, inbox actions, and business process responsibilities during employee absences or temporary assignments. Examples include delegation not working, incorrect delegate assignments, or delegation expiration issues.
Learning / Training	Issues involving Workday Learning courses, training enrollments, course completions, learning assignments, certifications, training transcripts, and required compliance training. Examples include inability to access training content, missing course completions, enrollment errors, or certification tracking issues.
Leave of Absence / Time Tracking	Issues related to leave requests, absence balances, sick leave, annual leave, Family Medical Leave (FMLA), time entry, time approvals, work schedules, overtime, and holiday pay. Examples

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	<p>include incorrect leave balances, time entry errors, missing punches, approval workflow issues, or leave request processing problems.</p>
Login / Access	<p>Issues preventing users from accessing Workday or related systems. Includes login failures, password problems, multifactor authentication (MFA) issues, account lockouts, single sign-on (SSO) problems, and general system access concerns. Examples include "unable to log in," MFA not working, or access denied errors.</p>
Recruiting	<p>Issues related to recruiting and hiring processes, including job requisitions, candidate applications, interview scheduling, offer management, pre-employment activities, onboarding initiation, and applicant tracking. Examples include missing candidates, requisition approval failures, offer generation issues, or applicant status discrepancies.</p>
Security Roles	<p>Requests or issues involving Workday security permissions, role assignments, access levels, domain security policies, and user authorization. Examples include users lacking required access, inappropriate access, role assignment failures, or security-related workflow restrictions.</p>
Supervisor Organizations (Departments)	<p>Issues involving supervisory organizations, departmental structures, reporting hierarchies, manager assignments, organizational changes, and employee placement within organizational units. Examples include incorrect manager assignments, employees assigned to the wrong department, reporting structure errors, or organizational hierarchy changes.</p>
Talent and Performance	<p>PLEASE NOTE: Due to the confidential nature of Talent & Performance information, questions related to this category should not be submitted through the Workday Support Form. Instead, please contact Lisa Little, Employee Relations Manager, directly at lmittle@nsu.edu for assistance.</p>

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