From: UCPath, University of California
Subject: UCPath Notice: Telephone Service Transition
Date: Monday, May 16, 2022 10:42:33 AM

UNIVERSITY OF CALIFORNIA UCPath

UCPath Notice: Telephone Service Transition

To: General UCPath Communications distribution

UCPath will transition from its current phone system provider to a new provider, Talkdesk, May 25, 2022. Initially, employees will hear new options when calling UCPath.

Starting in September, employees calling UCPath will notice:

- New features, such as call wait time announcements while on hold and keyword speech recognition
- A virtual agent answers frequently asked questions to expand employee self-service capabilities
- UCPath agents have ready access to an expanded knowledge base to quickly address inquiries

Questions:
If you have questions about this transition, please contact Angelina Gomez (Angelina.Gomez@ucop.edu), Alex Garcia (Alexander.Garcia@ucop.edu), Bill Freire Bill.Freire@ucop.edu or Lisa Inta (Lisa.Inta@ucop.edu)

Thank you,

UCPath