MSP: Solution Finder

Criteria's to access Products from Solution Finder:

- Market selected for the user in the contact and included in the Product
- Account region of the contact is included in the Product or worldwide access enabled in the contact

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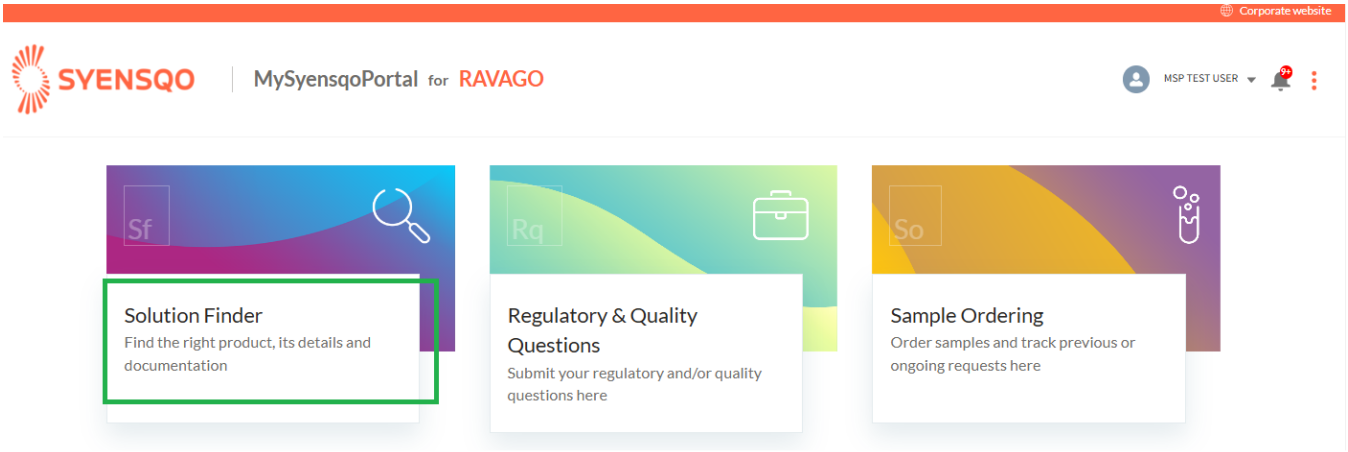
Definitions

Solution finder: Tool available for both Customer and Partners that allows users to search for detailed information about Novecare products per Markets they have access to. The search values are managed by Novecare business users as well as the access to the Markets for the contacts.

