

# 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  - MSP: Functional Architectural diagram(Outdated)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

### Last modifications :

User	Last Update
Laurent Champiot-ext	3299 days ago
GILLES, Anne	683 days ago
<hr/>	
BRAHIM, Walid	
<hr/>	
Emilien GUICHARD	
<hr/>	
KANJA-ext, Zakaria	
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NWANGWU, Daniel	