



# Direct Agent Support Reference Card

## Hours, Phone Numbers and Call Routing Options

### CDK offers a variety of support options

- **Self Service** via 24/7 AI-driven knowledge base
- **Direct Agent support** for more urgent issues via chat or phone
- **Online Case submissions** for lower priority queries

All options are available through the Customer Care Portal (in CDK Unify) except direct dial phone support.

This reference card provides hours, phone numbers and holidays for chat and phone support. It also provides routing options when calling our support phone number. Refer to the Customer Care Quick Start Guide for more information regarding all CDK support options.

## CDK SUPPORT

866.668.5394

### Phone Support Hours

**Monday - Friday** 7:00 a.m. - 10:00 p.m. ET  
**Saturday** 7:00 a.m. - 8:30 p.m. ET  
**Sunday** 10:30 a.m. - 7:30 p.m. ET

### Chat Support Hours

**Monday - Friday** 7:00 a.m. - 10:00 p.m. ET

After hours phone support available for urgent issues. Fees may apply.

### Limited Staffing and Hours

- Memorial Day
- Independence Day / 4th of July
- Labor Day
- Thanksgiving Day

### Closed

- Christmas Day
- New Year's Day

CDK Support Phone Routing Options 866.668.5394		
Please have your CMF number available prior to calling. Use this guide when calling support to select the correct application area. This will ensure you are directed to the CDK agent who can best assist.		
<b>Fixed Operations, including Parts, Service or CDK Service:</b> Press 1  <b>Business Office Accounting and Payroll:</b> Press 2  <b>Product suites including Drive applications and software:</b> Press 1  <b>Modern Retail, including Sales, Finance and CRM</b> Press 3	<b>Service:</b> Press 1	
	<b>Parts:</b> Press 2	
	<b>CDK Service:</b> Press 3	
	<b>Accounting:</b> Press 1	
	<b>Payroll and Tax Services:</b> Press 2	
	<b>Drive Sales:</b> Press 1	
	<b>Forms:</b> Press 2	
	<b>eContracting, Contract Validation or Digital Contracting</b> Press 3	<b>Mercedes-Benz Financial Services eContracting:</b> Press 1
		<b>Digital Deal Jackets and other Application support:</b> Press 2
	<b>CRM:</b> Press 4	
	<b>Digital Retail (formerly Roadster):</b> Press 5	
	<b>Desking, Menu or Inventory Management:</b> Press 6	
	<b>One-Eighty:</b> Press 7	
	<b>Sales Overdrive:</b> Press 8	
	<b>DSDA Document Scanning or Document Archive:</b> Press 4	
<b>Dealer Communications or Manufacturer OEM:</b> Press 5		
<b>Intelligence Suite:</b> Press 6	<b>Accounting Data:</b> Press 1	
	<b>Modern Retail Sales Data:</b> Press 2	
	<b>Fixed Ops Data:</b> Press 3	
<b>If You Are Experiencing an Outage:</b> Press 2	<b>If Your Internet Is Up but Your System Is Down:</b> Press 1	
	<b>If Both Your Internet and System Are Down:</b> Press 2	
	<b>If Your Phones Are Down:</b> Press 3	
	<b>If CDK Service is down:</b> Press 4	
	<b>If CRM is down:</b> Press 5	
<b>Printers, Printing and Forms:</b> Press 3	<b>Printer Hardware and Alignment Issues:</b> Press 1	
	<b>Form Adjustments and Updates:</b> Press 2	<b>Sales and F&amp;I Forms:</b> Press 1
	<b>Parts, Service and Accounting Forms:</b> Press 2	
	<b>Ordering Printer Supplies:</b> Press 3	<b>Laser Toner Orders:</b> Press 1
		<b>Other Printer Supplies:</b> Press 2
<b>Data Services:</b> Press 4	<b>Fortellis:</b> Press 1	
	<b>Live Vehicle Inventory:</b> Press 2	
	<b>General Third-Party Data Extracts:</b> Press 3	
	<b>Data Your Way:</b> Press 4	
<b>CDK Unify, Single Sign On, Systems, PC or Hardware:</b> Press 5	<b>CDK Unify, Single Sign On and Systems:</b> Press 1	
	<b>PC or Microsoft Services:</b> Press 2	
	<b>Hardware:</b> Press 3	
	<b>Letter of Authorization for Text Connect Service:</b> Press 4	
<b>Network or Network Phones:</b> Press 6	<b>Networking:</b> Press 1	
	<b>Network Phones:</b> Press 2	
	<b>Nuspire Security Solutions:</b> Press 3	
	<b>Webex Install:</b> Press 4	
<b>Billing Helpdesk:</b> Press 7		
<b>CDK Hub and eStore:</b> Press 8		