

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-Subprocesses: Purchasing Tools Support
 - PTP-Category: Convergence

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

Thank you very much,

[Convergence Team](#)