

CX Connect Navigation



Reference Guide

This is an interactive document. For full functionality, open this document in Adobe Acrobat, Microsoft Edge or Google Chrome.

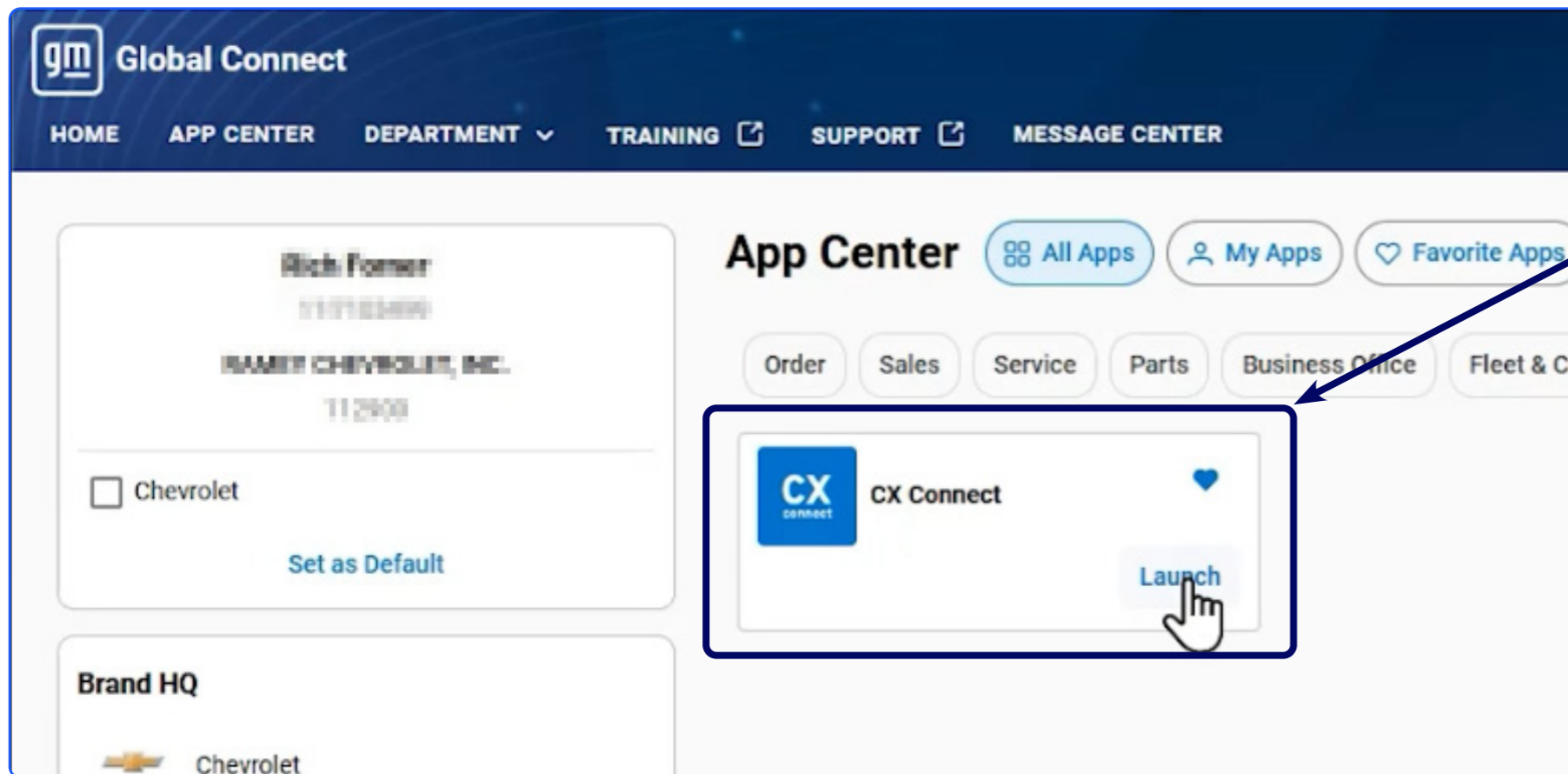
Select a page below to continue.



Introduction to CX Connect

CX Connect will supersede and unify two existing tools: Dealer Case Management and Dealer Self-Service. This new platform will introduce a suite of exceptional key features, designed to be both intuitive and user-friendly.

The interface is straightforward and easy to navigate, ensuring a seamless user experience. Dealers will have improved collaboration and streamlined communication, reducing the need for phone calls and emails among all stakeholders.



