




Teammate's Unplanned Leave Application in Teleopti



OBJECTIVE(s)

-  To allow Teammates to file Unplanned Leave in Teleopti 2 hours prior to shift start time
-  To ensure that WFM and Ops teams are properly notified of the Teammate's absence
-  To provide proper guidance to Ops and WFM on filing Unplanned Leave in Teleopti

Back-end Configuration



Back-end process

- HR sends master file to ISBI Team containing the list of employees on a monthly basis
- ISBI Team loads the roster data from HR to a standard template which computes leave accruals based on Hire Date
- ISBI Team uploads the standard template in Teleopti which will then be processed and will automatically update the leave accruals for all employees loaded in Teleopti
- Leave accrual is updated every 26th of the month in Teleopti

Guidelines in filing Unplanned Leave



Guidelines

- 📅 The process only applies to Teammates with sufficient Unplanned Leave credits to cover for the absence
- 📅 Absence being requested is the current date
- 📅 **Unplanned Leave application should be filed 2 hours prior to shift start time**

Note: Requests not meeting the criteria above will be automatically denied by Teleopti

Front-end Process



How to file Unplanned Leave request?

- 🌀 Teammate should log-in to Teleopti Cloud link, <https://taskus.teleopticloud.com>, using his/her own username and password (link can be accessed anywhere)
- 🌀 Select “Requests” then “Absence Request”



How to file Unplanned Leave request?

- After selecting “Absence Request”, Teammate should fill-in necessary fields
- On the “Absence type”, select Unplanned Leave

The screenshot displays a web form for filing an absence request. It includes the following elements:

- A text input field labeled "Subject".
- A larger text area labeled "Message".
- A section titled "Absence type:" containing a dropdown menu with "Unplanned Leave" selected.
- Two date input fields, both showing "23/11/2017", with small calendar icons to their right.
- A checkbox labeled "Full Day" which is checked.
- At the bottom right, there are two buttons: "Cancel" and "Save".

How to file Unplanned Leave request?

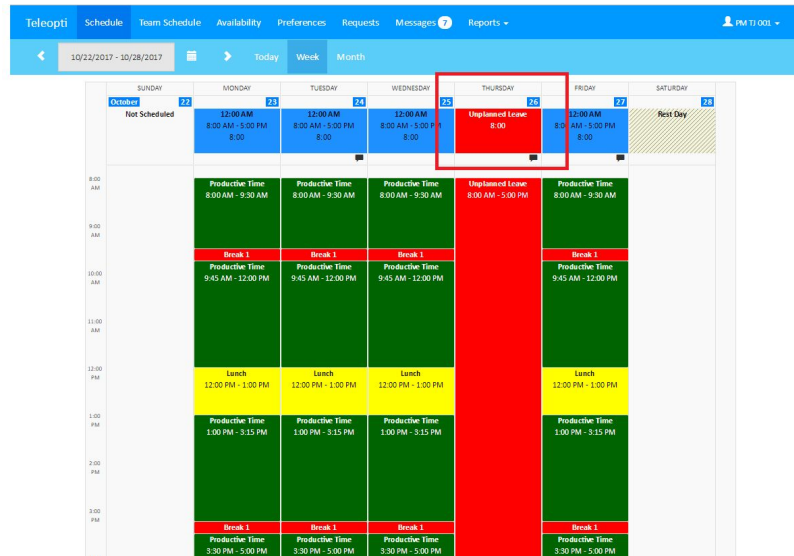
- Input the date, then click on Save
- Teleopti will automatically validate Teammate's leave credits
- Request will now pass thru Teleopti's validation

The screenshot displays the Teleopti interface with a navigation bar at the top containing 'Teleopti', 'Schedule', 'Team Schedule', 'Availability', 'Preferences', 'Requests', 'Messages 7', and 'Reports'. Below the navigation bar are several menu items: '+ Text Request', '+ Absence Request', '+ Shift Trade Request', '+ Shift Trade Board', and '+ Post Shift for Trade'. The main content area shows a list of requests. The first request is titled 'Fever' and is highlighted with a red border. It has a status of 'Approved' and a date of '10/26/2017'. The second request is titled 'test' and has a status of 'Denied' and a date of '10/27/2017'. The text 'I am sorry I cannot report to work today. I have h...' is visible below the 'Fever' request.

How to file Unplanned Leave request?



Once approved, the segment will automatically reflect in Teammate's schedule



How to file Unplanned Leave?

- Teammate will receive an error for Unplanned leave filed less than 2 hours from shift start time

test

Type: Absence, Unplanned Leave Status: **Denied**

Date: 12/5/2017 Updated On: 12/5/2017

test

Your absence request has been denied automatically. The start time of this request is 12/5/2017 12:00:00 PM, it must be at least 120 minutes later than current time

Absence type:

Unplanned Leave ▼

12/5/2017

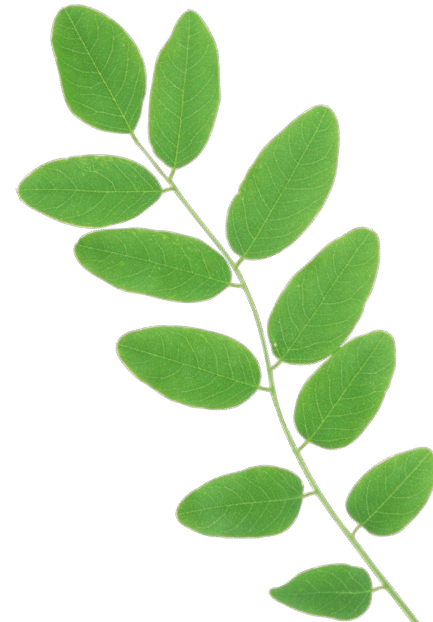
12/5/2017

Full Day

How to file Unplanned Leave?

- 📌 Plotted NCNS can no longer be amended
 - 📌 No backtracking of NCNS even with OM approval

FAQs



FAQs

- 🍵 What if I do not have enough Unplanned Leave credits?
 - 🌱 Teammate without Unplanned leave credits should go thru the normal process of absence tagging in which it needs the approval of HR Committee (**Special Cases Leave**) to be tagged as Approved Absence/LWOP ([Segment Tagging Section 5.1](#))
- 🍵 I have a Medical certificate with X number of days for bed rest, should I still file it daily?
 - 🌱 Yes.

FAQs

- 🌱 What if I have a leave which will accrue on the 26th, can I request the Unplanned leave to be backtracked thru my TL?
- 🌱 No. A Special Cases Leave should be requested
- 🌱 What if I do not have internet access, can I **notify** my absence or Unplanned Leave thru my TL?
- 🌱 Yes. However, the **main process** in notifying/filing of Unplanned Leave **is thru Teleopti**

FAQs

- 🌱 If NCNS has been plotted, can I still file for Unplanned Leave?
 - 🌱 No. Teammate will receive an error as NCNS has been plotted in the schedule
- 🌱 Is it available in LMS?
 - 🌱 Yes. Click on this [link](#).
- 🌱 When will this be implemented?
 - 🌱 **January 01, 2018**

Thank you!

