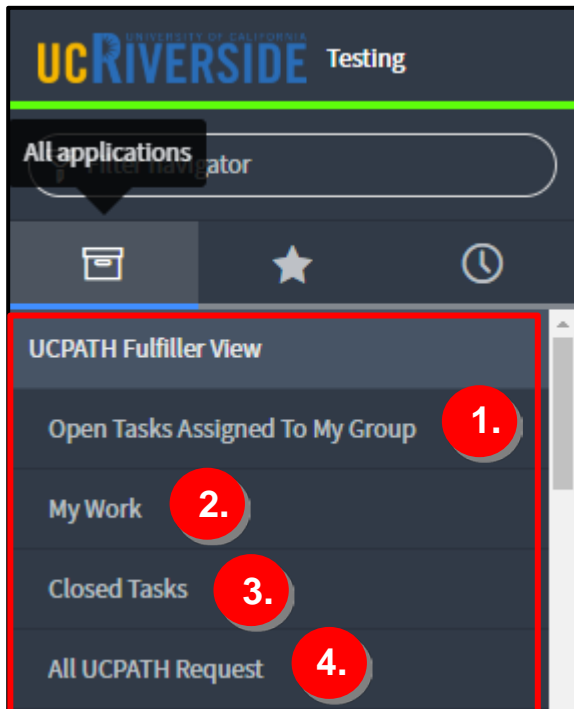


## | ServiceLink UCPath Fulfiller View |

Navigation: <https://ucrsupport.service-now.com/>

**Required Role: ServiceLink Fulfiller (both Accountability Structure & Shared Services Center)**


The UCPath Fulfiller View will appear under “All Applications” in the Application Navigator located in the left hand navigation of ServiceLink (see screenshot). Like all Applications, it can be favorited and appear under the customizable favorite list.

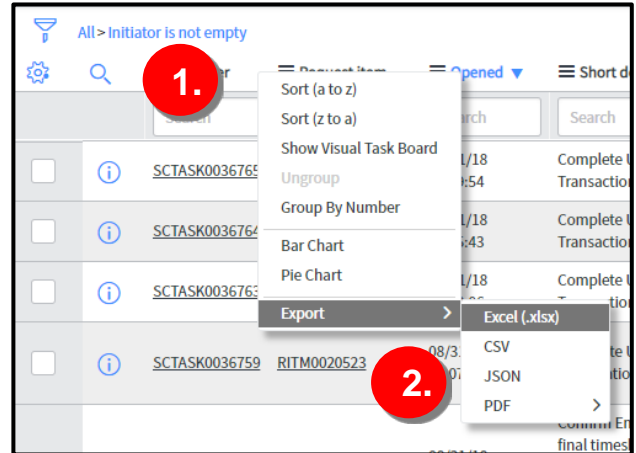


There are four modules within the UCPath Fulfiller View application:

1. **Open Tasks Assigned To My Group** - displays all open task tickets that are assigned to the Group(s) you belong to. These tasks are not assigned to you directly.
2. **My Work** – displays task tickets that are assigned to you that are currently in progress.
3. **Closed Tasks** – displays all closed task tickets that are assigned to the Group(s) you belong to.
4. **All UCPath Request** – displays all UCPath requested items (RITM), regardless of State.

Data included in the four modules are displayed via standard column fields that are searchable. Many of these fields have been recently added to ServiceLink to facilitate querying data and managing your queue at both Shared Services Center and Accountability Structure levels.


1. Each field is searchable by clicking on the magnifying glass icon .
2. The displayed data can also be exported to Excel (.xlsx) by right-clicking the list header bar (anywhere near the field headers Number, Request item, Opened, etc.) and selecting the “Export” option from the dropdown.

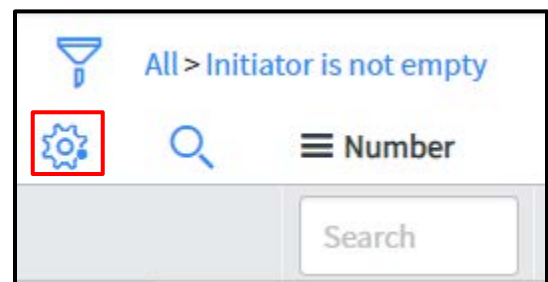


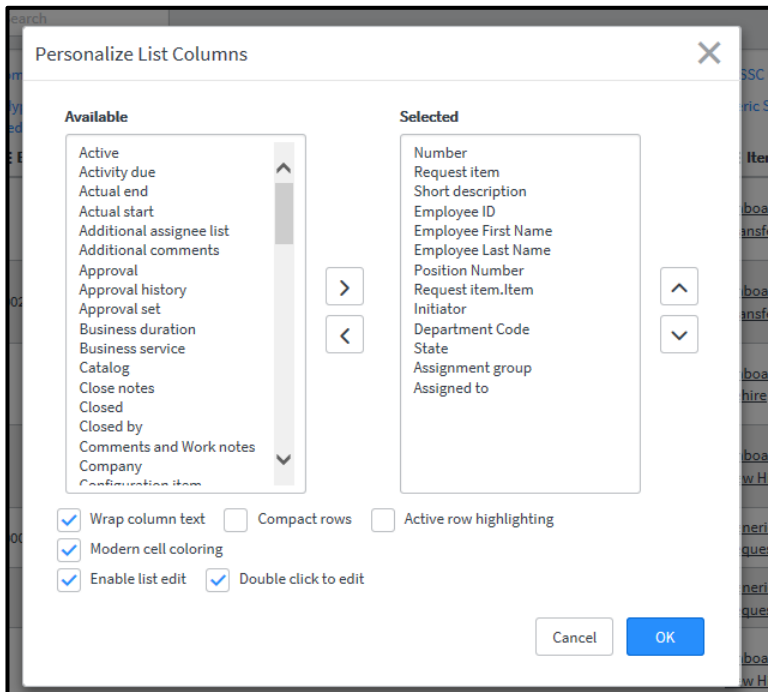
The following fields are included in the default UCPATH Fulfiller View:

- **Number** – Task Number
- **Request Item** – RITM ID
- **Short Description of Task**
- **Employee ID**
- **Employee First Name**
- **Employee Last Name**
- **Position Number**
- **Item** – Request type such as Onboarding – New Hire, Offboarding, Extended Leave Administration and etc.
- **Initiator** – Person who submitted the request
- **Department Code** – Department code of employee the request is being transacted on
- **State** – Status of task
- **Assignment group**
- **Assigned To**

Additional related UCPATH fields can be added to the view by the fulfiller. To add additional related UCPATH fields to your view:

- Click on the gear icon  to open the Personalize List Columns selector.





- Select additional fields from the Available list in the Personalize List Columns selector.
- All fields are aligned to the field on the forms with the exception of the Comments field. The comments field is identified as Initiator Comments in the Personalize List Columns list.

Within the UCPath Fulfiller View, Fulfillers will also have the ability to:

1. Change the order of the columns
2. Sort by
3. Remove and add fields

Refer to ServiceLink [Navigation for Fulfillers](#) training material for additional information.