

Ticket Id	Subject	Status	Agent	Created Time	Priority	Resolved Time	Closed Time	Due by Time	Group	Location	Ability to work (global)	Number of affected people (global)	Requester Name	Resolution Note
10735	test ticket for WD issue	Closed	Paola Carotta	2025-10-07 15:37:39	Low	2025-10-08 11:27:03	2025-10-08 11:27:03	2025-10-14 15:38:02	Wipro HR Hypercare	Acde (AGE)	Able to continue working	Just me	Paola Carotta	this was a test ticket.
10752	Workday.landaonline.nl web page layout need to show flags on mobile	Closed	Paola Carotta	2025-10-07 17:16:32	Low	2025-10-08 13:46:09	2025-10-08 13:46:09	2025-10-15 13:46:09	Wipro HR Hypercare	Zwolle (ZLE)	Able to continue working	Just me	Rene Roessler	Rene has confirmed that the issue is now fixed
11196	Workday passwords not sent on day 1 - users unable to login	Closed	Duncan Rosie	2025-10-13 13:05:03	Urgent	2025-10-13 16:18:56	2025-10-13 16:18:56	2025-10-20 13:05:05	Wipro HR Hypercare	Aelderholt (AHT)	Unable to work	My park/office	Paola Carotta	Confirmed by Duncan, the Password reset option is available now
11266	Facing error when we are calling Get userID API from Valicare	Closed	Swati Jain	2025-10-14 08:02:13	Medium	2025-10-14 17:48:48	2025-10-14 17:48:48	2025-10-20 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Unable to work	Just me	Swati Jain	https://lg-jira.atlassian.net/browse/HR-2183 Data is flowing successfully to Valicare
11267	INDEED - Wrong information sent to Indeed	In Progress	Swati Jain	2025-10-14 08:07:26	High			2025-10-21 09:00:49	Wipro HR Hypercare	Amsterdam (ADM)	Unable to work	My department	Dennis Krijt	
11274	Nostradamus - Issue with termination date	In Progress	Swati Jain	2025-10-14 08:46:16	High			2025-10-21 09:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My department	Marc Harte	
11275	Nostradamus - Salary data not found	In Progress	Swati Jain	2025-10-14 08:47:20	High			2025-10-21 09:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My department	Marc Harte	
11276	Nostradamus - Salary data not sent	In Progress	Swati Jain	2025-10-14 08:48:35	High			2025-10-21 09:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My department	Marc Harte	
11295	Radancy - Failed Jobs	Closed	Duncan Rosie	2025-10-14 09:40:04	Low	2025-10-14 17:49:36	2025-10-14 17:49:36	2025-10-21 09:41:03	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My team	Sarah Meijer	
11301	We are receiving an email for every task	In Progress	Duncan Rosie	2025-10-14 09:51:16	Medium			2025-10-21 09:52:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My team	Dennis Krijt	
11331	Nostradamus - Data for park Puur Exloo is not sent to	In Progress	Swati Jain	2025-10-14 11:45:38	Medium			2025-10-21 11:46:00	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My department	Marc Harte	
11333	app van workday blijft draaien en start niet op	Pending requester	Duncan Rosie	2025-10-14 11:49:43	Low			2025-10-21 12:54:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	Just me	Eifa Gouman	
11334	Mobile App Login Stucks at Loading Screen on iOS Device	In Progress	Duncan Rosie	2025-10-14 11:53:30	Medium			2025-10-21 11:54:00	Wipro HR Hypercare	Amsterdam (ADM)	Unable to work	My team	Ayse Yagimli	
11350	Ardosz - Initials remapping in production data	In Progress	Swati Jain	2025-10-14 12:55:10	Medium			2025-10-21 12:56:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My team	Amelie Torka	
11392	Zaney Report Observations	In Progress	Swati Jain	2025-10-14 15:03:49	High			2025-10-21 15:04:08	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My department	Line Madvig Baroisen	
11411	New Hires don't show up in Strobbo	In Progress	Swati Jain	2025-10-14 15:58:41	High			2025-10-21 15:59:06	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My team	Stephan Janssens	
11435	Workday Notifications in email	Resolved	Duncan Rosie	2025-10-14 17:40:22	Medium	2025-10-15 12:00:07		2025-10-22 09:00:10	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My team	Erol van der Lelle	Britt has fixed this for all people. You might have to mute some notifications once again!
