

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:

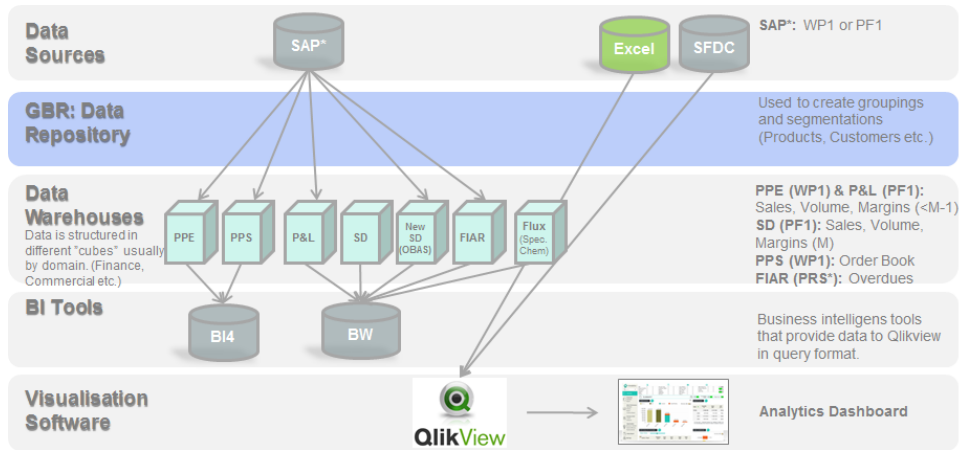
ALL (with access to Qlikview)

Step By Step

CRM ANALYTICS Dashboard



Analytics Dashboard: Data Flow



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

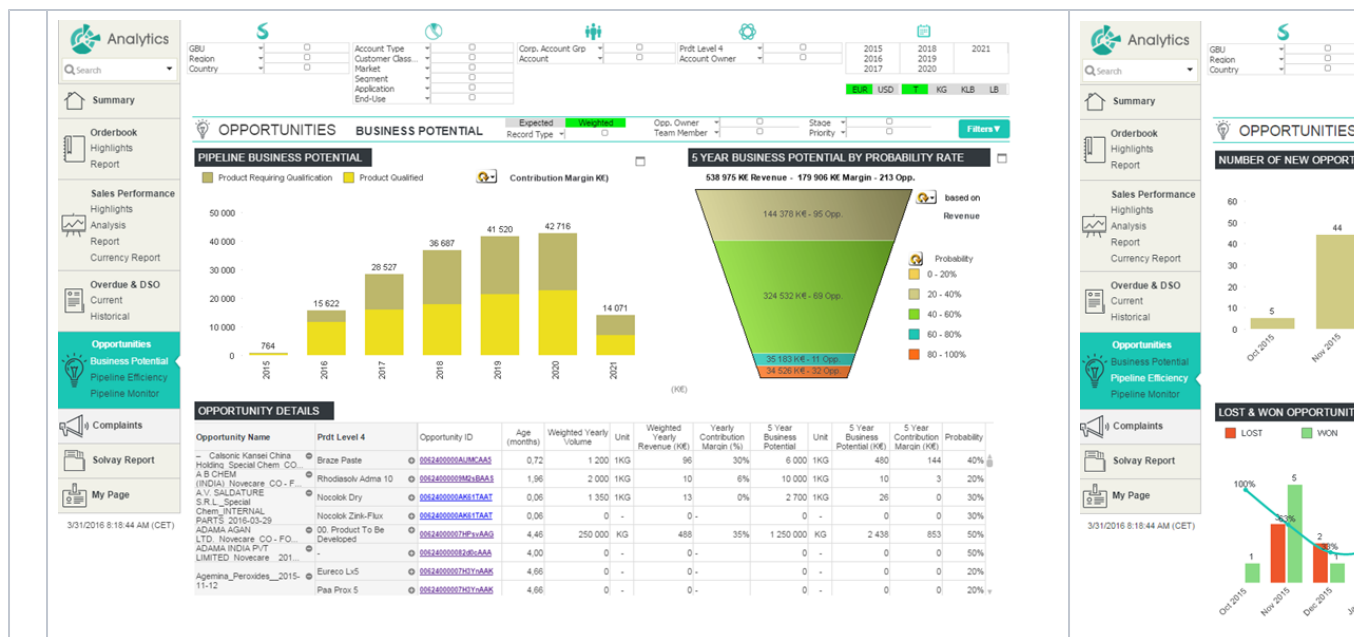
GBR Tables used in Analytics Dashboard

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
•Sales Rep (Peroxides, Special Chem.) •GBU Product Family (Peroxides, Special Chem.) •Micro Region (Peroxides) •Monterrey Sales Data (Special Chem.)	•Document Supports •Getting Started With QlikView •KPIs Definitions •Questions? Click & Post on Google+! We will get back to you within next 48 hours •http://qlikview.solvay.com/index.htm •Training Requests : contact your regional D&PS Representatives •Miriam Luttrin; Europe •Lilian Cheong; Asia Pacific •Kyle Amlung; North America - Karina Tsuji; South America

Opportunities



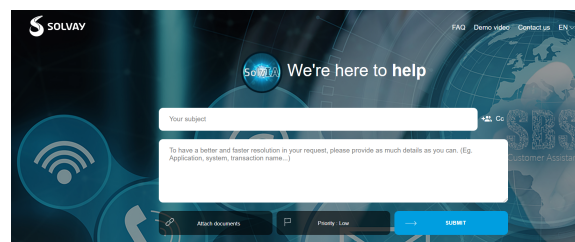
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Related articles

- [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