

Contact: Involved Contact

Table of content

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).

- [Step By Step](#)
- [Related articles](#)
- [Need help?](#)

Concerned profiles:

ALL

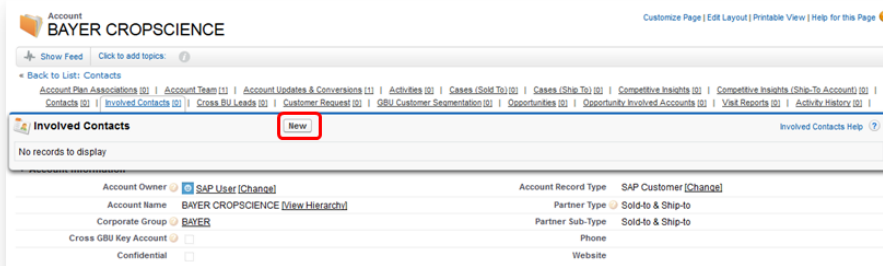
Step By Step



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

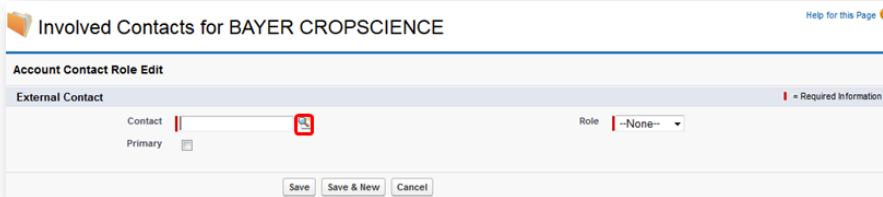
1

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



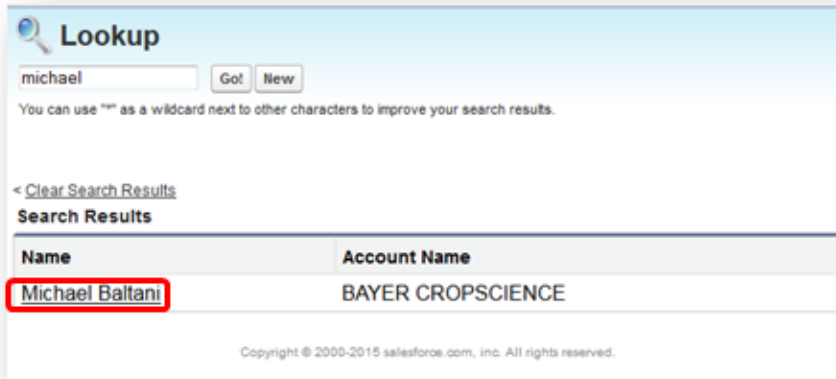
2

Click on the loop icon to search for your contact



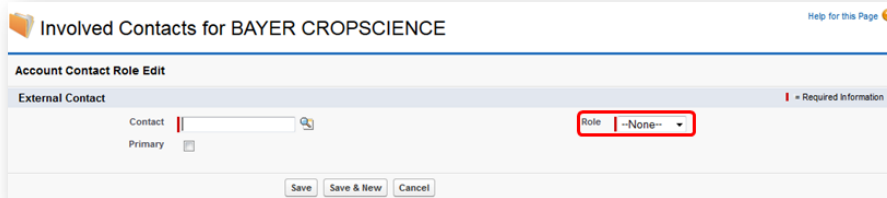
3

Once you find him, click on his name



4

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



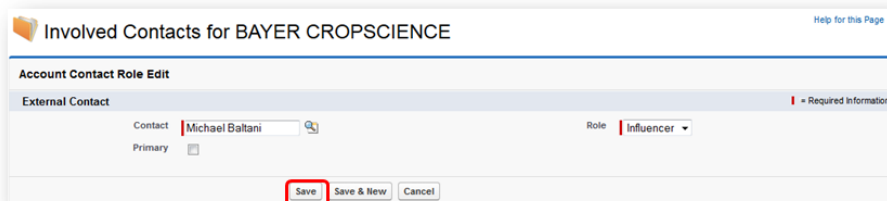
5

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

6

Finally, click on Save



7

Done! You have linked an existing contact to your account

Account: BAYER CROPSCIENCE

Involved Contacts

Action	Contact Name	Account Name	Email	Phone	Role	Primary
Edit D	Thomas O'Malley	LES ARISTOCHATS	demaewel@outlook.com_deupro		Influencer	

Account Name: BAYER CROPSCIENCE [View Hierarchy]
 Corporate Group: BAYER
 Cross GBU Key Account:
 Confidential:

Address Information
 Address: RUE DE RANSBEEK, BRUSSELS, Bruxelles 1120, Belgium
 House Number 1: 315
 House Number 2:
 Region: EMEA

8

This new involvement is also available on the contact page, where David can consult all the accounts where his contact is related to.

John Smith - BAYER CROPSCIENCE - Diegem

Contact Detail

Name: John Smith - BAYER CROPSCIENCE - Diegem
 Account Name: BAYER CROPSCIENCE
 Inactive:
 Language: English

Contact Owner: David Rampel [Change]
 Phone: +32 2 262 12 04
 Mobile: +32 479 47 27 08
 Email: john.smith@bayer.com

Function and Title
 Job Department: Purchasing
 Function: Manager
 Contact Role: Decider

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	

[Back to the top](#)

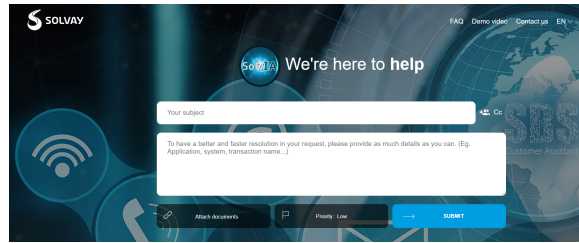
Related articles

Need help?

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

- [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 screenshot of the Solvia Freshdesk ticket creation interface. The page has a dark blue background with a globe and various icons. At the top left is the Solvia logo. The main heading is "We're here to help". Below this is a form with a "Your subject" input field, a "To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)" text area, and a "SUBMIT" button. There are also "Attach Accounts" and "Priority: Low" options visible at the bottom of the form.

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