

HRSD Story Grooming Cheat Sheet

Why HRSD Story Grooming Matters

HRSD Story Grooming supports over 80% of HR service requests. Effective grooming reduces resolution time by 30% and boosts employee satisfaction by 40%. This cheat sheet helps you write effective stories, understand HRSD structure, and manage agile sprints with confidence.

HRSD Product Blueprint

- HRSD Core: Case Management, Document Templates
- HR Knowledge Management: Knowledge Base, Feedback
- Journey Management: Journey Accelerator, Lifecycle Events
- Employee Experience: Manager Hub, Employee Center
- Listening & Learning: Listening Posts, Learning Posts
- HR Compliance: Employee Relations, HR Requirements
- Integration Layer: IntegrationHub, APIs

Key Tables to Know

- sn_hr_core_case: HR Case Records
- sn_hr_core_profile: Employee HR Profile
- sn_hr_le_case: Employee Relations Case
- sn_hr_journey_journey: Journey Templates
- sn_hr_document_template: Document Templates
- sys_user: Employee / User Master
- sn_hr_knowledge_article: HR Knowledge Content

Sprint 3 Story Examples

1. Case Categorization: "As an HR agent, I want to track cases by category"
2. Article Search: "As an employee, I want to search HR articles by topic"
3. Journey Launch: "As HR, I want to launch journeys based on events"
4. Document Generation: "As HR, I want to auto-generate offer letters"
5. Manager Dashboard: "As a manager, I want a view of my team's cases"

Tips: Align to lifecycle events, verify taxonomy, avoid over-customizing UI.

HRSD Process Flow

1. Employee submits request via Employee Center or Virtual Agent
2. HR case is created
3. Agent reviews case
4. Knowledge article or document template applied
5. Workflow executes (auto/manual)
6. Resolution sent + feedback collected

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7. Case closed and reported

Quick Resources

- ServiceNow Docs: <https://docs.servicenow.com/hrsd>
- NowCreate Guides: <https://nowcreate.servicenow.com>
- Video Tutorials: Search YouTube for 'HRSD Journey Accelerator'