

Salesforce: MyNavy HR's New CRM Tool

Beginning later this fall, the Navy will be transitioning TOPS functionality to Salesforce in order to provide a more reliable, transparent and versatile Customer Relationship Management tool to the CPPA community.

Overview

Over the next several months you can expect:

- Hands on training and account creation,
- Announcement of transition key dates, and
- Details on the impact and benefits to your work.



What This Change Means for CPPAs



Salesforce enhances cross-functional performance by allowing CPPAs and TSC/PSD agents to see the same information and update it before deleting a case (previously a transaction in TOPS).



Salesforce improves communications with Sailors by allowing greater detail entry into cases, such as Sailor contact information. This ultimately benefits the CPPA and Sailor relationship.



Salesforce increases usability as it is a high quality HR Service delivery platform with time-saving features such as a 'drag and drop' functionality and easier case tracking capability.

Still have questions? Contact MNCC Contact Center at:
askmncc@navy.mil or 1-833-330-MNCC (option 2)