



ONECRM LAUNCH AND TRAINING DETAILS

To support a seamless transition from the current Advisor Workbench/Siebel platforms to the new OneCRM system, interim processes and training schedules have been established as outlined below:

Effective Immediately through August 11, 2025:

- Dealership Customer Relations Managers will continue to use email for their customer cases with CAC and all other customer-facing advisor teams.
- Technicians will continue to use Dealer Case Management for TAC cases.
- All other Dealership service, sales and parts employees will continue to use Dealer Self Service.

FIELD TEAM TRAINING

- **Link & Learn** (participation is strongly encouraged but not required)
 - Monday, July 21, choose one:
 - 10:00 AM Eastern ([Access here!](#))
 - 2:00 PM Eastern ([Access here!](#))
 - Sessions will be recorded for those who cannot attend.

DEALERSHIP TRAINING

- **System Demonstration and Q&A**
 - Tuesday, July 22, choose one:
 - 10:00 AM Eastern
 - 1:00 PM Eastern
 - **OR** Wednesday, July 23, choose one:
 - 10:00 AM Eastern
 - 1:00 PM Eastern
 - [Access here!](#)

CONTACT CENTER TRAINING

- Customer-facing advisor teams, which include **CAC, Executive, BRC, Cadillac and EV Concierge**, are **fully trained** and currently using OneCRM.
- All other contact center teams, which include **DBC, TAC, PQC, PCC, TCSC, DPAC, Partech, GMPSC and WSC**, will complete training and transition to OneCRM by **July 18th**.

Starting August 11, CX Connect will become the primary platform for Dealer support, which will replace email and make calls optional. All case types can be handled via messaging or by creating a case in CX Connect via Global Connect. DCM and DSS will be sunset from GC.