

App Support General Information - WeSuite Update Process [WIP]

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In efforts to work better in tandem with partners such as WeSuite they are requesting a recreation of one-time calendar that was used during late 2021 to organize and coordinate Detroit Communal server migrations to AWS. This calendar was not used for Enterprise migrations to Cloud (AWS). Nor did it track brand new customers to the Hosted AWS Cloud.

The challenge is that this calendar would need to be used by upwards of 10 people capable of completing upgrades and consistently between approximately 3 departments. There currently does not appear to be any obvious method to extrapolate the desired information out of Salesforce either in TaskRay or Service Console. The recommendation would be to have a universal place that annotates the following

Customer Upgrades

- Customers upgrading the Sedona Office Client
- Customers upgrading to a recent [last 6-12 months) Sedona Web 1.0/2.0 product

Customer Server Moves

- Customers moving from Hosted to On-Prem
- Customers moving from On- Prem to Hosted
- Customers migrating their server to another server

Additional challenges with documenting the above come in the form of

1. Corresponding notation of the account in Salesforce Modules section
2. Corresponding notation of the account in Salesforce License section
3. Tracking Enterprise customer self-updates
4. Tracking Enterprise customer server migrations, restorals, changes