Accessing points

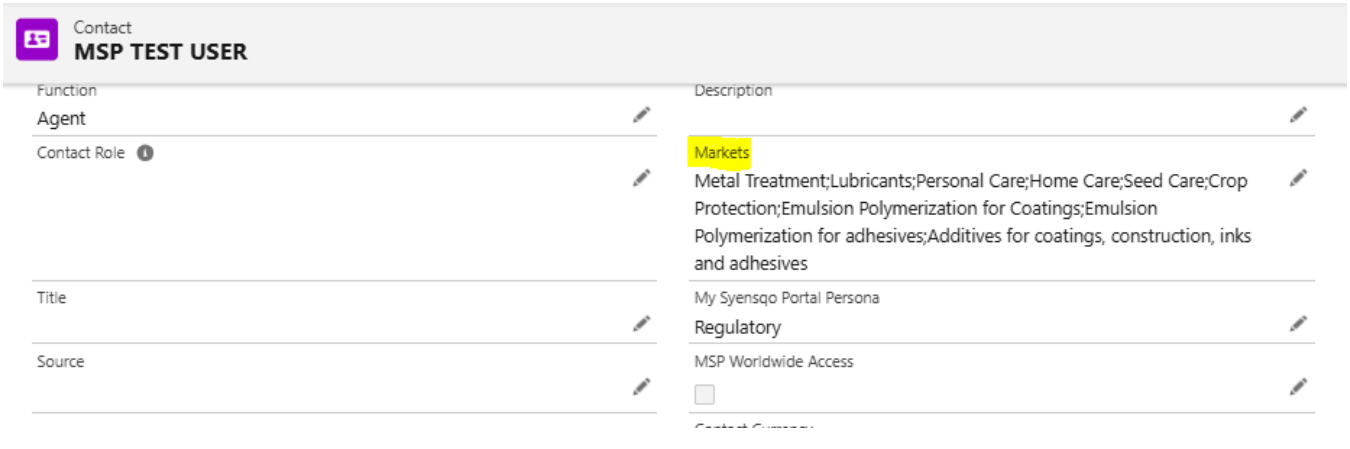
Solution Finder

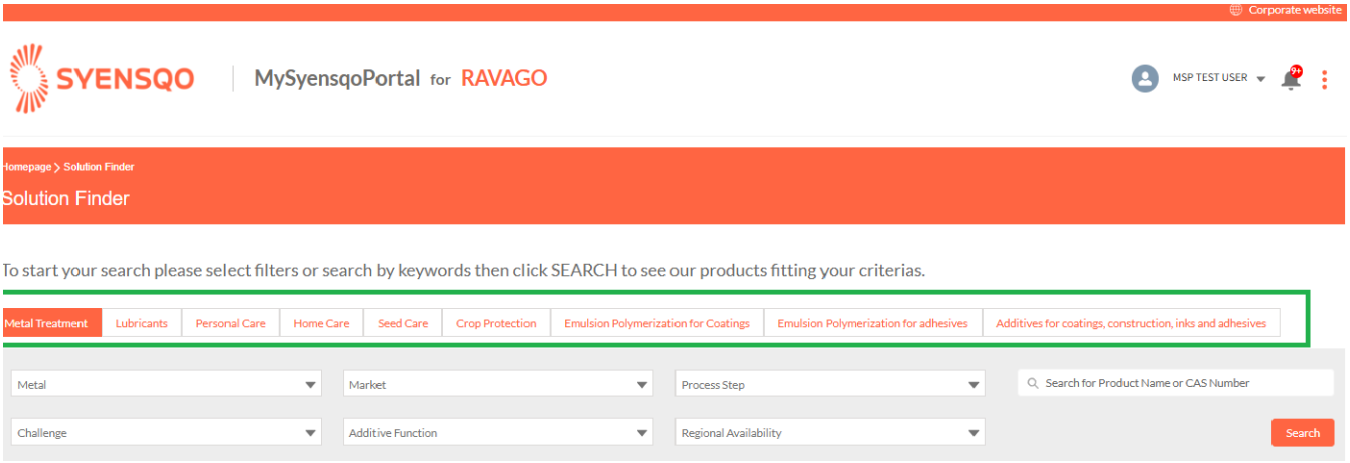
Homepage and dots menu



Buttons and Filters

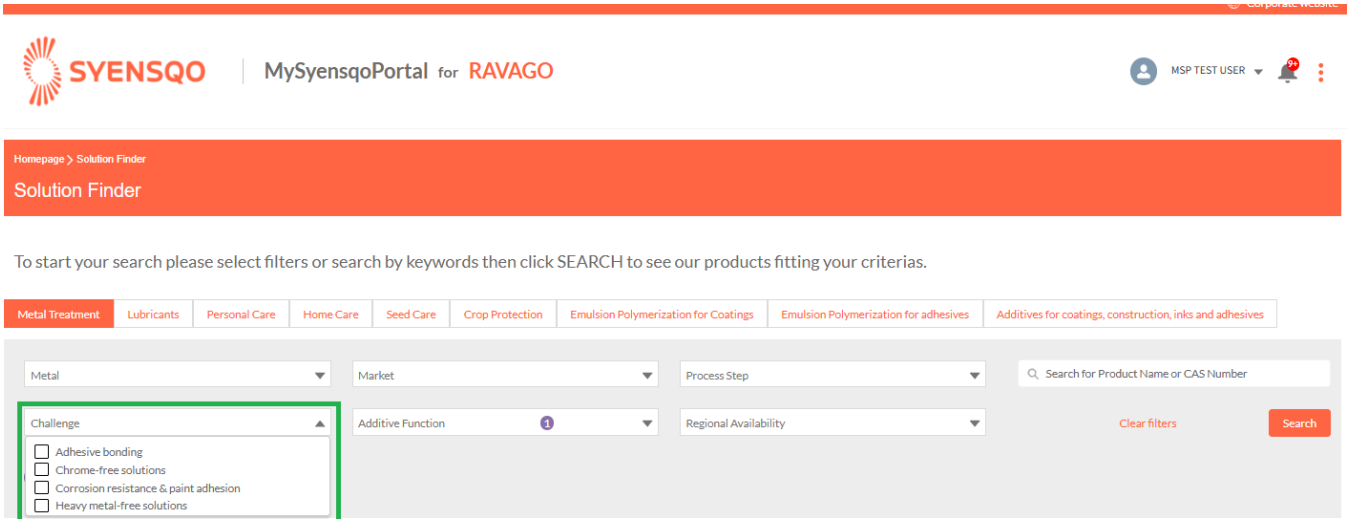
The Markets buttons are assigned to the user through the contact field 'Markets':

