

Dayforce Process Guide

Logging a Dayforce Support Query



Step 1: Logging a ticket

Send

To: dayforce_support@evt.com

Cc:

Add a subject: *In the Subject line clearly state the Dayforce module the issue relates to (e.g. Payroll, Recruiting, Learning)*

Type / to insert files and more

Provide detailed information in the email body. Include information such as:

- A clear description of the issue or request
- Screenshots or attachments whenever possible
- Impact of the issue, e.g. payroll processing delay, reporting inaccuracy, etc.
- Expected outcome or resolution

This email will automatically generate a Jira ticket

Step 2: Internal EVT Team Review & Action

The EVT Dayforce Support Team will assess the ticket.

- ✓ If the issue can be resolved internally, the team will:
 - Action the fix directly
 - Provide instructions to the requestor, helping to build internal knowledge (dependent on their system access)
- ✗ If the issue cannot be resolved internally, the EVT team will:
 - Log a support ticket with Dayforce
 - Copy the subject matter expert (SME) for that module

Step 3: Escalation to Dayforce Support



If the issue is escalated externally, the EVT team will request a resolution from Dayforce Support.

Any responses or fixes will be documented and shared with the internal team to ensure internal knowledge retention.

Step 4: Bug tracking & System Integration



If the issue is identified as a bug, the EVT team will:

- Link the Jira ticket to the related bug tracking entry in the system
- Monitor updates and resolutions
- Communicate back to the requestor and relevant stakeholders once resolved
- Ensure all necessary training and instructional materials are updated as required

Key Benefits of this Process



Ensures all requests are tracked in Jira for visibility and accountability



Prevents unauthorised changes that could impact system functionality



Builds internal knowledge by providing guidance instead of direct fixes, where possible



Streamlines communication between EVT and Dayforce Support