

# Servicing Framework

01

## Self Service – UCPath Portal

- Provides information and updates
- Ask UCPath inquiry submission
- Self-service options for employees and managers

02

## Employee Service

- Handles inquiries via phone or portal inquiry
- Knowledge across functional areas
- Senior Associates handle complex inquiries, escalations and research

03

## Production

- Next level of escalation for research, follow-up and processing
- Process payroll, benefits and workforce administration transactions

04

## Locations or COE

### Locations

Receive requests for additional information or follow-up

### COE

Provide support for sensitive issues, policy exceptions, appeals