

## **Support Model** <sup>[1]</sup>

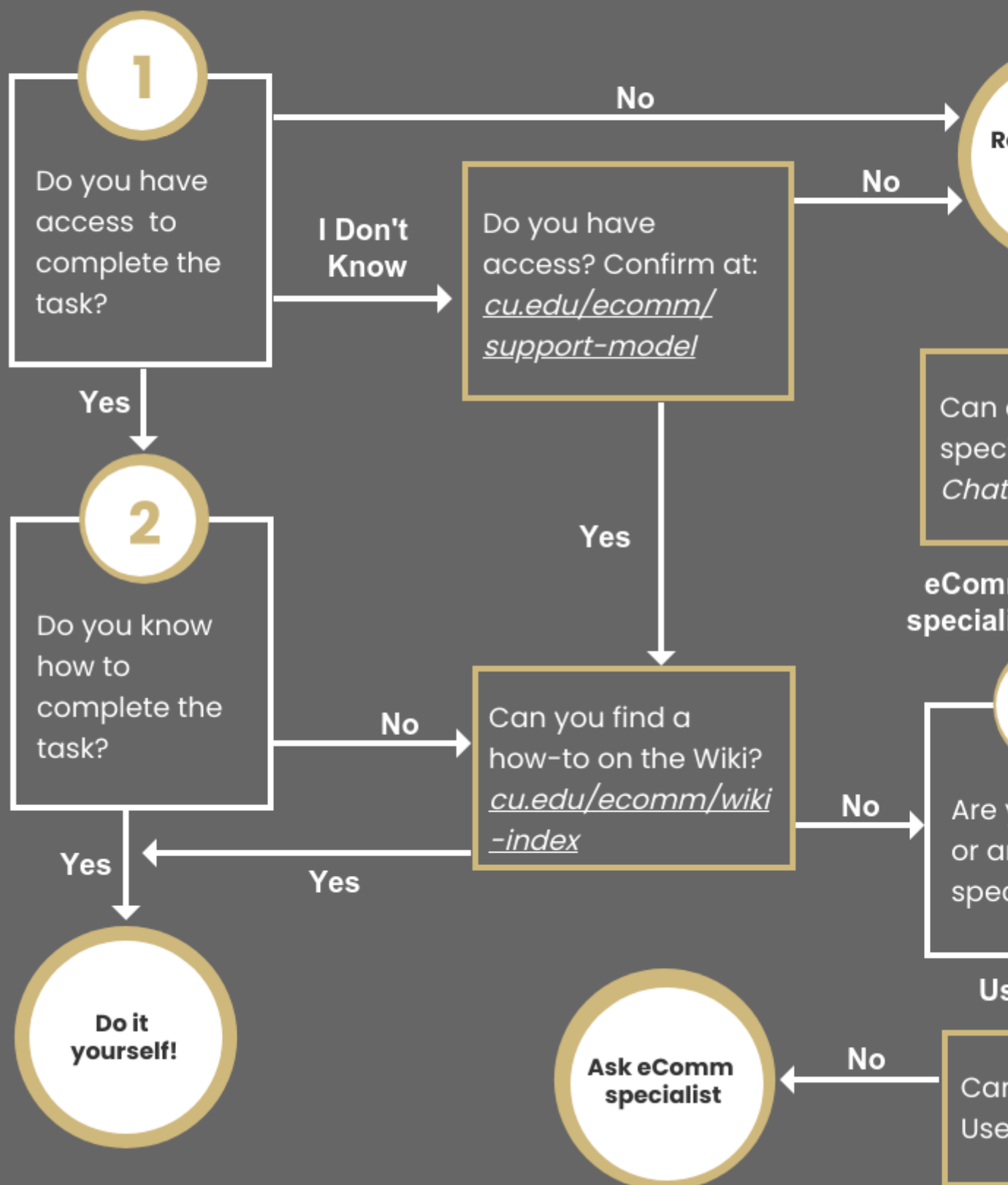
August 16, 2020 by [Melanie Jones](#) <sup>[2]</sup>

**Are you an eComm specialist and not sure how to complete a task or if you even have access to do so?** Learn about roles & responsibilities along with how-tos on all eComm related tasks.

### **eComm Support Diagram**

**eComm**

## Support & Available Resources



## Responsible Party at System

eComm specialists do not have access to complete all tasks and need to be escalated to the System office. Here's how:

### Jennifer Mortensen | Program Director

- Cvent
  - Add Financial Information (SpeedType, Account Code, Allocation Code)
- General
  - Billing Questions
- Marketing Cloud
  - Subscriber Re-Activation

### Melanie Jones | Training Manager

- Cvent
  - Delete Events
- General
  - Onboarding
  - License Changes
    - Marketing Cloud | Business Unit's & Access to Send (quiz completion required)
    - Salesforce | Public Groups
  - Group Training
  - Website Content Updates
  - Newsletter Content/Ideas

### Daniella | Salesforce Admin

- Salesforce
  - Data Change Requests (DCR) Questions
  - Temporarily Update Email Address (must update in source system for long-term update)
  - Licenses: Public Group Changes

## Access Levels & How-To Tutorials

Checkout the most up-to-date access level documents for the eComm suite of tools complete with how-to's for all eComm processes.

[View Document](#) <sup>[3]</sup>

### Don't see the task you are looking for listed?

Contact [melanie.jones@cu.edu](mailto:melanie.jones@cu.edu) <sup>[4]</sup> to get details added.

### Display Title:

Support Model

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[3] [https://docs.google.com/document/d/1rCR9Vk2-jr0O-h7GmGO-](https://docs.google.com/document/d/1rCR9Vk2-jr0O-h7GmGO-MpJVmf2Y10Y2lXUde9j1A5s/edit?usp=sharing)

[MpJVmf2Y10Y2lXUde9j1A5s/edit?usp=sharing](https://docs.google.com/document/d/1rCR9Vk2-jr0O-h7GmGO-MpJVmf2Y10Y2lXUde9j1A5s/edit?usp=sharing) [4] <mailto:melanie.jones@cu.edu>