

Core CRM - Functional Design

You will find in this section documentation about Functional specification for Salesforce CRM.

Find here link to SAP Interface Documentation

- [CRM SAP Interfaces](#)

FD - Lightning home page

FD - P1. Account & Contact management

- FD - P1. Account conversion (WIP)
- FD - P1. Account Team Member (ATM) - Custom Object (WIP)
- FD - P1. Corporate Group Interface
- FD - P1. Focus on GBU Segmentation
- FD - P1. Focus on Trade Compliance GTS
- FD - P1. Utilities: Sales Area

FD - P2. Sales Reporting and Analysis

- FD - Forecasting
- FD - Opportunity Management
 - FD - Realized Sales
- FD - Opportunity Product

FD - P4. Account Plan Management

FD - P5. Market segmentation

FD - P6. Complaint Management

FD - P7. Sample Request Management

- FD - Sample Manage Confidentiality

FD - P8. Quote Management

FD - P9. Customer Request Management

FD - P10. Commercial Roadmap

FD - P11. Mobility

FD - P12. Webform

FD - P13. Voice Of Customer process

FD - P13 bis. Net Promoter Score

- FD - P13 bis. NPS User management
- FD - P13 bis. Campaign Management
- FD - P13 bis. Sending the Survey
- FD - P13 bis. Getting the results and Feedback Calls
- NPS - New process 2025

FD - P14. Transactional Pricing

FD - P16. Contract Management

FD - P17. Competitive Insights Management

FD - P18. Visit Report Management

FD - P19. Cross BU Lead Management

FD - P20. Products Management

- Product: Data Dictionary

FD - P21. Customer Specific Requirements

FD - P22. Lead Management

FD - P24. Community

- My Syensqo Portal (MSP)
 - MSP: Functional Architectural diagram(Outdated)
 - MSP: Functionalities
 - (N/A)-MSP: Main Contacts
 - (N/A)-MSP: Opportunity Sharing
 - MSP: Banner and Webinars
 - MSP: Documentation
 - MSP: Formulation Finder
 - MSP: Homepage
 - MSP: Leads
 - MSP: Link to Syensqo-ecommerce
 - MSP: Regulatory Questions & Quality Questions (Customer Requests)
 - MSP: Sample Requests
 - MSP: Solution Finder
 - MSP: Roll-out and Data Maintenance
 - Maintain Products for MSP by Market
 - MSP: Data maintenance
 - Set up Products for MSP in CRM
 - MSP: Useful Documentation
 - MSP: User access management
 - MSP: User Access Creation
 - MSP Personas
 - User deactivation process
- Product Finder (Internal Users)

Jira for CRM team

GDPR process

FD - P3. Opportunity Management

- FD - P3 - Opportunity Management - Contact Mandatory
- Opportunity Realized Sales Year Management

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