

Chatter

Overview

In this section, you will discover what is Chatter and what functionalities it offers to collaborate within Solvay Group.

 The Chatter Guide is available via [this link](#)

Concerned profiles:

ALL

Table of content

- [Step By Step](#)
 - [What is Chatter?](#)
 - [Get up and running on Chatter!](#)
 - [Share a Post & Follow](#)
 - [Manage your "email digest"](#)
 - [Creating a Chatter Group](#)
- [Related articles](#)
- [Need help?](#)

Step By Step

What is Chatter?	
• Chatter is an application designed to enhance collaboration and is embedded within the tool	
• You can "follow" any object or record within the tool:  - People - Accounts - Opportunities - etc...	
• Once you are following a record, you are notified when changes are made	
• You can post files to share information and get feedbacks from colleagues	
• Users can also make comments on objects and records	
• Groups can be created to share information about specific topics (e.g. group for a specific market or region)	
Rule 1: Professional use only • No personal discussion, such as weather, week-end events...	Rule 2: Focused on the Sales process • No general discussion, such as meetings, HR matters
Rule 3: Chatter on the right object • Avoid 1 to 1 Chatter • Post on the opportunity, the account or the group	Rule 4: Only English • Local language only for domestic opportunities
Get up and running on Chatter!	

1 Update your picture,
2 Complete your profile
3 Update your Contact details
4 Share your first status and start Following people & records

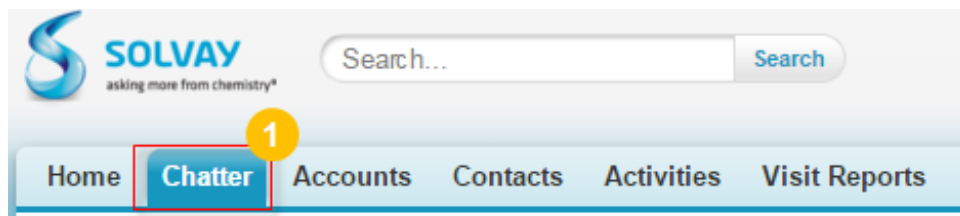
The screenshot shows a user profile interface. On the left, a dropdown menu is open with 'My Profile' highlighted and marked with a yellow circle '1'. Below it, 'My Settings' is marked with a yellow circle '2'. The main profile area shows a placeholder for a profile picture (a blue circle with a smiley face) and a 'Add your photo' button marked with a yellow circle '2'. The profile details section shows a user named 'Test User (P1, P3, P4)' with a profile picture of a woman. The 'Contact' section shows an email address, a mobile number, and a location. The 'Feed' section shows a post from the same user with a 'Share' button marked with a yellow circle '4'. A yellow circle '1' is also present on the right edge of the page.

Manage your “email digest”

The screenshot shows the 'My Settings' page. The 'My Settings' dropdown menu is open, with 'My Settings' highlighted and marked with a yellow circle '1'. The 'Email Notifications' option is highlighted with a red box and marked with a yellow circle '2'. Below this, the 'Set frequency for personal digest:' section is shown, with radio buttons for 'Daily', 'Weekly', and 'Never'. The 'Daily' option is selected, and a yellow circle '3' is next to it.

Creating a Chatter Group

You can create groups in Chatter and make it **public** or **private**. Let's create one for the Train The Trainer.



On the left pane, click on 'Groups'

Messages

Feed

People

Groups

Recently Viewed

My Groups

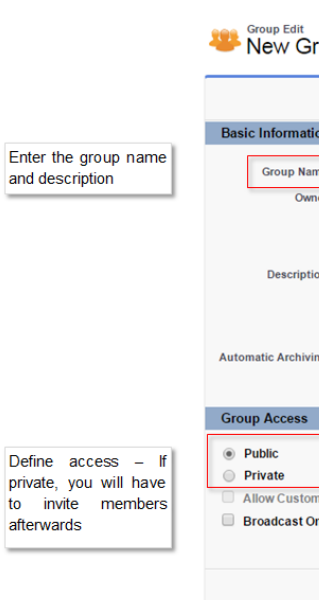
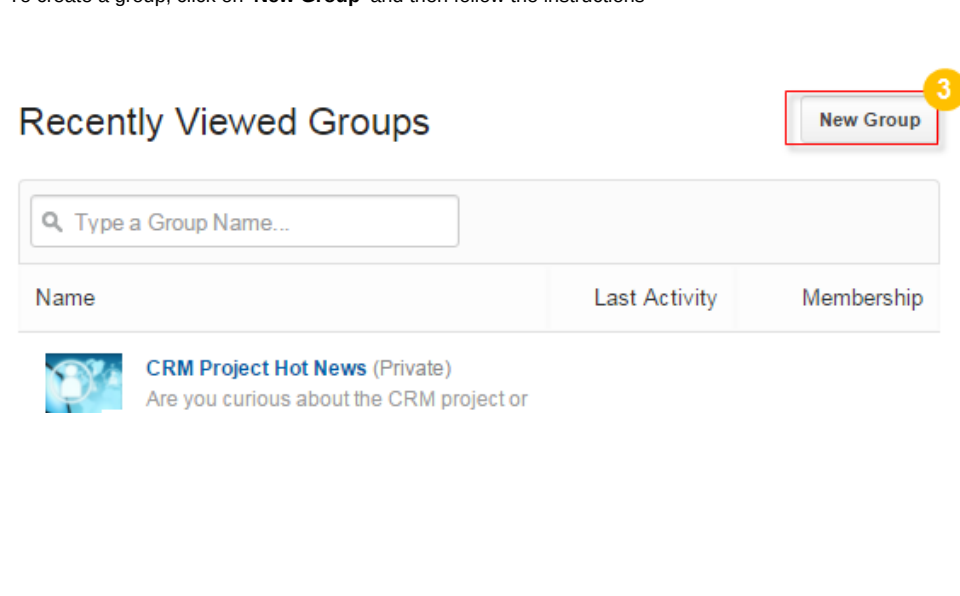
Active Groups

My Archived Groups

Files

Topics

To create a group, click on 'New Group' and then follow the instructions



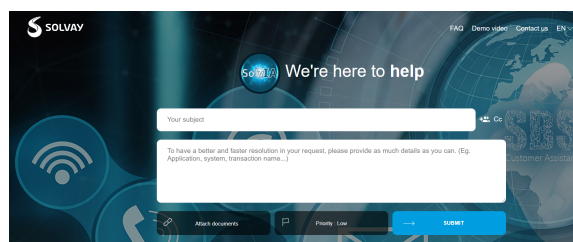
[Back to the top](#)

Related articles

- [Navigation & Search](#)

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

