INTRODUCTION TO CaseConnect
Only active cases as of APRIL 20th, 2015

WHAT IS CaseConnect?
CaseConnect is a tool designed to enhance the ability for U-M faculty and staff to view and interact with active cases which were created through service requests submitted to the SSC.

WHAT DOES CaseConnect PROVIDE YOU?
- Seamless integrated communication between you and the SSC
- Ability to view active cases in which you are the Requestor or are on the watch list
- Ability to attach supporting documentation
- Ability to request other users to have access to your active case

HOW WILL THE CUSTOMER USE CaseConnect?
- Login to CaseConnect anytime to view active cases, attach documentation, or add additional comments NOTE: Service requests submitted through hard documents will not show in your active cases as you are not the Requestor
- Receive email notifications with a direct link to a specific case when the SSC needs additional information or documentation for the case
- Receive email notification anytime the Additional Comments field is updated
- Add users to a “Watch List” enabling them to view a specific case, add documentation, and additional comments

HOW DOES THE CUSTOMER ACCESS CaseConnect?
Access to CaseConnect is through a link on the Shared Services Center website (ssc.umich.edu)

WHAT DOES CaseConnect LOOK LIKE?
CaseConnect Home Page. Click the link to the case number you wish to access.
ANATOMY OF CaseConnect

1. Attach documentation here

2. Add Additional Comments here

3. Click Save

KEY FIELDS IN CaseConnect

- **Number** = Unique ServiceLink case number
- **Requestor** = Customer requesting service
- **Requested for** = Customer requesting service on behalf of someone else
- **Assignment group** = SSC team the case is assigned to
- **State** = Identifies the status of the case in the workflow:
  - **New**: Default for new cases
  - **Work in progress**: Case is assigned; the SLA clock is ticking.
  - **Pending**: SLA has paused while the SSC waits on someone outside of the SSC to complete an action
  - **Resolved**: Case is resolved (Stays in view for 5 days)
- **Watch list** = Other individual(s) who have access to view/interact with the case
- **Short Description** = Describes the service request
- **Description** = Optional comment field to add more descriptive information
- **Pending Reason** = Indicates why the case state is pending
- **Contact type** = How the customer contacted the SSC
- **Opened** = Date and time when the case was created
- **Transaction Reference** = May include information such as Vendor/Voucher ID
- **Additional Comments** = CUSTOMERS CAN ADD COMMENTS HERE
- **Activity** = Logs every action within the case; the activity is date stamped and displays in a chronological list for reference.