

Contact: Search a Contact

Overview

In this section, you will find information about how to search and find a customer contact in Salesforce.

Concerned profiles:

ALL

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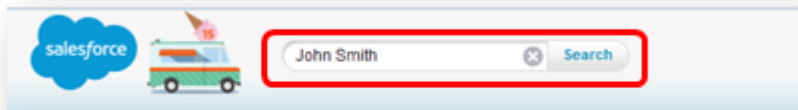
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Step By Step

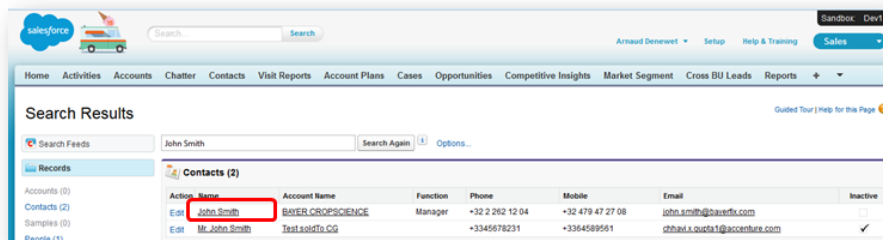
Find a contact can be done via different options:

Option 1

•Use the search box on the top of the screen and type contact name



•Then open the contact by clicking on the contact name



Option 2

• Open the account which he contacted belonging to

Account

BAYER CROPSCIENCE

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Account Detail

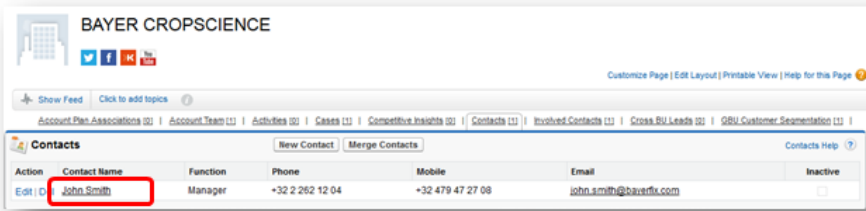
Edit

Convert Prospect To Customer

▼ Account Information

Account Owner	Uma Brahmanavagam Change	Account Record Type	Non SAP Customer Change
Account Name	BAYER CROPSCIENCE View Hierarchy	Partner Type	Prospect
Corporate Group	BAYER	Partner Sub-Type	Sold-to & Ship-to
		Phone	
		Website	

• Then hover the related list Contact and do pen the contact by clicking on the contact name



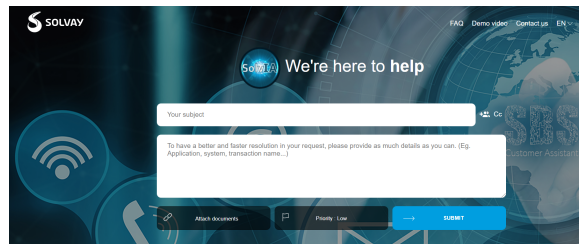
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Related articles

- [Contact: Create a contact in Salesforce and from Lightning for Gmail](#)
- [Contact: Involved Contact](#)
- [Contact: Link a Product to a Contact](#)

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/>

The image shows a contact form for SOLVAY. The background is dark blue with a globe and network icons. The SOLVAY logo is in the top left. In the top right, there are links for 'FAQ', 'Demo video', 'Contact us', and 'EN'. The main heading is 'We're here to help' with a SOLVAY icon. Below this is a 'Your subject' input field. A large text area follows, with a hint: 'To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name,...)'. At the bottom, there is an 'Attach documents' button with a paper icon, a 'Priority: Low' dropdown menu, and a blue 'SUBMIT' button.

SOLVAY

FAQ Demo video Contact us EN

SOLVAY We're here to help

Your subject

To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name,...)

Attach documents Priority: Low SUBMIT

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