Basic functions

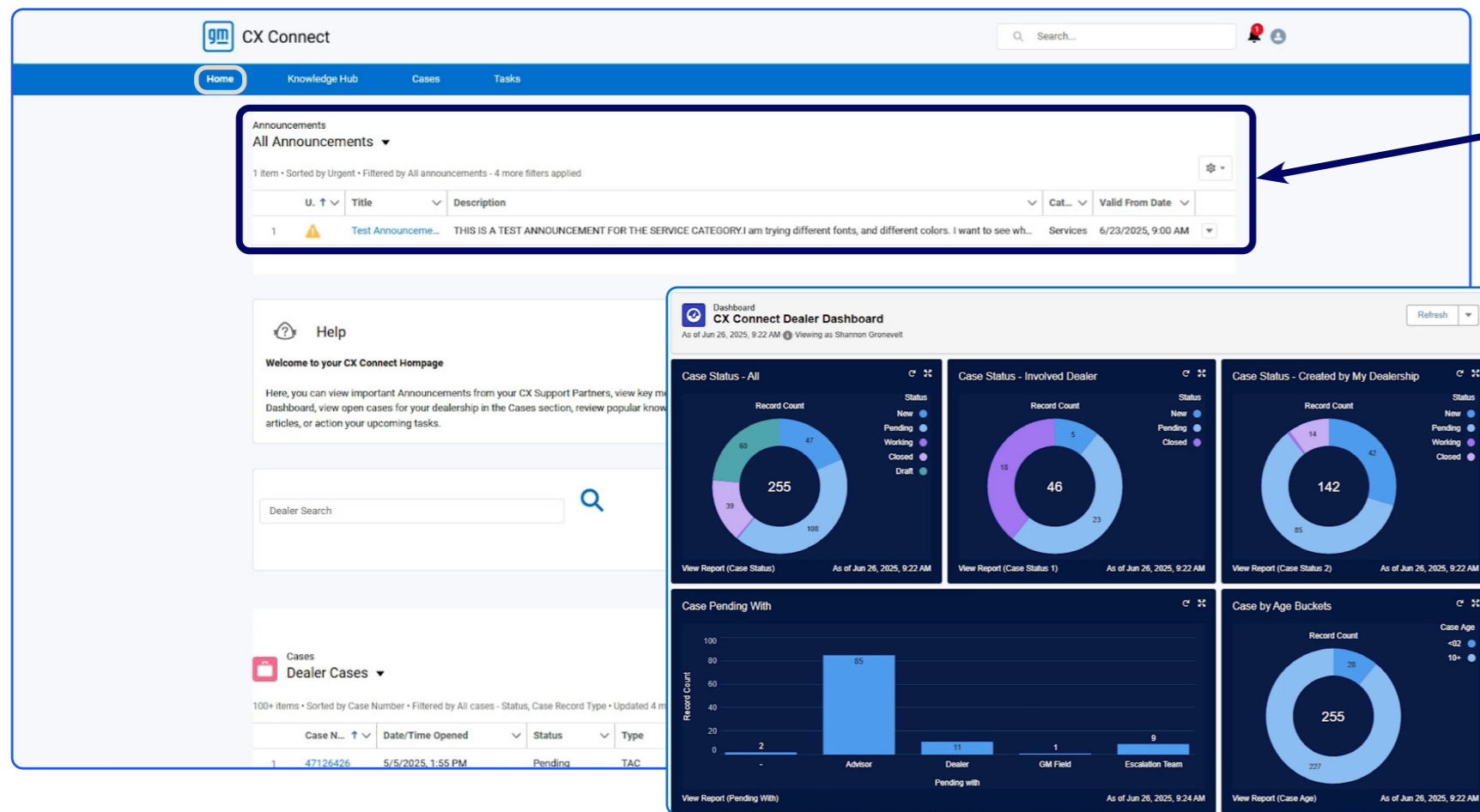
- Review Dashboard
- View Customer Cases for their Dealership
- Search Knowledge Hub
- View and respond (Tasks) for Dealership Customer Cases

You can access CX Connect from the App Center in Global Connect.

Home



The Home section presents vital announcements alongside a comprehensive dashboard, enabling you to swiftly grasp key metrics that define your dealership's performance. The dashboard is thoughtfully designed to deliver an immediate overview of all ongoing customer and dealer cases involving your organization. It is fully interactive – by selecting any graph or chart, you will access the underlying reports that inform each visual, allowing for seamless navigation between high-level insights and detailed data.



Log in and Navigation:

Home Tab:

Announcements (select “View All” first): At the top of the homepage, you’ll find the announcement objects. Announcements are used to communicate any urgent or important updates.

From the Home Tab, you can:

- Use “Carrots,” to change filters from the default view.
- View Open Cases.
- See My Open Tasks.
- View the Systems Dashboard.
- Review popular Knowledge Hub Articles.
- Differentiate between Dealer Search and Global Search.
- Locate a case using Global Search.
- Locate a case using the Vehicle Page.

