The different options that are available through erNavigator to start a labour relations case.

Welcome to the erNavigator Cloud Corporate introduction series

In this document we will explore the different options that are available through erNavigator to start a labour relations case. We will also review the reasons for these alternatives.

A new labour relations case can be started in one of four ways. It can be:

- Initiated directly by the end user
- Initiated by the end user as a result of a guided decision
- Triggered automatically through a prompt from an external system
- Triggered in response to an absence without leave calendar entry

You can choose the option – or options - that best suit your environment.

End- users can trigger creation of a new case simply by clicking on the new cases option in the erNavigator menu.

1

A new process screen will appear ready for the input of case information. Access rights to start a case can be granted to any end user role, such as a line manager or a labour relations specialist, and employees can be provided with specific access rights to lodge their own grievance or harassment claims on-line.

2

Assistance can also be provided to guide end users through an on-line decision process, where the final decision will trigger the appropriate category of case to be started. This option is primarily used when the system end users have different levels of understanding of legal and policy requirements and need to be guided to make the right decisions.

3

Standard API connections are used to trigger creation of a new case in response to an external prompt. For example, an incident or circumstance recorded in an external system, such as in a workflow or collaboration platform, can trigger a case. This option is primarily used to avoid the duplication of effort by end users.

4

The last option for initiating a new case is through selecting an entry on the erNavigator absence without leave calendar. Under this option, incidents from a time and attendance system can feed the absence without leave calendar via a standard API connection, with unauthorized non-attendance incidents. This option is primarily used to assist users in managing a frequent or high volume of these cases.

For each of these options, once the case has been initiated it will follow the erNavigator workflow processes.

This flexibility makes it even easier to support a successful implementation of the erNavigator system in your organisation.

er **Navigator**

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