

# Qlikview - Analytics

## Overview

Qlikview is a Business Intelligence or Analytics tool which allows to retrieve data from multiple databases and display them in a structure and visual way. A new Qlikview version is available at Solvay via the CRM interface or separately. It retrieves orderbook, sales performance, overdue & DSO, complaints & opportunities data from CRM/salesforce, SAP, etc.

### To know more about Qlikview...

You can find below a summary of the Qlikview tool. For more detailed information, please consult the SBS Decision & Piloting Solutions Team Google Sites for:

- [KPI definition](#)
- [User Guide](#)
- [User access rights](#)

In addition, the User Guide for the Complaints Dashboard in Qlikview is available [via this page](#).

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### Concerned profiles:

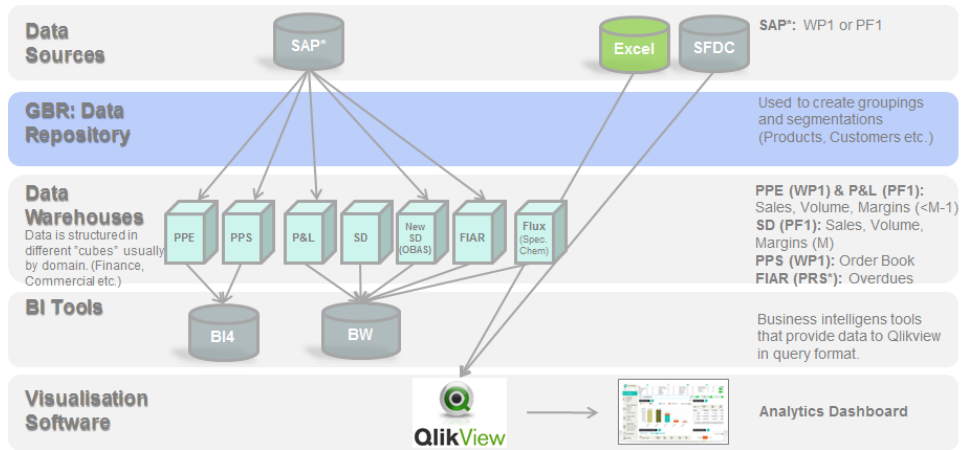
ALL (with access to Qlikview)

## Step By Step

### CRM ANALYTICS Dashboard



### Analytics Dashboard: Data Flow



• Sources : Both legacy ERP , BW , Business Objects , SFDC , Flat files . ...

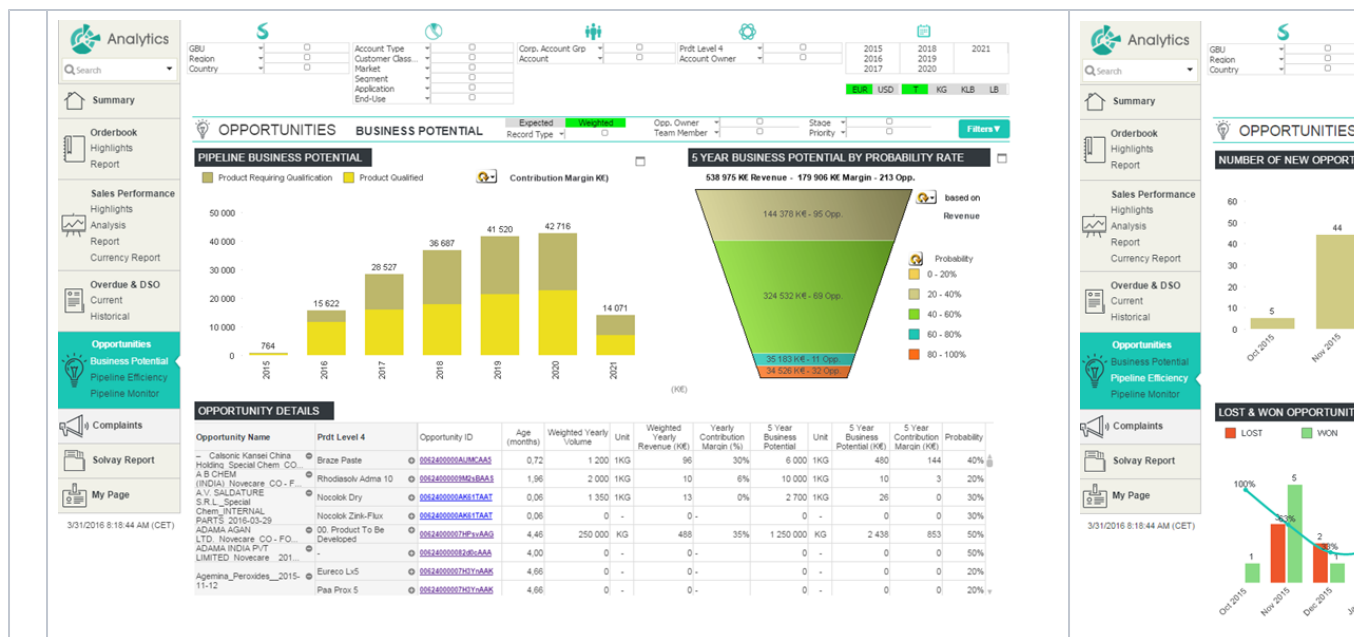
## GBR Tables used in Analytics Dashboard

