



***Unitary Products
Technical Services
Service Tips Letter***

Letter: **ST-001-2018**

Date: January 9, 2018

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: **Update on Current Salesforce Case Access and Open Globe Migration**

Summary: This letter provides information about access into the current Service Cloud (The Portal) cases for active portal users and all UPG contact centers transitioning to the New Open Globe Salesforce platform.

Effective January 1st 2018, all UPG contact centers (**Commercial, Residential, Manufactured Housing, Consumers, Warranty, Source 1 Parts, National Accounts, Modification Shop and Sales Services**) are now transitioning and creating cases into the new Open Globe Salesforce platform. New cases entered into Open Globe will not be accessible through the current UPG Salesforce instance.

All new Salesforce cases being submitted through the Service Cloud (Portal Cases) are still accessible to the UPG contact centers. As the UPG contact centers fully migrate, current active Unlimited Access Agents and Service Cloud user's licenses will be deactivated and new licenses will be granted into the new Open Globe Salesforce. If you have any questions on new cases, please contact your UPG Technical support team at 1-877-874-7378.

A handwritten signature in black ink, appearing to read "Stevie L. Sullivan Jr.", with a stylized, cursive script.

Stevie L. Sullivan Jr.
Field Tech Supervisor/Salesforce Administrator
Johnson Controls Unitary Products