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Decider Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

Involved contact for an account that ultimately approves all or any part of the entire buying decision – whether to buy, what to buy, how to buy, and where to buy

Label(s)

- [involved_contact](#)

Default account team Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

If you are working with the same team on some accounts in Salesforce.com, you may setup your "default account team" in your settings. This will allow you to save time when defining an account team.

Label(s)

- [account](#)
- [Salesforce.com](#)

Dummy product Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

If the customer doesn't know exactly which product he is interested in or the product must still be developed, opportunity product cannot be defined by the user. Three 'dummy' products have been defined in Salesforce.com as alternative: 'Product not yet know', 'product to be developed', 'product to be customized'

Label(s)

- [opportunity](#)
- [opportunity_management](#)
- [product](#)
- [opportunity_product](#)

Document references Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

Document references such as the Document Source, Sales Order Number, Outbound Delivery Number, etc. that can be specified for a complaint in order to retrieve SAP data (material code & description, ...)

Label(s)

- [SAP](#)
- [SAP_integration](#)
- [Complaint_Management](#)

- [complaint](#)
- [complaint_management](#)

Disputed quantity Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

Amount of product subject to the Complaint of the Customer.

Label(s)

- [Complaint_Management](#)

Document Quantity Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

Amount of product delivered to the Customer

Label(s)

- [Complaint_Management](#)

Document source Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

SAP ECC system used for retrieval of the document (RCS or PF1)

Label(s)

Document type Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

Type of document referenced (Sales Order or Outbound Delivery)

Label(s)

- [Complaint_Management](#)

Dimensions Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

[Link](#) [Link](#)

Dimensions are all attributes of the visitors (location, language, source, browser...).

Label(s)

- [google_analytics](#)