Comments

Portal:

It would be good if the system sent you an e-mail notification to let you know that your order was processed.

I don’t use it regularly, my administrative assistant does.

Automatic e-mail responses are confusing until taught to go to the bottom and read the message.

very satisfied, they are on top of orders

Would like a guide that explains where in the system I would place certain requests

I find it difficult to identify where my status is for certain items

Very user friendly!

Acclimation was the challenge, however pleased with the end result.

Difficulty updating ticket after error/incomplete submission - not sure if changes went through because they didn’t show up where I could see them. I don’t use often though so maybe it was just me (but I’m usually pretty good with this stuff)

You all do a superb job!

It would be nice to have a link that takes you directly to your pending requests when you log in.

Once a request is made in Service Now, it is very simple and efficient. However, the system is not intuitive in terms of determining which service to select.

I find the Service Now Portal easy to use, but irritating to have to use it

As a new user, if I submit document using the incorrect portal, Carla and Tammy are always there to help me and show me the correct process. I appreciate them.

It is an extra step for me to get things processed

clunky, not user friendly

Originally was able to see all request info before approving; now I am blind to majority of info. Marcie and Cindy having been working on issue, they can explain problem.

Jessica, Cindy and everyone else have been great to work with.

It is difficult to find an order that someone has placed for me.

Inputting a request for FedEx could be less cumbersome with fields for inputting relevant information (i.e. Ship To, Service Type, etc). It would also be beneficial to email FedEx labels once processed and not hand delivered in the event the requestor is working remotely/off-site. It would be helpful if the portal showed who specifically is handling your request.

I would love to be able to search work orders or at least have my orders list with the title I gave it. It’s difficult to find old orders.
**Timeliness:**

Quick response!

Pleased.

Extremely quick responses.

The processing of Office Supply orders goes very well. Responsiveness to other things is less reliable

I have not had any issues or concerns with timely processing of my submissions.

staff respond timely

items are not being seen through to completion. Not receiving timely responses to email inquiries

ACT process is great, once it gets to procurement it is terrible

Very quick

**Customer Service:**

I am satisfied and will continue to use the system. I am grateful that we have a tracking number for all of our requests.

Carla is awesome!

Atalie is wonderful!

ACT staff are very responsive and are wonderful at keeping me updated about my requests

The provide great service.

Great comminication!

Marcie, et al. Have been great to work with!

Jessica Johnsnton and Atalie Womble are the main two contacts I use when going thru ACT. They are always very helpful and timely with their responses to my questions. They do a great job!

My Business Officer has been unavailable. I often take my requests directly to Tammy Petree and she is extremely helpful and responsive.

The act team assigned to our department is professional, courteous & knowledgeable.

So far every experience with ACT has been easy and fast, even when i probably put in tickets incorrectly! They have really kept my confidence in them even when the portal makes me lose confidence. Great work!!

You've made my life easier, thank you.

The ACT staff are great to work with!
I like it that a representative is often available to chat with on site at the Promenade.

I really appreciate the POD that supports our department both Carla, Tammy, Xer and Pam they are great!!!!!!

The staff is very helpful and supportive.

I rarely use the services therefore satisfied.

All of them are great to work with!

The people are great, the system is lacking.

Everyone works so hard in getting orders/reimbursement done in a timely manner.

The ACT has been very resourceful to our department.

**Other Comments:**

I always feel comfortable to reach out to my business officer or to Carla Hunt or Xer. Overall, I think the ACT team is doing better and better. They all have great customer service skills and are very helpful and eager to answer my questions. My overall experience is great! Perhaps the system can be better enhanced in the future. Great job Tony!

Marcie is fantastic!

All ACT employees that I've interacted with are great.

When I look at my request it is overwhelming and not as user friendly to identify certain items I would like to look for. It seems as there are duplicates or if the closed items should be achieved to avoid confusion.

Diane, Atalie and Jessica are outstanding; they go out of their way to answer questions and provide top notch customer service all the time.

Everyone I've worked with so far has been great. Keep up the good work!

Adding a "Save" button feature would be helpful. There have been times where I have been half way through submitting a form and either get delayed b/c of a phone call, visitor, etc. and then ACT will time out and I have to do everything all over again. Being able to save work and then come back to it if needed would be great.

When ordering items from Amazon, the replacements parts are not always the best products. They are cheaper and do not last as long. A guild line is needed.

Keep up the good work!

Love the portal and the support that comes with it.

Keep up the good work ACT team!

Pam Taylor’s group is very helpful and have been flexible in meeting our departments needs!

I really don’t like having to enter my Office Supply orders in the Service Now Portal. It’s much more time consuming to enter each item, instead of having a DO on Excel which I simply reuse to suit that particular order. And I find it annoying to have to use Service Now to process an invoice, instead of just sending it directly to UCLA for processing.
I appreciate and value there support.

I wish when you have already reached out to ACT they would just initiate the ServiceNow ticket, rather than make you go into ServiceNow. Makes me question what does ACT really do for me. They should make receiving services easier. Let me call you or email you and you can initiate your own internal ticket.

This is working great for me. When I need help I get it. --Bill Collier

If a request is submitted by me, and not on behalf of someone else, I would like the individual handling my request to follow up directly with me if there is additional information needed in order to process it (i.e. payroll). If there is an absolute need to involve other individuals, I would appreciate being copied on the email to avoid double work and unnecessary anxiety being created.

everyone has gone out of their way to help me with my purchase. i appreciate everything they do.

Tammy is so wonderful to work with. I hope IT portion can get up to speed. It has been difficult to order software and very confusing.