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

Definition

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

Chatter is an application designed to enhance collaboration in Salesforce.com. With Chatter, you can "follow" any object or record within the tool (e.g. people, accounts, opportunities, etc.) and be notified when changes are made. You can also post files to share information and get feedbacks from colleagues or make comments on objects and records. Finally, groups can be created to create collaboration and sharing platform about specific topics.

Label(s)

- [Salesforce.com](#)
- [CRM](#)
- [Collaboration](#)

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

Definition

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

A Corporate Group allows to create an account hierarchy in Salesforce.com. It groups all the accounts which are part of a same 'legal' entity. The Group is based on the nature of the account, not based on GBU/BU criteria, nor on business rationales. It can be built in the system through a 'Parent account' relationship.

Label(s)

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

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

Definition

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

Any individual that Solvay interacts with inside an Account's organization, or related to it. Any Prospect / Customer in SFDC must have, at least, one Contact associated to it. Each contact is associated with a role: Initiator, Influencer, Decider, Buyer, User.

Label(s)

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

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

Definition

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

From the contact page in Salesforce.com, it is possible to link one or multiple products to the contact, in order to record the product(s) discussed and further list the contact based on the product(s) associated.

Label(s)

- [Salesforce.com](#)

- [product](#)
- [contact](#)

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

Definition

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

This is a section in Salesforce where you can find all tasks and events for the coming days. It offers 3 different views on activities: all events scheduled for the current week, Multi-User Calendar for the current week to check the availability of other CRM users, and a view on all Activities (list).

Label(s)

- [Salesforce.com](#)
- [sales_planning](#)
- [activity](#)
- [event](#)
- [tasks](#)
- [Sales_planning](#)

Cross-BU lead Created Jan 22, 2019 (05:44) by Unknown User (Sylvain Michel Alexandre Pingont)

Definition

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

Functionality in Salesforce.com allowing to share with another GBU/BU a business lead learned during an interaction with the customer / market and that can potentially generate additional revenue for the Group.

Label(s)

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

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

Definition

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

A process of registering and sharing market intelligence obtained from customers as a result of ongoing negotiations. Such information may be registered in Salesforce.com if the source / circumstances in which the data is obtained are mentioned.

Label(s)

- [opportunity](#)
- [opportunity_management](#)
- [competition](#)
- [competitor](#)
- [visit_report_wizard](#)

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

Definition

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

Customer relationship management (CRM) is your set of business processes and underlying applications that helps manage all your customer information, activities, and conversations.

Abbreviation(s)

CRM

Label(s)

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

Definition

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

Final stage of an opportunity in Salesforce.com. It allows entering the outcome (lost, stopped, won) and the reasons behind

Label(s)

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

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

Definition

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

key process in Salesforce.com allowing creating and managing complaints in a coordinated way through four main steps

Label(s)

- [complaint](#)

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

Definition

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

First step in the complaint management process available in Salesforce.com. It allows a prompt logging of a complaint after reception with upload of pictures and attachments, and the submission of a complaint acknowledgement to the customer

Label(s)

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

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

Definition

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

Third stage in the complaint management process available in Salesforce.com. It involves reviewing the technical answer and formulating a commercial answer including the decision about financial compensation (typically done by account manager or sales rep)

Label(s)

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

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

Definition

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

Final stage in the complaint management process available in Salesforce.com. It allows to provide a commercial answer to the customer, arrange financial compensation and collect customer feed back.

Label(s)

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

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

Definition

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

The currency used for the Complaint (mandatory field) is captured during the registration step. The same currency is used during the whole process.

Label(s)

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

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

Definition

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

The person identified in Salesforce.com as responsible for the validation of the commercial answer to a complaint.

Label(s)

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

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

Definition

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

In Salesforce.com, this is one of 2 ways to record compensation of a complaint (credit note and compensation). The Credit Note is coming from SAP. It is a clear amount that will be reimbursed to the Customer.

Label(s)

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

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

Definition

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

Any financial benefit awarded to a Customer as a recompense for the occurrence of a Complaint

Label(s)

- [Complaint_Management](#)
- [complaint](#)
- [Complaint](#)
- [Complaint_management](#)

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

Definition

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

In the complaints process, this is the channel / medium used to communicate about the complaint

Label(s)

- [Complaint_Management](#)

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

Definition

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

Adherence to standards, regulations, and other requirements (potentially) not respected

Label(s)

- [Complaint_Management](#)

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

Definition

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

Process in Salesforce.com which allows creating, managing and monitoring customer requests, representing one or more demands from the customer related to one or several areas. Special Customer requests are not included in Salesforce.com

Label(s)

- [Customer_Request_Management](#)
- [Customer_request_management](#)

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

Definition

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

Cirrus is an application which allows to synchronize contacts from Gmail to Salesforce, synchronize events from Gmail to Salesforce and from Salesforce to Gmail and send emails from Gmail to Salesforce

Synonym(s)

Cirrus Insights

Label(s)

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

Definition

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

A case is an object in Salesforce.com allowing to create and manage complaints, standard customer requests and sample requests.

Label(s)