| Dimensions              | Value                                           | BW                      | BI4                     |
|-------------------------|-------------------------------------------------|-------------------------|-------------------------|
| GBU Ship to Group       | Basf, Bayer, Dow...                             | GBU group               | Ship to GBU group       |
| GBU Ship to Sub Group   | Basf, Bayer, Dow...                             | GBU sub group           | Ship to GBU subgroup    |
| Customer Classification | A, B, C, D, P                                   | Customer Classification | Customer Classification |
| Account Type            | Key Account, Critical Account, Standard Account | GBU Account Type        | GBU Account Type        |
| End-use                 | Barium Salts, Ecofriendly Solvents              | Corp. End-use           | Corp. End-use           |
| Material Ent. Group     | Basf, Bayer, Dow...                             |                         | Material Ent. Group     |
| Material Ent. Subgroup  | Basf, Bayer, Dow...                             |                         | Material Ent. supgroup  |

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| List of manual files per GBUs in Qlikview                                                                                                                                                                                         | CRM Analytics - Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>•Sales Rep (Peroxides, Special Chem.)</li> <li>•GBU Product Family (Peroxides, Special Chem.)</li> <li>•Micro Region (Peroxides)</li> <li>•Monterrey Sales Data (Special Chem.)</li> </ul> | <ul style="list-style-type: none"> <li>•Document Supports</li> <li>•Getting Started With QlikView</li> <li>•KPIs Definitions</li> <li>•Questions? Click &amp; Post on Google+!</li> <li>We will get back to you within next 48 hours</li> <li>•<a href="http://qlikview.solvay.com/index.htm">http://qlikview.solvay.com/index.htm</a></li> <li>•Training Requests : contact your regional D&amp;PS Representatives</li> <li>•Miriam Luttrin; Europe</li> <li>•Lilian Cheong; Asia Pacific</li> <li>•Kyle Amlung; North America</li> <li>Karina Tsuji; South America</li> </ul> |

## Opportunities



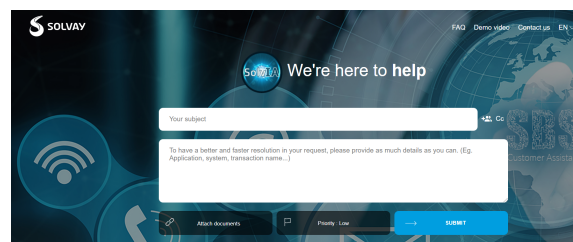
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## Related articles

- [Introduction SFDC & Qlikview](#)
- [Complaint: Reporting on Complaints](#)

## 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