



THE NEW P&C INBOX IS HERE!

ZENDESK FOR PEOPLE & CULTURE

We've received feedback that you'd like to ensure your messages are received by the P&C team, as well as receive confirmation when JotForms/requests are completed. To assist with this and to better track the requests we receive, **we recently implemented a ticketing system, ZenDesk, to help us manage your P&C needs.** Some of you might already be familiar with ZenDesk as it is the same ticketing system the IT and Facilities teams use.

WHAT DOES THIS CHANGE MEAN FOR YOU AND YOUR TEAM?



EMAILING P&C | Moving forward, please only send email requests for P&C to **PeopleandCulture@CareVetHealth.com**. This allows us to assign the appropriate P&C Team Member to your request, so you never have to guess who the best contact is! Emails sent to this address will automatically create a "ticket" and you will receive a confirmation that a ticket was created (see screenshot below). The P&C team will continue to respond and provide you with updates on the status of your request via this tool. Once the task/request is completed and the request is solved you will receive notice. Additionally, you will be asked by ZenDesk for your feedback. Please complete these surveys and let us know how we did!



P&C JOTFORMS | In addition to using Zendesk for emailed requests, all P&C JotForms are moving to ZenDesk. **We will be transitioning away from the People & Culture Request JotForm effective 2/22/23.** If you'd like to try out the new forms, you can find all forms that would have been submitted through the P&C JotForm, in ZenDesk. (Other departments will continue to use JotForms!). You can access the P&C forms by going to **www.carevet.zendesk.com** or by clicking on the button in FETCH called "Facilities & IT Requests" (The name of this button will change in the coming weeks so it's more clear that it includes more than just Facilities & IT – more to come!). Once you've logged into your account (or create a new account, if necessary), you can select the appropriate P&C form by selecting its name from the submit a request list (see screenshot below). You can also track the status of any requests or forms when logged in.

As a reminder a P&C form should always be submitted ASAP for the following:

- Adding department/scheduling criteria
- Status/hours/pay changes
- Terminations (forms should be submitted within 24 hours of notice given)
- Workers' compensation report (forms should be submitted within 24 hours of an injury even if care is not required)
- Leave Requests

REQUEST/ TICKET CREATION EXAMPLE

From: CareVet People and Culture <peopleandculture@carevethealth.com>
Sent: Tuesday, February 7, 2023 1:41 PM
To: Claire David <cdavid@carevethealth.com>
Subject: TEST TICKET

This ticket was created on your behalf.

 **Claire David (CareVet)**
Feb 7, 2023, 1:41 PM CST

TESTING 123

Kind Regards,
 **Claire David | Chief People & Culture Officer**
Mobile:(636) 577 2771
Web www.carevethealth.com
Email cdavid@carevethealth.com

[Checkout my recent interview on an episode of](#)

P&C FORMS LIST EXAMPLE

CareVet > Submit a request

Submit a request

Please choose your issue below

- Client Experience
- Add Department Criteria
- Status/Hours/Pay Change
- Termination
- Workers Compensation