

A

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Analysis Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Analysis, as a tool name, usually refers to "Analysis for Microsoft Excel" which is a SAP software used to access, format and run reports from the BW (Business Warehouse) reporting system

Label(s)

Account hierarchy Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Allows to display all the accounts part of a same "Corporate Group". The Account hierarchy allows to have a consolidated view on business interactions and to manage global consolidation and reporting at a "Corporate Group" level.

Label(s)

- [account](#)
- [Corporate_Group](#)
- [Account](#)

Account Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Accounts are Solvay's customers, partners and distributors. Each account stores information such as a name, address, phone numbers and customer attributes. For each account, you can link information such as opportunities, activities, cases, visit reports, customer requests, etc. The objective is to create a 360-degree view, cross BUs and GBUs, of an account enabling the required abilities for our sales, service and all other customer facing entities to deliver the highest quality with efficiency.

Label(s)

- [Salesforce.com](#)
- [Account_&_Contact_Management](#)

Account Owner Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Each Account in Salesforce must have one and only one "Account Owner". The Account Owner is in charge of the maintenance of his accounts. He keeps the related data up to date and maintains the account team upon request from other BUs/GBUs. For prospects, Account Owner is the creator, the sales rep who created the prospect in Salesforce. For customers, Account Owner is "SAP User", a generic name meaning the account is controlled by SAP.

Label(s)

- [account](#)
- [Account_&_Contact_Management](#)
- [Account](#)

Account team Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Each Account in Salesforce.com has an Account Team which lists all the Solvay users interacting with the account. These users have a role and can be from multiple GBUs.

Label(s)

- [account](#)

Activity Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

An Activity in Salesforce.com is a standard object used to manage events, such as customer visits, and tasks

Label(s)

- [Salesforce.com](#)
- [sales_planning](#)
- [customer_visit](#)

Associated product Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Solvay product that has been linked to an object in Salesforce.com, for example to a specific visit report

Label(s)

- [Salesforce.com](#)
- [product](#)
- [association](#)

Account plan Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Process covering the creation and management of Account Plans in Salesforce.com, mainly for key accounts, but also applicable for standard accounts. An Account Plan summarizes the strategy set up for specific accounts or groups of accounts. Each Account Plan includes milestones detailing the actions to execute in order to achieve the plan. Once the account plan is created and approved, the execution of the strategy and follow-up of milestones is entirely managed in SFDC. The Account Plan is regularly updated to remain a living document.

Synonym(s)

Account development plan

Abbreviation(s)

ADP

Label(s)

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

Account plan association Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Functionality in Salesforce.com which allows to link (or associate) one or multiple accounts to an Account Plan to indicate that these accounts are part of the strategy defined

Label(s)

- [Salesforce.com](#)
- [sales_planning](#)
- [account_plan](#)

Account plan stage Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Stages defined in SFDC for Account Plans: not developed, fully developed, pending approval, approved, expired

Label(s)

- [Salesforce.com](#)
- [sales_planning](#)
- [account_plan](#)

Application Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Third level of the market segmentation hierarchy defined at Corporate level. An application is subcategory of the Segment and represents a description of objects or chemicals that have a specific action/function (e.g. aroma, nutrient..)

Label(s)

- [market](#)
- [market_segmentation](#)
- [segment](#)
- [end-use](#)

Acknowledgement email Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

Once the Complaint is logged in Salesforce.com, an Acknowledgement Email can be sent to the customer. The purpose of the communication is to acknowledge to the customer that the Complaint has been logged correctly and that it is taken into consideration. It is issued by email to all contacts maintained in the customer Complaint.

Label(s)

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

Actual delivery date Created Nov 5, 2018 (18:31) by Unknown User (ext-sinequaservice)

Definition

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

In the complaints process, this is the date on which the goods were delivered.

Label(s)

- [Complaint_Management](#)