Home



Knowledge Hub

The platform has a Knowledge Hub with searchable resources to facilitate independent research and problem-solving to reduce the need for email, messaging, calls, and cases.

The screenshot shows the CX Connect Knowledge Hub interface. At the top, there is a search bar with the text "radio issue after radio program". Below the search bar, the navigation bar includes "Home", "Knowledge Hub", "Cases", and "Tasks". The "Knowledge Hub" tab is selected. The main content area features a "PUBLISHED ARTICLES" section with three items: "Forms" (published 6/5/2025, 9:51 AM), "Rear Cross Traffic Alert" (published 3/3/2025, 10:44 AM), and "Head-Up Display" (published 3/3/2025, 10:37 AM). Below this is a "POPULAR ARTICLES" section with a table of results.

Article Total View Count	Article Number	Article Title	Published Date
65	000068091	Forms	6/5/2025, 9:51 AM

Tip: Global search can be used to find articles, and relevant information can also be accessed directly through the Knowledge Hub.

Knowledge Hub Tab:

- Selecting options such as dealer, sales, service, or parts information will filter the displayed results accordingly.
- Alternatively, the dropdown menu can be used to choose different filtering categories to locate the desired results.

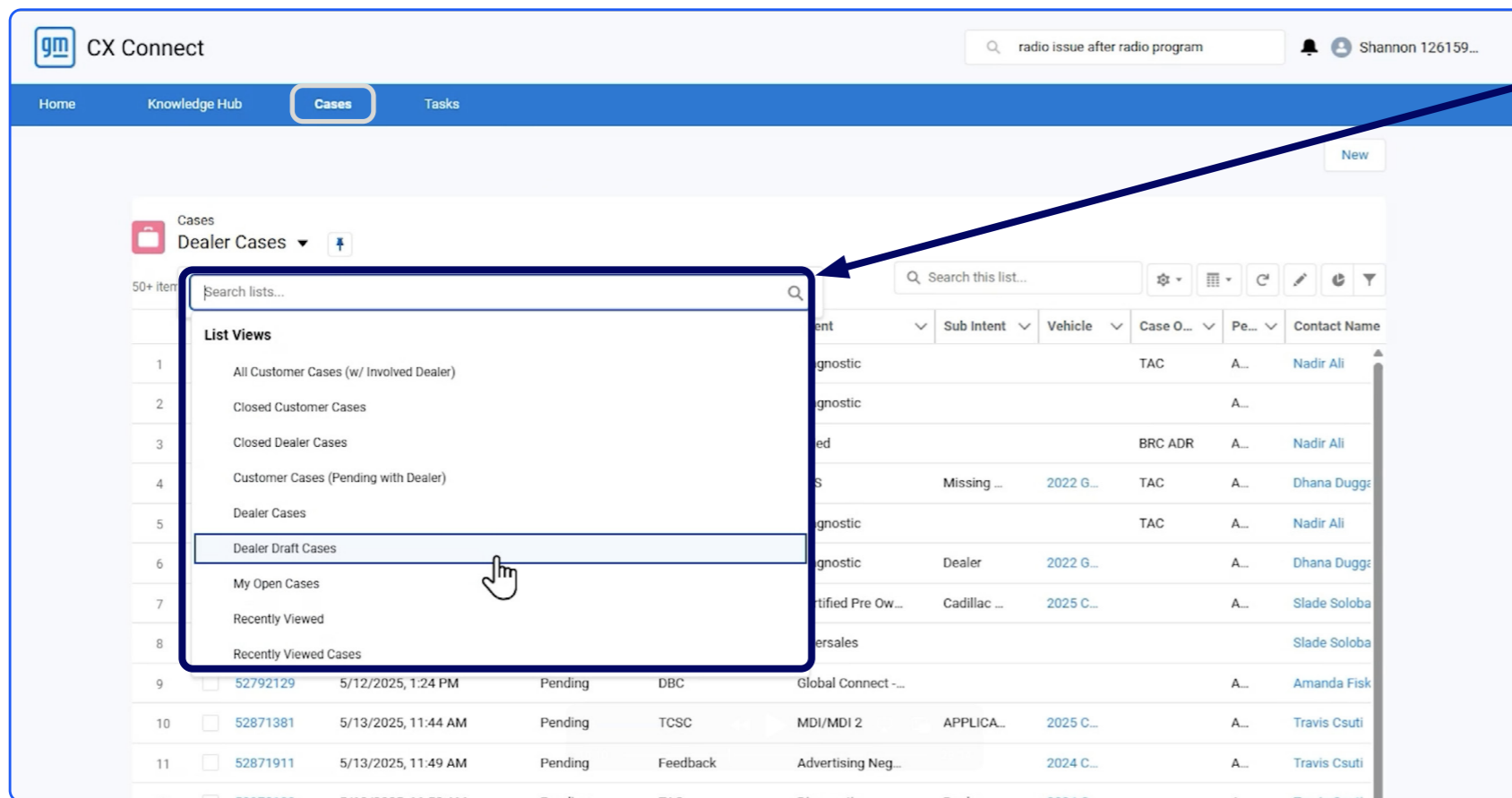
You can browse the knowledge base of published and popular articles to stay in the know.

