

# A20 - Notes and Attachments

## Added Value

---

Notes and attachments can be added to any object in Convergence : an account, a contact, a CSR questionnaire, etc. They bring valuable information with the ability to search in them.

## What you need to know to start...

---

Notes are small text documents which bring interesting information to an object.

Attachment of any kind (Word, Excel, PDF...) may also be added.

First steps in Convergence

## Table of Contents

---

- [A2010 - Account : New Notes](#)
- [A2011 - Account : Attached files](#)



### Need Help?

## How to ask for assistance?

---

*Dear SalesForce  
Convergence user,*

For any question or issue regarding Convergence, please :

- create a request in **Service One** with the following information:
  - I want to update data in Convergence [Maintain data ownership in CONVERGENCE](#)
  - I want to mass upload procurement data [Maintain procurement data in CONVERGENCE](#)
  - Process : Data & Analysis
  - PTP-Subprocess: Purchasing Tools Support
  - PTP-Category: Convergence

For account creation, please refer to [here](#).

Thank you very much,

[Convergence Team](#)