

A22 - Confidentiality rules

First steps in Convergence

Added Value

The goal of Convergence is to share information among buyers. Aside from few exceptions, all information is freely accessible and shared.

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What you need to know to start...

Convergence confidentiality rules are straightforward : by default, everyone can read all objects. Two exceptions : Visit Minutes and Account Detail Documents which can be marked as "Private" and shared to specific users only.

All comments done in the Feed and all Notes obey the same rule and can be seen by everyone.

Still, you can only edit your own information : you are the only one who can edit your RFIs, CSR questionnaires, Visit Minutes or any other documents (although contacts can be edited by anyone to encourage regular updates).



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.