11436	UK park (Landal Barnsoul) unable to book absence in Workday	Resolved	Paola Carotta	2025-10-14 17:43:38	Low	2025-10-16 10:26:03		2025-10-22 09:00:41	Wipro HR Hypercare	Barnsoul (BSL)	Able to continue working	My park/office	Antonia Long	this is an enhancement, tracked in Jira
11437	Ardosz - Only Absence data is being sent from WD to	Resolved	Paola Carotta	2025-10-14 17:56:11	Low	2025-10-15 12:00:48		2025-10-21 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My park/office	Amelie Torka	
11440	Update Cost units in Nostradamus	Closed	Swati Jain	2025-10-14 18:13:05	Low	2025-10-15 17:44:45	2025-10-15 17:44:45	2025-10-21 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My team	Marc Harte	Required updates done
11441	FTE calculation for UK head office employee	In Progress	Duncan Rosie	2025-10-14 18:17:05	Low			2025-10-21 17:00:00	Wipro HR Hypercare	Norwich (NWH)	Able to continue working	My department	Antonia Long	
11442	Linked-In not rendering Job Reqs on their site	In Progress	Swati Jain	2025-10-14 18:19:50	Low			2025-10-21 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My department	Swati Jain	
11444	Workweek should start on Monday and not on Sunday	In Progress	Duncan Rosie	2025-10-14 18:22:32	Low			2025-10-21 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My team	Ronald Ferdinandus	
11446	Reference letter category 'Other' is not showing	In Progress	Duncan Rosie	2025-10-15 08:32:44	Medium			2025-10-21 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My team	José Herstel	
11458	Process contract renewal is incorrect	In Progress	Duncan Rosie	2025-10-15 09:09:02	High			2025-10-22 09:10:00	Wipro HR Hypercare	Amsterdam (ADM)	Unable to work	My park/office	Adinda Kok	
11461	Error docusign	Pending requester	Swati Jain	2025-10-15 09:18:05	High			2025-10-23 13:48:19	Wipro HR Hypercare	Amsterdam (ADM)	Unable to work	My park/office	Adinda Kok	
11487	Review step not triggered in Workday	In Progress	Duncan Rosie	2025-10-15 11:09:36	Medium			2025-10-22 11:10:32	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My park/office	Dennis Krijt	
11502	Secondary employment process doesn't work in Sandbox (PROD too)	In Progress	Duncan Rosie	2025-10-15 11:57:09	Low			2025-10-22 11:57:33	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My park/office	José Herstel	
11535	Nostradamus - Mapping of departments to be validated	In Progress	Swati Jain	2025-10-15 14:21:52	Medium			2025-10-22 14:21:52	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My department	Marc Harte	
11582	F&B Employee is FO Employee in WD - incorrectly setup	In Progress	Duncan Rosie	2025-10-15 16:46:15	Medium			2025-10-22 16:46:23	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My park/office	Adinda Kok	
11585	'Recruiter Local' Instead of 'Primary Recruiter'	In Progress	Duncan Rosie	2025-10-15 17:34:04	Low			2025-10-22 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My team	Swati Jain	
11586	Radancy - Park Location	In Progress	Swati Jain	2025-10-15 17:38:36	Medium			2025-10-22 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My team	Dewi Thomas	
11587	The IBAAN is not being transferred from Valicare for intern unpaid employees.	In Progress	Swati Jain	2025-10-15 17:44:32	Low			2025-10-23 09:00:06	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My park/office	Adinda Kok	
11589	Update Cost units for Nostradamus - Part2	In Progress	Swati Jain	2025-10-15 17:58:33	Low			2025-10-22 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My team	Marc Harte	
11590	Translation in documents are incorrect	In Progress	Duncan Rosie	2025-10-15 18:02:02	Medium			2025-10-22 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Partially able to work	My park/office	Adinda Kok	
11599	Incorrect BP hire - completing without HR	In Progress	Duncan Rosie	2025-10-15 22:08:44	High			2025-10-23 09:00:24	Wipro HR Hypercare	Amsterdam (ADM)	Unable to work	My park/office	Adinda Kok	
11636	When doing an offer for hulpkracht' we need to select	In Progress	Duncan Rosie	2025-10-16 10:52:19	High			2025-10-23 10:53:09	Wipro HR Hypercare	Amsterdam (ADM)	Unable to work	My park/office	Dennis Krijt	
11677	AFAS Expense - Seeing more records in AFAS then Manual CSV	Closed	Swati Jain	2025-10-16 13:11:50	High	2025-10-16 13:58:14	2025-10-16 13:58:14	2025-10-23 13:11:52	Wipro HR Hypercare	Amsterdam (ADM)	Unable to work	My department	Ronald Ferdinandus	
11753	Job offer hulpkrachten in Workday	In Progress	Duncan Rosie	2025-10-16 16:19:36	Low			2025-10-23 16:20:00	Wipro HR Hypercare	Het Vennebos (VBS)	Able to continue working	My department	Sheby Salazar	
11791	Logo in e-mail when Case is answered by HR	Resolved	Paola Carotta	2025-10-16 21:04:25	Low	2025-10-17 10:28:11		2025-10-23 17:00:00	Wipro HR Hypercare	Amsterdam (ADM)	Able to continue working	My park/office	Adinda Kok	a ticket has been raised in Jira to track this request