CRM - FAQs

CRM - FAQs

YOU ARE NOW ON BOARD!

Welcome to our FAQ Page - your first stop for answers to all your questions about our CRM System!

This is THE place to receive a first assistance to your questions about the different modules, logging in, access rights, or any help you need. This FAQ will evolve following your feedback collected during trainings, refresh sessions or re-trainings, etc. and through your tickets sent to the Support Team.

- In fact you want to request an access to **the Application EHS on Sales Force** ? please click on this link

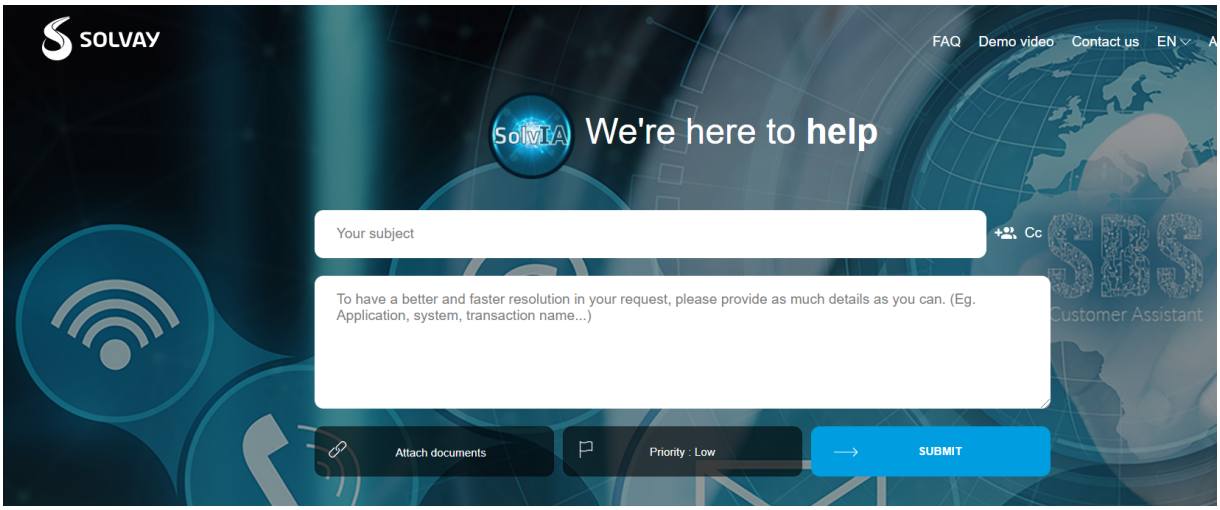
What can I find in the FAQ?

The FAQ consists in several sections related to the CRM System. The following sections are available:

- How can I login to CRM Salesforce.com?
- Navigation & Collaboration tools (Chatter, Gmail for Lightning)
- Account & Contact management
- Complaint Management
- Customer Request
- Opportunity Management
- Sales planning & Account Development Plan
- Sales Reporting & Analytics
- Sample Management (including new simplified process for Novecare)
- Market Segmentation
- Need Help

What if I can't find what I'm looking for?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : https://solvia.solvay.com/



you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example

We will be happy to help!

We will continously improve our FAQ section in the coming weeks. Stay with us!

The Project Team