CX Connect FAQs

Reference Guide

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General FAQs

This FAQ guide address common questions about login procedures, navigation and functionality.

What is CX Connect?
CX Connect is the new customer experience portal that replaces the Dealer Self Service (DSS) and Dealer Case Management (DCM) systems. It is designed to enhance your interaction with our services through improved case management and communication tools.

What features does CX Connect offer?
CX Connect includes streamlined case management, enhanced communication tools, a comprehensive knowledge base, and a user-friendly design for easy navigation.

Where can I find help or support for using CX Connect?
You can locate training resources on Center of Learning website and on the Resources page of this document. For technical support, contact the Dealer Business Center.

What are the roles in CX Connect?
You will be assigned one of two profiles in CX Connect, depending on your assigned Global Connect profile:

Customer Relations Manager user typically includes roles such as:

- Dealer Principal
- Service Manager
- General Support
- General Manager
- Sales Manager

Dealer Standard Portal user applies to all other roles.

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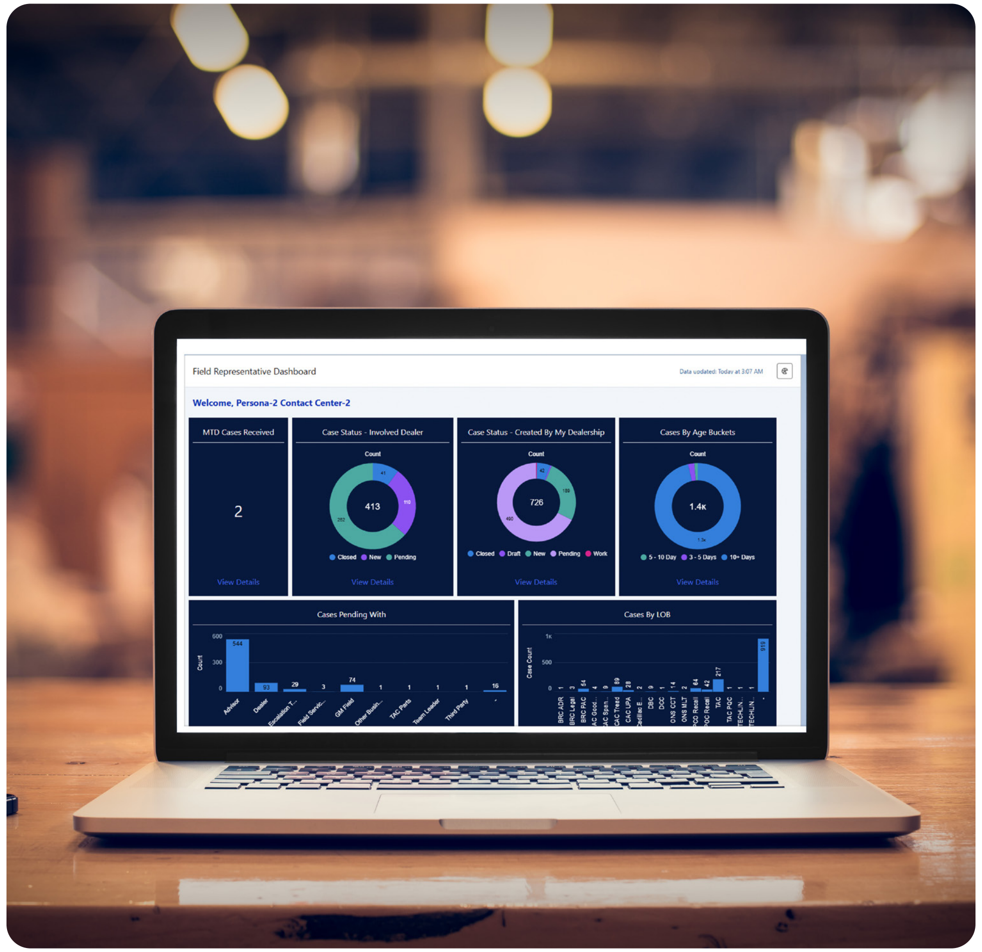
Access and Login FAQs



How do I access CX Connect?
You can access CX Connect through the app in the GlobalConnect app center. Ensure you have your login credentials ready.

Will my existing DSS and DCM accounts transfer to CX Connect?
Yes, your existing user accounts and case history will be migrated to CX Connect to ensure a seamless transition.

What should I do if I encounter issues logging in?
If you experience any login issues, please use the “Forgot Password” feature or contact the Dealer Business Center.

