Sales Reporting & Analytics

Make sure you have selected the right view on the upper right side
1. Select your name as sales rep
2. Use the filters on the top of the page to select the correct region/accounts/products
3. Save the selections under a bookmark on the top-left of the page

Contact SBS Decision and Piloting (contact list by region). You can find more information at the bottom of the Analytics page.
Please contact your CRM Champion.
Contact SBS Decision and Piloting (contact list by region) for a training session or look at the « Qlikview User Guide » (link on Analytics, bottom of the summary page).
Connect your Salesforce through Google Chrome (not the dedicated App.) and select the 'Analytics' functionality of Salesforce.
You can see where data come from by browsing through the KPI definitions (link on Analytics, bottom of the summary page)
It's normal.

Each night, Qlikview runs a job to allow access to users. So if you give access to a user one day, he will be able to access to Qlikview only the day after.
QlikView is updated every morning, from SAP and from Sales Force.
Dashboards do not dynamically refresh to show the latest data. You need to ***Refresh*** your Dashboard to see the current data represented in the charts by clicking on the Refresh button.

When using tablet or phone, users enter the Apps Sales Force One, then they do not see analytics. They have to go thru Google Chrome, type the following adress https://solvay-crm.my.salesforce.com/home/home.jsp, enter their Windows NT login & Password! then it works.
For GBU Special Chem Contribution Margin is not yet in the system, as the GBU reporting project is still ongoing. In case of questions user can contact Eckart Nerge.
If we have a UR which should be treated by Qlikview team:

- prepare an email with in the title the need help number, the UR number and the title of the UR and in the body the explanation of the request. You can do a copy/paste of the need if you want and don't forget to attached the documents if there are some

- send the email to Sophie Maillet, Miriam Luttrin, Guillaume Viaux and David Tonda. Put the user in copy. So he knows that we are taking care of this request

- assigne the UR to you - change the status of the UR into "Waiting for info" Up to now,

Qlikview team keep us in the loop when answering the user. So, when it's solved, please copy the answer in the UR and complete it.
The dashboard is "reloaded" every day. So, when you give access to Qlikview to someone, he will be able to see the data the day after.
Click on the graphic, it opens the report. And select Show details to be able to see the list of users (for this case).
In March 2016 there are two ways to provide access to Complaint dashboard.

- in Sales-Force, from the ANALYTICS tab:

In this case, SFDC user must be authorised using QlikView access ,using ANALYTICS . At the beginning, a specific tab "Analytics-Complaint" had been foreseen to access to complaint-dashboard without any access from Analytics. Now Access to Qlikview Complaint dashboard from SFDC is based only on GBU , no restriction on Sales Rep nor Zone)

- via QlikView access point (not from SFDC user)

In this case, if user has no access to Analytics in SFDC must be declared as Qlikview user for Complaint dashboard (authorisation given at Qlikview level only). In QlikView, the user is defined to access to 1 or several GBUs
You just need to clear your browser cache.