From: UCPath, University of California
Subject: UCPath Notice: Phone Service Transition Complete
Date: Wednesday, July 13, 2022 10:03:27 AM

UNIVERSITY OF CALIFORNIA UCPath

UCPath Notice: Phone Service Transition Complete

To: General UCPath Communications distribution

UCPath completed the first phase of the Talkdesk phone service transition.

Employees calling UCPath will experience the following changes:

- Callers will enter the first initial of their last name for authentication purposes in addition to the previously required entries (last four digits of their social security number and date of birth)
- Callers may leave a voicemail while waiting to speak with an agent when the "call back" feature is not available
- Callers will hear the average estimated wait time while waiting to speak with an agent

Additional notices will follow as new Talkdesk features are released.

Thank you,
UCPath
(855) 982-7284
Monday – Friday from 8:00 am – 5:00 pm.
https://ucpath.universityofcalifornia.edu