

CSR Process - Customer Creation (SAP)

Overview

In this section, you will find information about the process for customer creation in SAP following a request coming from Salesforce.com. The goal of this document is to present the modifications to customer creation / modification / deletion procedures in Solvay and Rhodia legacies, for the Businesses which will use SalesForce. You will find information about:

- The perimeter: actors, SAP systems and diagram
- What needs to be done at the first connection in PRS
- Process & scenarios
- Contacts if you need support



Concerned profiles:

Customer Service

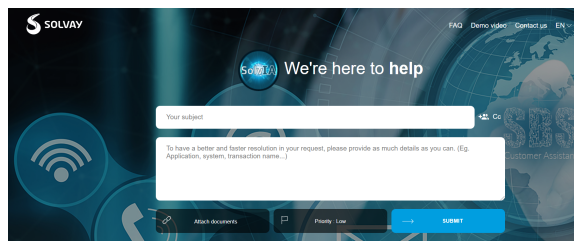
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Related articles

- [Account: Create a Prospect](#)
- [Account: Convert a Prospect](#)

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