Knowledge Hub



Cases

The Cases Tab is used by dealership employees to receive and respond to customer cases from CX Connect.



Cases Tab:

Users can search lists and change views for easy sorting.

Creating a new Case:

- To create a new case, click the “New” button to start the process.
- A warning page appears, advising to check available resources (bars, IVH, service info, tech resolution, etc.) before creating a new case to avoid delays.
- Click “Next” to proceed to the dealer page for entering basic case information.
- The “Vehicle” field is optional, but the user may need to associate a VIN if needed.
- The case starts in draft status; fill in type intents and any sub-intents.
- Save and open the case after entering details.
- A confirmation message appears, including a blue hyperlink to view the newly created case.

Cases

Tasks

The Tasks Tab displays open tasks assigned to the user, with filters available by subject, related case, due date, status, and modification details.

	Subject	Related...	Due Date/Time	Status	Pri...	Assi...	Create Date	Last Modified Date...
1	Vehicle Status - Action Required	43146513	6/27/2025, 8:00 PM	New	High	SGron	6/26/2025, 9:25 AM	6/26/2025, 9:25 AM
2	PAC - Action Required	37225233	6/24/2025, 8:00 PM	Past Due	High	SGron	6/23/2025, 3:46 PM	6/25/2025, 12:00 AM
3	(BRC) Vehicle Concern - Action Required	54886298	6/21/2025, 8:00 PM	Past Due	High	SGron	6/20/2025, 11:13 AM	6/22/2025, 12:00 AM
4	Vehicle Status - Action Required	55142564	6/8/2025, 8:00 PM	Past Due	High	SGron	6/6/2025, 9:21 PM	6/9/2025, 12:01 AM
5	Vehicle Status - Action Required	54886298	6/7/2025, 8:00 PM	Past Due	High	SGron	6/6/2025, 9:43 AM	6/8/2025, 12:00 AM
6	Part Delay - Action Required	54886298	6/6/2025, 8:00 PM	Past Due	High	SGron	6/5/2025, 6:39 PM	6/7/2025, 12:01 AM
7	(BRC) Vehicle Concern - Action Required	54979289	6/6/2025, 8:00 PM	Past Due	High	SGron	6/5/2025, 3:17 PM	6/7/2025, 12:01 AM
8	Vehicle Status - Action Required	54982773	6/6/2025, 8:00 PM	Past Due	High	SGron	6/5/2025, 2:52 PM	6/7/2025, 12:01 AM
9	Vehicle Status - Action Required	54979289	6/6/2025, 8:00 PM	Past Due	High	SGron	6/5/2025, 3:02 PM	6/7/2025, 12:01 AM
10	Case Update - General	54979289	6/6/2025, 8:00 PM	Past Due	High	SGron	6/5/2025, 3:09 PM	6/7/2025, 12:01 AM
11	Part Delay - Action Required	54979289	6/6/2025, 8:00 PM	Past Due	High	SGron	6/5/2025, 3:06 PM	6/7/2025, 12:01 AM
12	Case Update - General	53508070	6/6/2025, 8:00 PM	Past Due	High	SGron	6/5/2025, 2:35 PM	6/7/2025, 12:01 AM
13	Vehicle Status - Action Required	54968338	6/6/2025, 8:00 PM	Past Due	High	SGron	6/5/2025, 2:00 PM	6/7/2025, 12:01 AM

Tasks Tab

This will show all the CRM tasks for your dealership only.

- CRM tasks for a dealership are organized in a Tasks Tab.
- Users can click on a task to view comments and specific actions requested by contact center advisors.
- It is essential to mark tasks as complete once addressed, indicating no further action is needed.
- Notifications alert users to new tasks and overdue responses.
- This system facilitates efficient task management and timely replies within the dealership.

Tasks

Resources

[CX Connect FAQ](#)

[CX Connect for Dealers WBT](#)



All information contained in this document is based on the latest information available as of 07/21/2025. General Motors reserves the right to discontinue or change at any time, without notice, any prices, colors, parts, materials, standard equipment, optional equipment, Marketing Option Packages, special equipment, specifications and/or body types and models. This material is not legally approved for use in any advertising. It is intended for use by dealership employees only and is not to be disseminated to, or reviewed by, consumers. Copyright 2025 General Motors.

