

Contact: Link a Product to a Contact

Overview

In this section, you will find information about how to link one or multiple products to a contact in Salesforce. This allows you recording the product(s) discussed and easily find the contacts associated to a specific Solvay product(s).

Concerned profiles:

ALL (in account team)

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Step By Step



From the contact page, it is possible to link one or multiple product to the contact, in order to record the product(s) discussed and further list the contact based on the product(s) associated.

1

From the contact page, hover on the related list **Contact Product Relationship** and click on **New Contact Product Relationship**

Contact Product Relationships

No records to display

New Contact Product Relationship

Language English

Inactive ☒

Job Department Engineering

Function Manager

Contact Role Influencer

Description

Mailing Address RUE DES ANIMALUX
PARIS, Paris 00001
France

Type Of Communication

Preferred Channels Of Communication

Email

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Search the product to be related to the contact and then click on Save

Contact Product Relationship Edit

New Contact Product Relationship

Save Save & New Cancel

Information

Product (Level 4) [Search]

Contact Mr. Thomas O'Malley [Search]

Save Save & New Cancel

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Once found, the relationship is presented

Contact Product Relationship Detail

Edit Delete Clone

Information

Product (Level 4)	ABEX 2005 MBA	Contact	Thomas O'Malley
Level 3	ANIONIC SURFACTANT	Contact Name	Thomas O'Malley
Level 2	SURFACTANTS	Function	Manager
Level 1	Novecare	Inactive	☒
Phone		Mobile	
		Email	denewet@outlook.com devpro

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Great! Now on your contact page layout, you can easily check which product is in discussion with this contact

Contact Product Relationships

New Contact Product Relationship

Contact Product Relationships Help

Action	Contact Product Relationship Name	Product (Level 4)	Level 3	Level 2	Level 1	Created By
Edit Delete	CPR-00036	ABEX 2005 MBA	ANIONIC SURFACTANT	SURFACTANTS	Novecare	Amaud Denewet 03/03/2016 15:05

Inactive ☒

Email denewet@outlook.com devpro

Function and Title

Job Department	Engineering	Contact Role	Influencer
Function	Manager	Description	

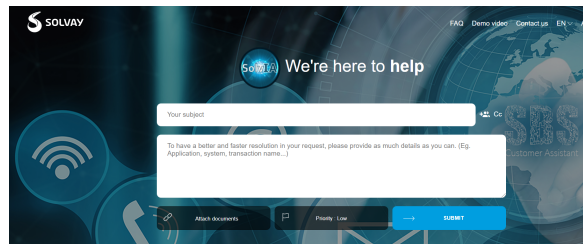
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Related articles

- [Contact: Create a contact in Salesforce and from Lightning for Gmail](#)
- [Contact: Involved Contact](#)
- [Contact: Search 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 is a screenshot of a web contact form for SOLVAY. The background is dark blue with abstract light blue circular patterns. At the top left is the SOLVAY logo. At the top right are links for 'FAQ', 'Demo video', 'Contact us', and 'EN'. The main heading is 'We're here to help' with a SOLVAY logo 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 left is an 'Attach documents' button with a paper icon. At the bottom right is a 'Priority' dropdown menu currently set to 'Low' and a blue 'SUBMIT' button.

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