

# Memorandum



CITY OF DALLAS

DATE June 2, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Salesforce CRM Planned System Outage**

On Tuesday, June 6, 2023, Salesforce CRM, the City's customer relationship management software used to process and route 311 service requests, will be unavailable from approximately 9 pm to 1 am due to a planned system upgrade. Salesforce CRM as well as its associated OurDallas mobile app and the web portal for service requests must be taken offline to allow for the upgrade.

During the scheduled outage, residents will not be able to use the OurDallas mobile app or web portal to submit or check the status of service requests, however residents will still be able to call 3-1-1 to submit a service request. Alerts will be placed on the OurDallas mobile app, the 311 website and social media platforms notifying residents of the scheduled outage. Access to Salesforce CRM, OurDallas mobile app, and the web portal will be restored after all required system testing is complete, which is expected to be completed by 1 am.

If you have any questions or need additional information, please contact Daisy Fast, Director 311 Customer Service at [daisy.fast@dallas.gov](mailto:daisy.fast@dallas.gov) or 214-670-3550.

A handwritten signature in black ink, appearing to read 'Carl P. Simpson'.

Carl P. Simpson  
Assistant City Manager

c: T.C. Broadnax, City Manager  
Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors