CRM March'19 RELEASE
RELEASE NOTE

Process	Who is impacted?	Key Improvements
Complaint Management		▪ On SAP Search screen, when logging a complaint, the position of Cancel and Skip button has been switched, and Cancel button is now red. This will help to avoid user mistakes. ▪ Misspelling of Section 'Order informations' has been corrected to 'Order Information'. ▪ Clearer 'help text' on field 'Other Costs' including examples of other costs categories to help users fill information correctly. ▪ Customer Feedback Section fields have been reorganized so that all ratings are together and in a more logical order. ▪ Removed 'N/A' pre-fill that some fields had. Avoids issues when generating 8D reports. ▪ Removed outdated validation rules to simplify user input. ▪ New feature for Credit Note Approval Management rolled out for GBU's Coatis and Fibras. Will reduce the number of email communications, and simplify approvals management. ▪ For GBU's Novecare, TS, PAX, PolyTechnyl and Alsachimie, when the Complaint motive is 'Product' the resolution site will be filled with the Manufacturing site code, instead of the shipping site code, to simplify user input and avoid errors.
Sample Management		▪ Added new field 'End-use'. This will allow to capture what are the Samples end-uses, which will help to track customer needs and to provide a better customer service ▪ Renamed field 'Request Volume' to 'Requested Quantity' so that it is clearer to users the information needed to be inputted ▪ Renamed fields from 'Shipping Information' section from 'Shipping [name of the field]' to 'Ship-To [name of the field]', to avoid confusion between ship-to information and shipping companies information, ▪ On field 'Account Sold-to' it is no longer possible to select accounts of type 'Ship-to' only. This will simplify correct account search and selection. ▪ More fields are now allowed to be edited after a Sample Request has been approved (Opportunity, Costs, CSR) to simplify user input of additional information. ▪ On Account search fields (Sold-to and Ship-to), beside of the Country and City, the Street and House number will also be displayed to help identify the correct account in case of multiple similar accounts in the same city. ▪ Added validation rule for Novecare Brazil and Coatis Brazil so that only SAP Accounts are allowed to be selected, in accordance to GBUs internal processes, and to help avoid mistakes.
Customer Request Management		▪ Redesign of Cloning functionality. Form will now clean automatically all information that cannot be cloned, which will avoid input errors.
Lead Management		▪ The title of the email received when a lead is assigned to you has changed from "New webform for your GBU" to "New lead [Lead Number] for your GBU" => dynamic title will allow you to distinguish two different leads ▪ Leads will be automatically created when product info team will receive email in generic email box

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Customer Engagement Platform	Partner Users	● Change "Regulatory Documents" Section name to "Customer Documents" ● Hide fields from Customer Request for CEP Users: - "Customer Response Proposal" - "Estimated Resolution Date" - "Product" - "Contact Name" ● Create a new text field "External Response on Webportal" for customer request to be visible in SFDC ● Make fields searchable from Global Search: - Subject, - Description, - Customer Request Product - Case # ● Add filter "My Questions" and "Type" filters to customer request - Added "Show Filters" option and "My Questions" button ● Add search bar to Current Requests ● Create 29 new user licenses for the first batch of Azelis users ● Create notifications for "new" and "closed" customer requests ● Create a report based on the type of docs downloaded by users
Quote Management		▪ Quotes are now displayed on the business tab of the linked Ship-to page, not only on the Sold-To ▪ When we clone a quote line item, the pricing method should be kept blank in clone mode if it's blank on the original quote
Cross Processes	***GBU Data Steward***	▪ *GBU data Steward will be able to create and delete Email Mapping Rules* ▪
Reporting	***All***	● *End users will be able to subscribe to reports & dashboards* ● *GBU Data stewards will be able to add recipients to add recipients to schedule reports*
GDPR	***All***	● *New fields will be added to store the consent on Leads & Contacts*

Check out the CRM WIKI, if you would like to know more about Release content.