

Overview of Cherwell

Cherwell is FCA's newest Case Management System (CMS), combining the latest technology and case management business solutions to improve the technical assistance request process. Cherwell makes it easier and faster to submit requests and receive feedback from STAR Center.

What's New:

- Cherwell brings a host of new efficiencies to the internal STAR process, improving performance and communication (e.g., cases are prioritized at STAR based on pre-established business rules).
- Required forms are embedded in the case creation process. Technicians will be prompted to complete any forms necessary when creating their case to submit to STAR.
- The Technician Dashboard categorizes cases in a format that makes it easier for users to attend to their cases.
- Technicians will create cases (not tickets).
- STAR Center Agents and Dealership Technicians will be using the same CMS.