Contact: Involved Contact

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).

Concerned profiles:

ALL

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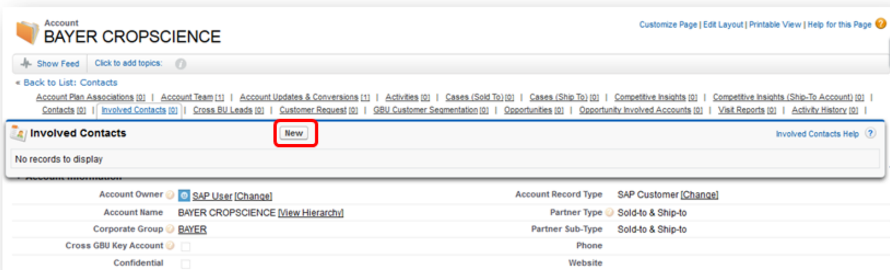
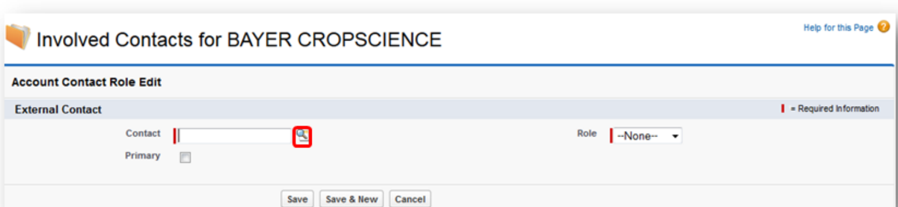
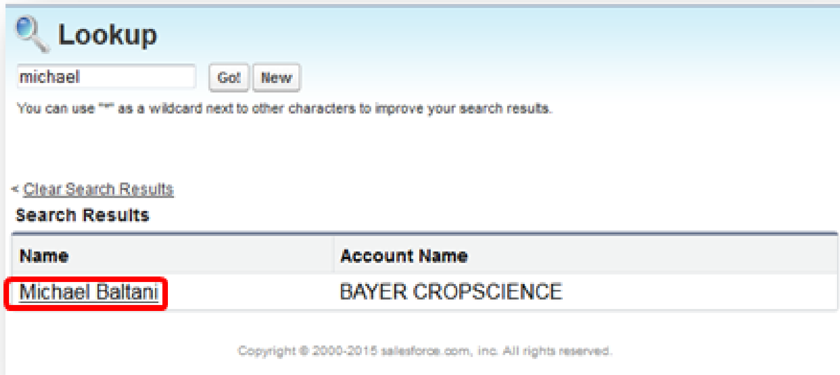
Step By Step

"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, hoover on “Involved Contacts” and click “New”	
2 *Click* on the **lookup icon** to search for your contact	

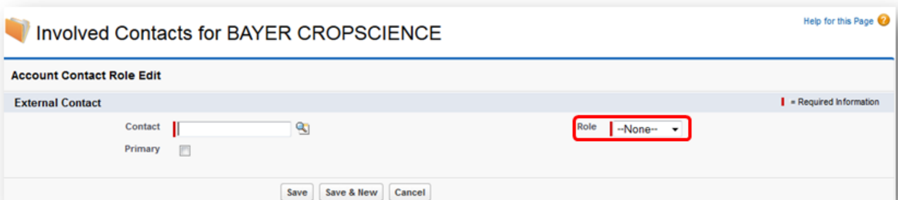
3

Once you find him, *click* on his **name**



4

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

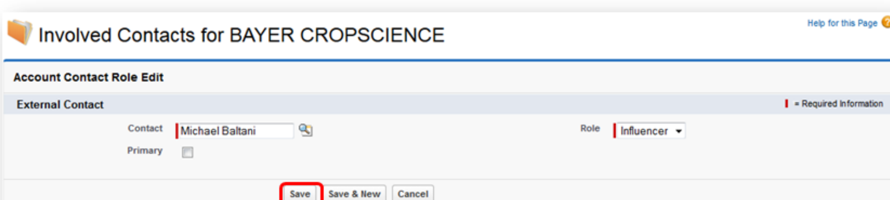


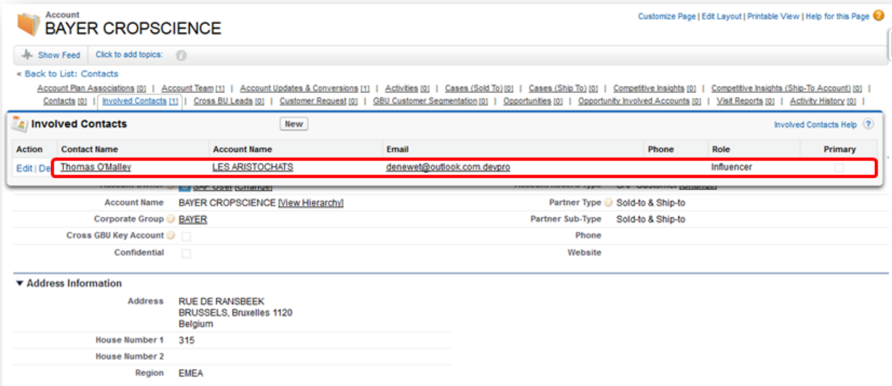
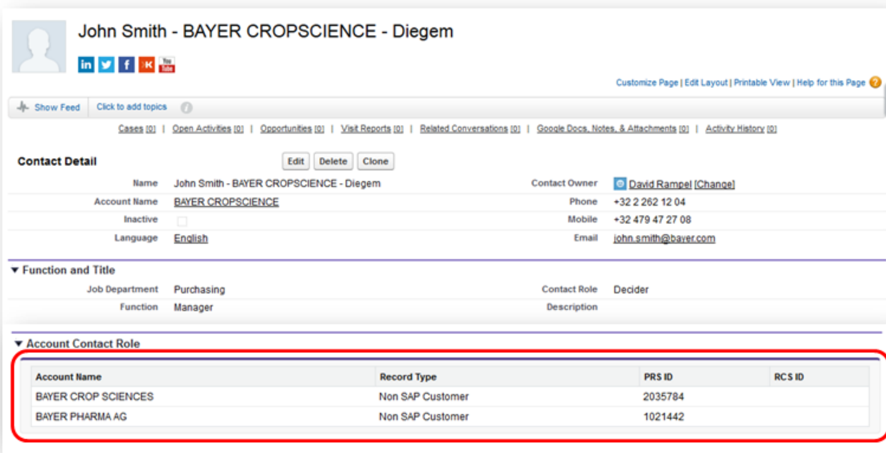
5

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

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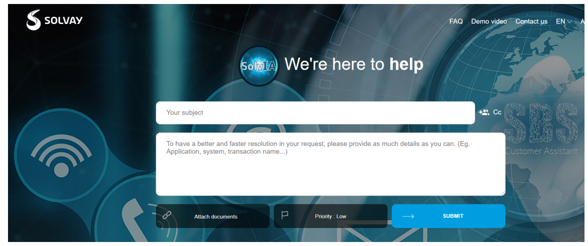
Related articles

- Contact: Create a contact in Salesforce and from Lightning for Gmail

Need help?

- 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/



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