

A2210 - What I can do in Convergence (read, edit ...) ?

Suppliers can connect to Convergence with the links displayed in emails received from the platform. They have very limited access to Convergence information. In summary :

Help - They can have access access to the link "Supplier help" in the left pane.

Overview

Convergence is a very open platform by default. Buyers can read most of Convergence content and generally edit their content only.

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Accounts

Create new - Buyers can create prospects only.

Read all - Buyers can view all accounts.

Edit mine - Buyers will only be able to edit their accounts (account details) that's to say their prospects.

Related lists - Buyers can add new objects in all related lists (new account properties, new contacts, new team member, etc.)

Solvay Account team

Create new - Buyers can create new team members.

Read all - Buyers can view all team members.

Edit all - Buyers can update any team member.

Delete me - Buyers can delete themselves as team member.

Related Contacts

Create new - Buyers can create new related contacts and add relationships.

Read all - Buyers can view all contacts.

Edit any - Buyers can update any contact.

Mark any with deletion flag - Buyers can mark any contact with a deletion flag.

Documents, notes & attachments

RFIs, Specific RFIs, CSR assessments, Financial situations, Visit Minutes...

Plus notes and attachments.

Create new - Buyers can create new documents from all types. Idem for notes and attachments .

Read all - Buyers can view all documents except those marked as "Private" (Visit Minutes, Account Detail Documents). Idem for notes and attachments .

Edit mine - Buyers will only be able to edit their documents. Idem for notes and attachments . Visit Minutes will be yet editable by anyone so that managers can review them and add a green or red flag.

Delete their in draft - Buyers can delete their documents in draft. Their can delete their notes and attachments.

Related articles

- [A1812 - Make a Visit Minute private - confidential](#)
- [A1712 - Make a document private - confidential](#)

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.