

A21 - Reporting

First steps in Convergence

Added Value

Convergence offers three ways to present and summarize information : Listviews, Reports and Dashboards. Each solution has its own strengths : Listviews support your daily work whereas Reports bring the opportunity to analyse several objects in one time, with filtering options. Dashboards aggregate graphical datas such as charts, on one readable page.

All reporting can be customized by you, for your own use : choose an existing Listview, Reports or Dashboards and bring all the improvements you need.

Table of Contents

- [A2110 - Listviews](#)
- [A2111 - Convergence Reports and Dashboards](#)

What you need to know to start...

All objects have their own set of Listviews. there are Listviews about Accounts, Contacts, Tasks, Financial situations, etc. Some example for CSR assessments:

- All CSR assessments
- All expired CSR
- My pending CSR assessments
- etc.

Reports and Dashboards have their own tab : the tab "Reports" and the tab "Dashboards". They are categorized in folders :

By Community :

- GEO,GPS,ORG
- Controller/Lawyer/Project Member/Reviewer

By Process

- Contractualisation/Master Data/Qualification/Value Creation



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 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.