


Chatter

Overview

In this section, you will discover what is Chatter and what functionalities it offers to collaborate within Solvay Group.

 The Chatter Guide is available via [this link](#)

Concerned profiles:

ALL

Table of content

- [Step By Step](#)
 - [What is Chatter?](#)
 - [Get up and running on Chatter!](#)
 - [Share a Post & Follow](#)
 - [Manage your "email digest"](#)
 - [Creating a Chatter Group](#)
- [Related articles](#)
- [Need help?](#)

Step By Step

What is Chatter?

• Chatter is an **application** designed to enhance collaboration and is embedded within the tool

• You can "**follow**" any object or record within the tool:



- People
- Accounts
- Opportunities
- etc...

• Once you are following a record, you are **notified** when changes are made

• You can **post** files to share information and get feedbacks from colleagues

• Users can also make **comments** on objects and records

• **Groups** can be created to share information about specific topics (e.g. group for a specific market or region)

Rule 1: Professional use only

- No personal discussion, such as weather, week-end events...

Rule 2: Focused on the Sales process

- No general discussion, such as meetings, HR matters

Rule 3: Chatter on the right object

- Avoid 1 to 1 Chatter
- Post on the opportunity, the account or the group

Rule 4: Only English

- Local language only for domestic opportunities

Get up and running on Chatter!

1 Update your picture,
 2 Complete your profile
 3 Update your Contact details
 4 Share your first status and start Following people & records

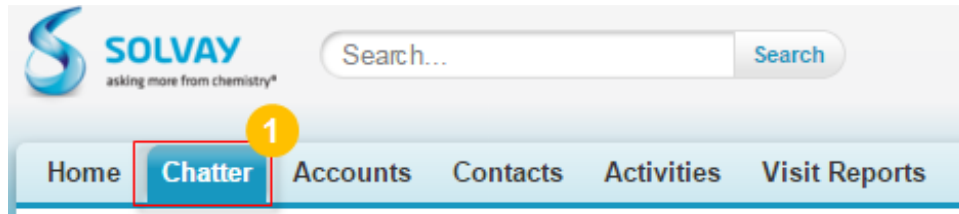
The screenshot shows a user profile interface. On the left, a navigation menu includes 'My Profile' (1), 'My Settings', 'Developer Console', and 'Logout'. The main profile area features a placeholder for a profile picture (1) and a button to 'Add your photo' (2). Below this is contact information (3) for 'amaud.denevel@accenture.com'. The main feed shows a status post with a 'Share' button (4). A vertical scroll bar on the right has a '1' at the bottom.

Manage your "email digest"

The screenshot shows the 'My Settings' page. The 'Email Notifications' option is highlighted with a red box and a '2'. Below it, a dialog box titled 'Set frequency for personal digest:' (1) allows selection of 'Daily' (3), 'Weekly', or 'Never'.

Creating a Chatter Group

You can create groups in Chatter and make it **public** or **private**. Let's create one for the Train The Trainer.



On the left pane, click on 'Groups'

Messages

Feed

People

Groups

Recently Viewed

My Groups

Active Groups

My Archived Groups

Files

Topics

To create a group, click on 'New Group' and then follow the instructions

Recently Viewed Groups

[New Group](#)

Name	Last Activity	Membership
CRM Project Hot News (Private) Are you curious about the CRM project or		

Enter the group name and description

Define access – If private, you will have to invite members afterwards

Group Edit
New Gr

Basic Information

Group Name
Own

Description

Automatic Archiving

Group Access

Public
 Private
 Allow Custom
 Broadcast Or

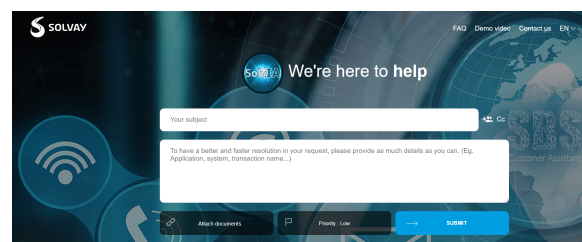
[Back to the top](#)

Related articles

- [Navigation & Search](#)

Need help?

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

