UNIVERSITY OF CALIFORNIA — UCPath

ASK UCPATH ENHANCEMENTS

CURRENT STATE vs **FUTURE STATE**

AVAILABLE MAY 6, 2024

SUBMIT AN INQUIRY
- Users have to select a topic and category
- User also provides a subject and description
- System allows only one attachment at the time of case submission

SUBMIT AN INQUIRY
- Simplified experience for employees users
- Employee provides a brief overview of their issue
- System automatically determines the topic, category and subcategory
- Submitter case assist is scheduled for July 2024

AVAILABLE APRIL 15, 2024

PENDING CLOSE
- "Pending Close" allows a user 5 days to request additional review
- Does not apply to all inquiry types
- Inquiry auto closes if no action is selected within 5 days

SELF CLOSE CASE
- All users will have the ability to close their own open inquiries or those they submitted on behalf of an employee
- UCPath assistance no longer required to close duplicate cases or cases that are resolved locally

CLOSED CASE
- Once an inquiry is closed it cannot be re-opened
- Comments made on closed inquiries are not monitored consistently

CLOSED CASE
- All users can update the inquiry status from closed to reopen if their issue is not fully resolved

FOLLOW-UP CASE
- If the pending close window is missed users have the ability to submit a follow-up case
- A new case number is assigned
- Case comments, notes and attachments are not automatically transferred to the new case.

REOPEN CASE
- Ability to truly reopen a closed inquiry replaces pending closure and follow-up case processes
- Closed inquiries can be reopened a total of 3 times with one year (365 days) from the original closure date