Can my parts manager potentially comment on a CAC case that I as a CRM am working on?
No, parts cannot access the customer assistance cases. It would have to be a coordination between a CRM user and parts.

Will Microsoft Azure authentication be required?
Yes. CX Connect now features seamless integration with Global Connect, so after logging into Global Connect, no additional login is needed for CX Connect.

What is the app called?
The app is currently not available in the app center. It is named CX Connect and is scheduled to launch on Global Connect on August 11th.

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Navigation and Functionality

How can I create a new case in CX Connect?
Once logged in, navigate to the case management section and follow the prompts to create a new case. You will be guided through the necessary steps.

Can I track the status of my cases in CX Connect?
Yes, CX Connect allows you to monitor the status of your cases in real-time, providing updates and notifications as your cases progress.

What is a “Draft Case?”
For a case to be assigned to and addressed by a team, you must select “submit draft”.

Will transportation claims be included here?
Yes. The CX Connect assessment tool now features a vehicle damage assessment identical to the current DSS form.

Do I need to enter transportation damage information before submitting a claim?
The procedure for submitting damage claims remains unchanged. In the assessment tool within CX Connect, there is now a vehicle damage assessment that mirrors the form currently used for DSS.

What is the response time?
Response times should remain consistent before and after launch of the new system, with an ongoing commitment to continue to improve our service level.

What visibility do I have on a dealer case?
Depending on your CX Connect user role, you can view cases across all dealer groups like TAC, DPAC, and DBC. Additionally, this is where dealers receive customer cases from our assistance groups, including those from CAC, EV Concierge, Cadillac, and business resource groups such as Product Allegations for California.

Can I talk to a person or is it all online?
Yes, it is possible to speak with a representative by phone. The recommended process is to use CX Connect first, open a case if needed, and then call with your case number for additional support. Receiving answers through the portal, messaging live with an advisor, or setting up a case response are all online, digital options to improve efficiency. This approach will reduce wait times.

Will cases for medium duty trucks be opened independently?
New sub-intents have been created for medium duty vehicles.

Other Questions

Is it easy to find a TAC resolution?
Yes, simply click on the Knowledge Hub, select “dealer service” on the left, and open the TAC Resolutions tab. You can search for specific resolutions using the search bar or use the global search in the top right corner to find related topics and questions.

Will open cases transfer to the new CX Connect?
Yes, all open cases from the past five years will be migrated from Siebel/DCM/DSS to OneCRM.

Is it possible to view repair cases from other dealerships for a VIN if the vehicle is brought in with the same issue?
No. You can only views cases associated with your dealership.

Will we get AI generated responses?
If you chat with an advisor, you’ll speak to a live person. Cases submitted to the advisor team are handled by humans, not AI. However, some messaging features may be bot-driven.

Will CX Connect remain open, or will it require repeated logins and password entries? CX Connect is set to log users out after two hours. However, because it is integrated with SSO through Global Connect, users are not required to enter multiple passwords.

Will programmable accessories and additional RPOs be managed through this app?
If you need Techline support for accessory programming, you can open a case in the app and it will be routed to our Techline team.

What if I cannot find a VIN when creating or attempting to submit a case?
Confirm that you entered the VIN correctly. If you still cannot locate it, enter “VIN not found” in the vehicle field and select that option from the dropdown.

Will we still get an email when a new CAC case is assigned?
No. CX Connect is designed so all cases and tasks are managed directly in the platform, eliminating the need for email notifications. All users – including advisors, field partners, and dealers – will access and update cases in CX Connect. Field representatives can also communicate and provide updates within the tool.

How will dealerships know they’ve received a response?
When you submit a case to the contact center, the advisor team collaborates and replies using the same tool. Each collaboration creates a task, which triggers an alarm in the upper right corner to notify you of new or updated tasks. Additionally, your homepage features a drop-down list in the lower right of the CX Connect page where you can quickly view all current tasks and their status. This setup is designed to make it easy and fast for you to track and complete your assigned tasks.

Will we get notifications about our cases, or do we have to check CX Connect regularly?
You will not receive case notifications by email at this time. We are pursuing a notification solution; however, case updates should be done in CX Connect versus through email.

Training Questions

Will there will be a training course?
Yes, required training for dealership personnel will begin on October 1. The CX Connect Navigation Reference Guide is a powerful resource to support you.

Resources

Center of Learning

CX Connect Navigation Job Aid