

Frequently Asked Questions - External

1. Who are internal/external users in Cherwell?

Internal users are those who have a TID. External users are those who have an SID.

2. Does Cherwell replace ECCI, or can I continue using the previous application?

Cherwell has replaced ECCI. No new cases and no communications are available via ECCI now that Cherwell has launched.

3. What is the preferred Internet browser for use with Cherwell?

Cherwell operates most effectively using Internet Explorer.

4. When I have exhausted my resources, what do I do next?

Once technicians have already accessed Service Library to research systems involved and reviewed wiring diagrams for possible areas of vehicle concern, they reach out to STAR Center for technical support. New cases are created from Service Library, then routed to Cherwell, where both Technicians and STAR Agents will view and work vehicle repair cases.

5. What is the “Referenced Case” action in ‘Vehicle Information’ section when creating a case?

The **Referenced Case** action allows technicians the ability to refer to a previous STAR case (over 15 days old) for the same VIN. By clicking the ‘ADD’ button next to the action, a pop-up window will appear, and a previous case can be selected. This action informs the STAR Agent of previous vehicle history which should be reviewed for relevance when working the new case.

6. When creating a case, does it matter if I select “*I will wait for STAR response*” or “*I will call STAR Help Desk*” (when completing ‘Repair Information’ section)?

YES. Selecting “*I will wait for STAR response*” radio button when creating a new case disables a dealer’s ability to place outbound calls to STAR related to that case. This is because the user indicated waiting for a response from STAR instead.

To enable technical assistance calls to STAR Center from the dealership, a user must select “**I will call STAR Help Desk**” button when creating the case (in ‘Repair Information’ section). When selecting this “I will call” option, STAR will not have visibility of the case until the call to STAR regarding the case is placed, and the case is accepted and in an ‘Open’ status.

7. How do I submit a survey after a case has been closed?

After a Dealer Technician requests a case closure, s/he is automatically taken to a survey requiring completion. If a STAR Agent closes a case on his/her end, a survey will appear in the Technician Dashboard and will require completion.

When a survey is finished, users must click **Submit Survey** link in upper-right corner of the survey. Simply saving the case will not submit the survey (only save any recent changes) and the survey will remain in “Open” status until properly submitted via this link.

The screenshot shows the STAR Service Technical Assistance Resource (STAR) interface. At the top, there's a header with the MOPAR logo and 'STAR SERVICE TECHNICAL ASSISTANCE RESOURCE'. Below this is a navigation bar with 'Home' and various icons. The main content area displays a 'CUSTOMER CONCERN' for ID 101273185 and VIN 3C6JR7DG7JG152601, with the concern being 'check engine light on'. A blue bar labeled 'Final Repair Information' contains a 'Submit Survey' link circled in red. Below this is the 'STAR Agent Feedback Survey' section with four questions: 1. 'Were you satisfied with the overall service provided by the STAR Agent?' (Yes/No), 2. 'Did your First Contact with the STAR Agent, lead you to a successful vehicle repair?' (Yes/No), 3. 'Why was this contact to STAR necessary?' (text area, 500 character limit), and 4. 'Additional comments and/or suggestions for improvement?' (text area, 500 character limit).

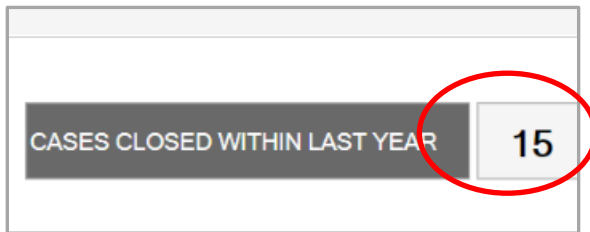
Technicians will know when a survey has been submitted properly because it will show in their **Completed Surveys** queue in the main Cherwell dashboard. (Open surveys are shown in **Open Surveys** queue.)

OPEN SURVEYS				COMPLETED SURVEYS			
Case No	VIN	Customer Conce...	Survey Status	Case No	VIN	Customer Conce...	Survey Status
Open surveys appear here and serve as reminders to complete and submit.				Completed surveys that have successfully been submitted appear here.			

8. Can I reopen a closed case?

Yes. Cases closed within the last 15 days can be reopened from the **Cases Closed Within Last Year** queue from a Technician's dashboard. Click the corresponding number next to the queue to reveal a list of closed cases and select desired case from the list.

Cases older than 15 days may not be reopened; they can only be reviewed. [See #5](#) if needing to create a new case while referencing a previous case for the same VIN.



9. Is there a difference between a ticket and a case?

No. In Cherwell there is no difference between a ticket and a case because everyone creates and/or works cases only.

10. When attaching items to a case, are there any limitations to the number attachments, file size, or file type?

There are no limits to the number of attachments, nor the file size. However, the following file types are NOT permitted:

app, application, asp, aspx, bat, cab, cer, cgi, cmd, com, cpl, crt, dll, dmg, docm, dotm, drv, exe, gadget, hlp, hta, htm, html, inf, ins, iso, isp, jar, js, jsb, jse, lnk, mht, mhtml, msc, msh, msh1, msh1xml, msh2, msh2xml, mshxml, msi, msp, pif, pl, potm, ppam, ppsm, pptm, ps1, ps1xml, ps2, ps2xml, psc1, psc2, py, reg, scf, scr, shs, sldm, sys, toast, vb, vbe, vbs, vxd, ws, wsc, wsf, wsh, xht, xhtml, xlam, xls, xltm.

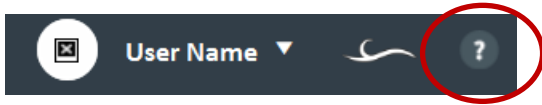
11. Are forms still required?

Yes, forms are still required. However, they are now embedded into the case creation process.

12. Where can I go if I need help using Cherwell?

A great place for dealership personnel to go for help using Cherwell is the **STAR Help Desk** which is accessible by clicking the question mark icon in the upper-right corner of the Cherwell screen. FAQs, quick references for basic Cherwell functions, and a Complete Dealer Manual are located

here. An informational Cherwell video for dealers can also be viewed by selecting “Videos” tab (top-right selection within STAR Help Desk).



If a user is having trouble accessing or logging in to Cherwell, the same reference documents are available online via the following link: <https://cherwell.extra.chrysler.com/Help/main.html>.

13. I still need help with Cherwell. Who do I contact for assistance?

Contact STAR Management inbox (starmgmt@fcagroup.com) and detail name, dealer contact information (including dealer code), case number, and Cherwell error message or issue.