



Welcome to The Update!

YOUR WEEKLY "SOURCE OF TRUTH" FOR WHAT'S HAPPENING IN PXT-ESSENTIAL UPDATES FOR CORP HRPS AND PXT PARTNERS.

Key Dates & **Actions**

20-JAN

L6+ Shepherds must evaluate assessment documentation and provide clear feedback to managers

26-JAN

Recording available for Q1 Talent Empowerment and HRP Experience Team

DID YOU KNOW?!!!!

Resource Hubs in  **SLACK**
Everything You Need for FTR & CHRP Transformation, including FTR Issue, Feedback, & Escalation Workflow

Need to report a case handling issue causing a significant impact to employee experience, or want to provide feedback on First Time Right? Use our new First Time Right Issue Workflow **to submit any of the following:**



01

02

03

Urgent Escalations

Escalation support

Content Feedback

Report high severity escalations such as case handling errors or other significant issues here for triaging.

Non-urgent escalations (such as negative experience with Central Teams)

While FTR has already corrected > 1,300 **incorrect** references to talk to your HRBP, should you find content that is incorrect, outdated, broken, or contains inaccurate HRBP references please submit those here.



04

05

Bug Reporting

General Feedback

Experience a bug in Aza? HRSC? Find resources to submit your bugs here.

Positive or Negative, we need your feedback! Share your thoughts.



Our review teams monitor these channels and have established escalation partnerships to ensure timely resolution of questions.

ACTION

Bookmark the **HRP Hub** / **HRBP Hub** for easy reference