

Contact: Involved Contact

Overview

In this section, you will find information about how to involve to link to an Account a contact that is employed by another Account. This functionality allows you to get a global overview of all non Solvay contacts that play a role in Solvay's relationship with an account (even contacts that are working for another account).

Concerned profiles:

ALL

Step By Step

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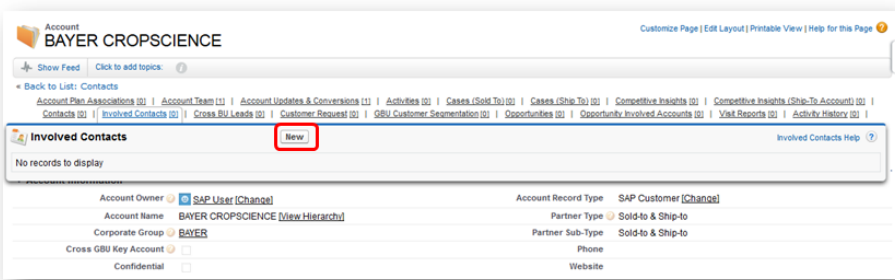
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"Involved Contact" allows you to link to an Account a contact that is employed by another Account

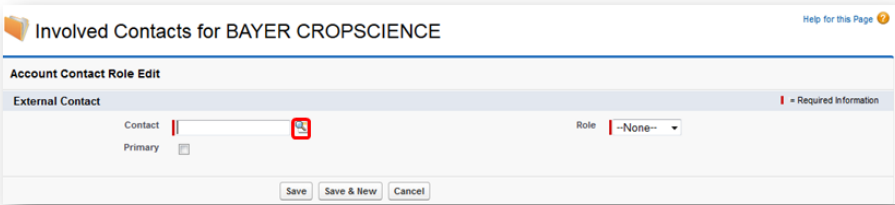
1

To link an existing contact to another account, hover on "Involved Contacts" and click "New"



2

Click on the lookup icon to search for your contact



3

Once you find him, click on his name

Lookup

michael

You can use "*" as a wildcard next to other characters to improve your search results.

[Clear Search Results](#)

Search Results

Name	Account Name
Michael Baltani	BAYER CROPSCIENCE

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Before clicking on **Save**, define the role of this contact for the new Account

Involved Contacts for BAYER CROPSCIENCE

Help for this Page

Account Contact Role Edit

External Contact ! Required Information

Contact

Primary ☐

Role --None--

5

The roles are the following

- INITIATOR**: first identifies the need to buy a particular product or service to solve an organizational problem;
- INFLUENCER**: (their) views influence the buying center's buyers and deciders;
- DECIDER**: ultimately approves all or any part of the entire buying decision – whether to buy, what to buy, how to buy, and where to buy;
- BUYER**: holds the formal authority to select the supplier and to arrange terms of condition;
- USER**: consumes or uses the product or service

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Finally, click on **Save**

Involved Contacts for BAYER CROPSCIENCE

Help for this Page

Account Contact Role Edit

External Contact ! Required Information

Contact Michael Baltani

Primary ☐

Role Influencer

7

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Account **BAYER CROPSCIENCE** [Customize Page](#) | [Edit Layout](#) | [Printable View](#) | [Help for this Page](#)

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Involved Contacts [New](#) [Involved Contacts Help](#)

Action	Contact Name	Account Name	Email	Phone	Role	Primary
Edit Delete	Thomas O'Malley	LES ARISTOCHATS	denewen@outlook.com denepro		Influencer	

[Account Name](#) BAYER CROPSCIENCE [View Hierarchy](#) [Partner Type](#) Sold-to & Ship-to

[Corporate Group](#) BAYER [Partner Sub-Type](#) Sold-to & Ship-to

[Cross GBU Key Account](#) ☐ [Phone](#)

[Confidential](#) ☐ [Website](#)

▼ Address Information

[Address](#) RUE DE RANSBEEK
BRUSSELS, Bruxelles 1120
Belgium

[House Number 1](#) 315

[House Number 2](#)

[Region](#) EMEA

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 **John Smith - BAYER CROPSCIENCE - Diegem** [Customize Page](#) | [Edit Layout](#) | [Printable View](#) | [Help for this Page](#)

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Contact Detail [Edit](#) [Delete](#) [Clone](#)

[Name](#) John Smith - BAYER CROPSCIENCE - Diegem [Contact Owner](#) [David Rampel](#) [Change](#)

[Account Name](#) BAYER CROPSCIENCE [Phone](#) +32 2 262 12 04

[Inactive](#) ☐ [Mobile](#) +32 479 47 27 08

[Language](#) English [Email](#) john.smith@bayer.com

▼ Function and Title

[Job Department](#) Purchasing [Contact Role](#) Decider

[Function](#) Manager [Description](#)

▼ Account Contact Role

Account Name	Record Type	PRS ID	RCS ID
BAYER CROP SCIENCES	Non SAP Customer	2035784	
BAYER PHARMA AG	Non SAP Customer	1021442	

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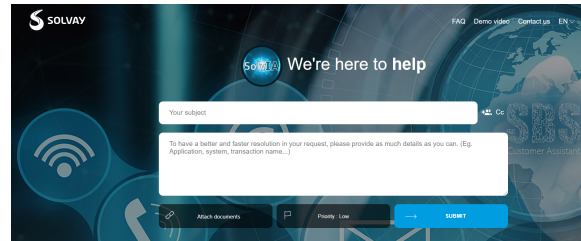
Related articles

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

Need help?

- [Contact: Link a Product to a Contact](#)
- [Contact: Search a Contact](#)

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 web interface for creating a support ticket. At the top left is the 'S SOLVIA' logo. In the top right corner, there are links for 'FAQ', 'Demo video', 'Contact us', and 'EN'. The main heading is 'We're here to help' with a Solvia logo icon. Below this is a 'Your subject' input field. Underneath the subject field is a larger text area with a placeholder that reads: '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 of the form, there is an 'Attach documents' button with a paperclip icon, a 'Priority' dropdown menu currently set to 'Low', and a blue 'SUBMIT' button.

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