



Direct Agent Support Reference Card

Hours, Phone Numbers and Call Routing 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 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 primary support. Refer to the [Customer Care Quick Start Guide](#) for more information regarding all CDK support options.



SUPPORT PHONE NUMBERS

Primary Support
866.668.5394

Digital Retail
800.755.7355

CRM
877.859.0195



HOURS OF AVAILABILITY

Day	Primary Support	Digital Retail	CRM
Monday – Friday	7:00 a.m. - 10:00 p.m.	9:00 a.m. - 9:00 p.m.	8:00 a.m. - 10:00 p.m.
Saturday	7:00 a.m. - 8:30 p.m.	10:00 a.m. - 7:00 p.m.	8:00 a.m. - 9:00 p.m.
Sunday	10:30 a.m. - 7:30 p.m.	Not Available	11:00 a.m. - 6:00 p.m.

All times listed are Eastern Standard Time.
* 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

Phone Support Routing Options

866.668.5394

Use this guide when calling Support to ensure you are directed to the CDK agent who can best assist you.

DMS Applications and Software Support: Press 1	Service, Parts or CDK Service: Press 1	Service: Press 1	
		Parts: Press 2	
		Appointment, Lane or Inspect: Press 3	
	Business Office Accounting: Press 2	Accounting: Press 1	
		Payroll and Tax Services: Press 2	
		Application Help: Press 1	
		Forms: Press 2	
	Sales and Finance: Press 3	Digital Contracting: Press 3	Mercedes-Benz Financial Services eContracting: Press 1
			Digital Deal Jackets and Other Application Issues: Press 2
		Desking, Menu, Vehicle, or Lot: Press 6	
		One-Eighty or CT Wizard: Press 8	
		Sales Override: Press 9	
		DSDA Document Scanning or Document Archive: Press 4	
		DCS Dealer Communications or Manufacturer OEM: Press 5	
	Intelligence Suite: Press 6	Accounting or Front Office Sales Data: Press 1	
	Service or Fixed Ops Data: Press 2		
If You Are Experiencing an Outage: Press 2	If Your Internet Is Up, But Your System Is Down: Press 1		
	If Your Internet and System Are Down: Press 2		
	If Your Phones Are Down: Press 3	Cisco Phone: Press 1	
		Polycom Phone: Press 2	
	If CDK Service Is Down: Press 4		
Printers, Printing and Forms: Press 3	Printer Hardware and Alignment Issues: Press 1		
	Form Adjustments and Updates: Press 2	Sales and F&I Forms: Press 1	
		Parts, Service and Accounting Forms: Press 2	
	Ordering Printer Supplies: Press 3	Laser Toner Orders: Press 1	
	Other Printer Supplies: Press 2	U.S.: Press 1	
		Canada: Press 2	
Data Services: Press 4	Fortellis: Press 1		
	Live Vehicle Inventory: Press 2		
	General Third-Party Data Extracts: Press 3		
	Data Your Way: Press 4		
Systems, PC, Hardware, or Single Sign-On: Press 5	Systems: Press 1		
	PC or Microsoft: Press 2		
	Hardware: Press 3		
	Letter of Authorization for Text Connect Service: Press 4		
Network or Network Phone: Press 6	Networking: Press 1		
	Cisco Phones: Press 2		
	Polycom Phones: Press 3		
	Nuspire Security Solutions: Press 4		
	Webex Install Support: Press 5		
Billing: Press 7			
CDK Hub and eStore: Press 8			
CDK Unify Assistance: Press 9			