

(I) 8 terms

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

Definition

Link Link

Would a customer contact be part of an account, but active at another account, then he can be identified as an "Involved Contact" for this second account.

Label(s)

- [Account_&_Contact_Management](#)
- [contact](#)
- [Contact](#)

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

Definition

Link Link

Involved contact for an account that first identifies the need to buy a particular product or service to solve an organizational problem

Label(s)

- [involved_contact](#)

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

Definition

Link Link

Involved contact for an account whose views influence the buying center's buyers and deciders

Label(s)

- [involved_contact](#)

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

Definition

Link Link

Customer Solvay is not directly doing business with, but is buying Solvay's products

Label(s)

- [account](#)

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

Definition

Link Link

Accounts identified at the level of the opportunity in Salesforce.com, that could influence the deal, or should be considered for their influence

Label(s)

- [account](#)
- [opportunity](#)
- [opportunity_management](#)

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

Definition

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

Third phase in the process to manage product requiring qualification opportunities (growth) in Salesforce.com. In this stage, there is a sample request for industrial testing purpose.

Label(s)

- [opportunity](#)
- [opportunity_management](#)
- [product_requiring_qualification](#)
- [Sample_management](#)
- [sample_management](#)

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

Definition

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

Second phase in the complaint management process available in Salesforce.com. Internal investigation will typically be done by technical marketing, plant or supply chain. This step could include the 8D approach for complaint verification.

Label(s)

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

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

Definition

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

The person responsible for investigating the complaint

Label(s)

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