

Contact: Search a Contact

Overview

In this section, you will find information about how to search and find a customer contact in Salesforce.

Concerned profiles:

ALL

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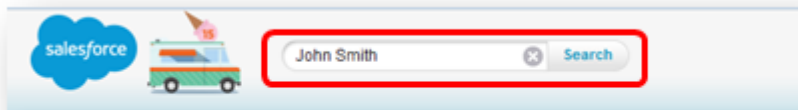
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- [Related articles](#)
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Step By Step

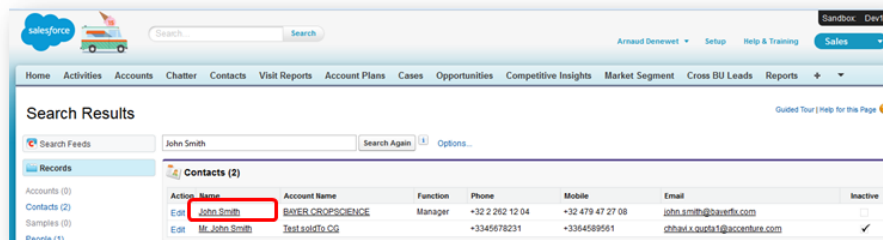
Find a contact can be done via different options:

Option 1

•Use the search box on the top of the screen and type contact name



•Then open the contact by clicking on the contact name



Option 2

• Open the account which he connects to

Account

BAYER CROPSCIENCE

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Account Plan Associations (0) | Account Team (1) | Activities (0) | Cases (Ship To) (0) | Cases (Sold To) (0) | Competitive Insights (0) | Competitive Insights (Ship To Account) (0) | Contacts (0) | Involved Contacts (0) | Cross BU Leads (0) | Customer Request (0) | GBU Customer Segmentation (0) | Opportunities (0) | Opportunity Involved Accounts (0) | VML Reports (0) | Activity History (0) | Approval History (0) | Account History (0) | Google Docs, Notes, & Attachments (0)

Account Detail

Edit

Convert Prospect To Customer

Account Information

Account Owner

Uma Brahmanavagam

Change

Account Name

BAYER CROPSCIENCE

View Hierarchy

Corporate Group

BAYER

Account Record Type

Non SAP Customer

Change

Partner Type

Prospect

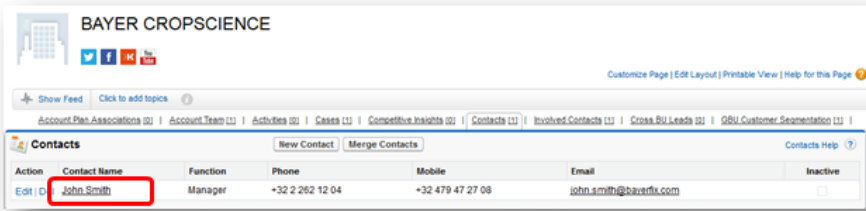
Partner Sub-Type

Sold-to & Ship-to

Phone

Website

• Then hover the related list Contact and do pen the contact by clicking on the contact name



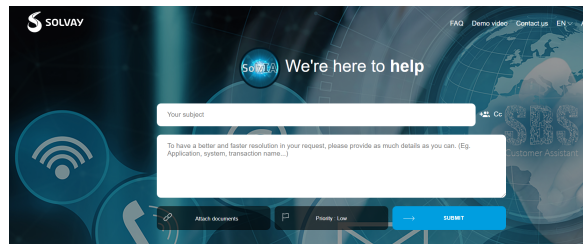
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Related articles

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

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/>

The image shows a contact form for SOLVAY. The background is dark blue with a globe and network icons. The SOLVAY logo is in the top left. In the top right, there are links for 'FAQ', 'Demo video', 'Contact us', and 'EN'. The main heading is 'We're here to help' with a SOLVAY icon. Below this is a 'Your subject' text input field. Underneath the input field is a large text area with a placeholder text: '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, there is an 'Attach documents' button with a paper icon, a 'Priority: Low' dropdown menu, and a blue 'SUBMIT' button.

SOLVAY

FAQ Demo video Contact us EN

SOLVAY We're here to help

Your subject

To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name,...)

Attach documents Priority: Low SUBMIT

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