

A12 - Navigation and collaboration

First steps in Convergence

Added Value

Solvay has chosen [Salesforce.com](https://www.salesforce.com) to support its Supplier Relationship Management (SRM). [Salesforce.com](https://www.salesforce.com) is a cloud-based platform that can handle many processes suppliers, in accordance with best practices. The user-friendly interface promotes quick handling.

Table of Contents

- [A1210 - Salesforce terminology](#)
- [A1220 - Navigation](#)
- [A1230 - The power of the Chatter](#)

What you need to know to start...

Your first steps in Convergence can be a bit intimidating: Salesforce displays a lot of information on the screen and offers many possibilities to perform the same action. Do not worry though: after a week or two, you will feel comfortable with the tool!



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.