



***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 1<sup>st</sup> 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 this feel free to call Factory Direct Northeast Technical Services at 1-855-251-8267 and speak with a technical support representative.

Regards,  
Thomas Hoffmaster II  
York Factory Direct Northeast  
Area Service Manager