Renewal Issues

Troubleshooting Steps For Technician:
Answer the following questions:

1. Is the opp showing Closed Won in SalesForce?
   a If not, their account representative will need to speak with finance to confirm if there is any additional work needed on their end or if there is a payment issue.
2. Does the account exist in the hub under the same email that the quote shows?
3. Does that email match what is listed on subscriptions in SalesForce?
4. Is the account active in the Hub?

If all troubleshooting has commenced and the issue is still present, grab the following information for the escalated ticket:

1. Provide answers to all of the above questions.
2. If a manual update to the account is required of us (like an expiration date modification), please provide their account ID (pulled from the Utopia Instances section of their account in the Hub) and the expiration date required to be set.

Revision #1
Created 19 July 2022 13:47:28 by Bryce Holloway
Updated 19 July 2022 13:47:36 by Bryce Holloway