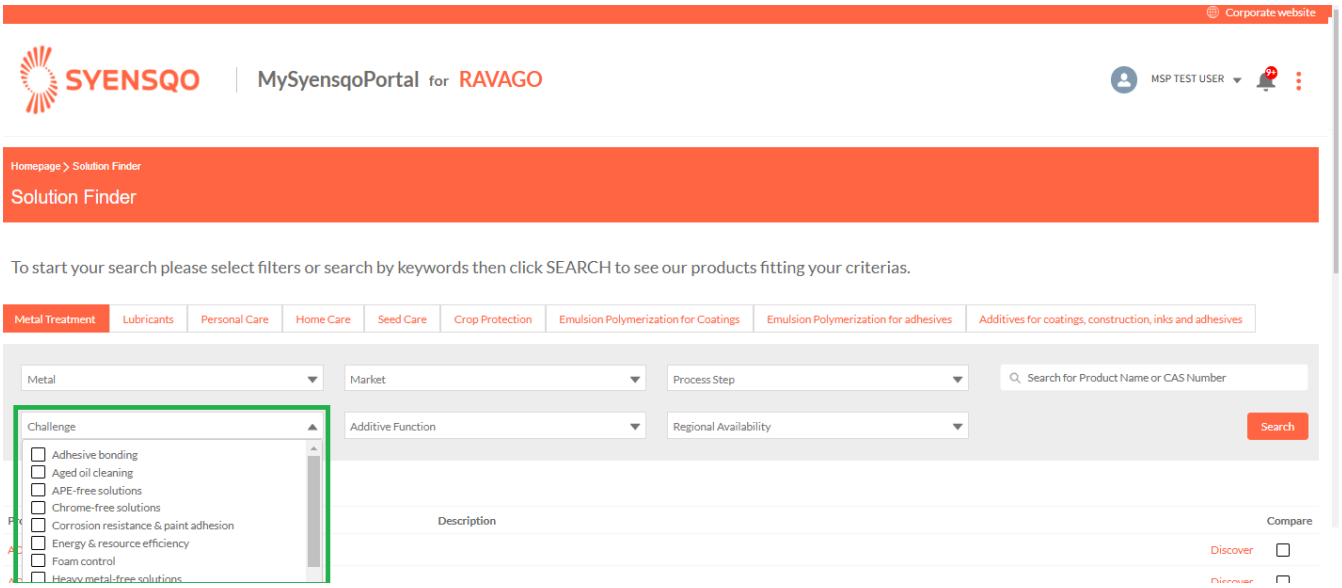




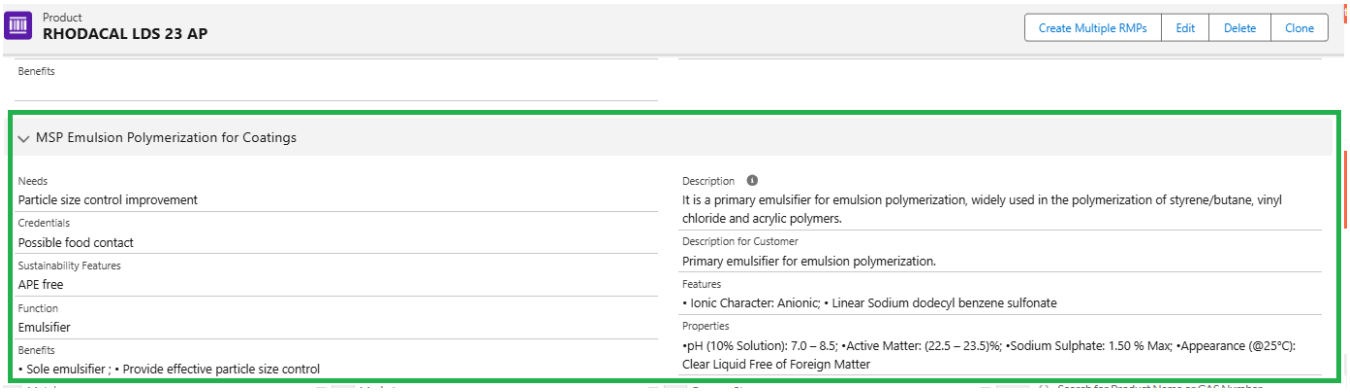
- The filters are multi selection and hidden or added automatically according to the combination selected by the user, i.e. in the example below when Conversion/passivation booster is selected there are less options in the challenge filter and more when is unselected.
- Besides the multi selection fields users have also the possibility to search by Product Name or CAS Number (Need to imput the exact number)

- The 'Clear filters' option only shows up when at least one filter is selected



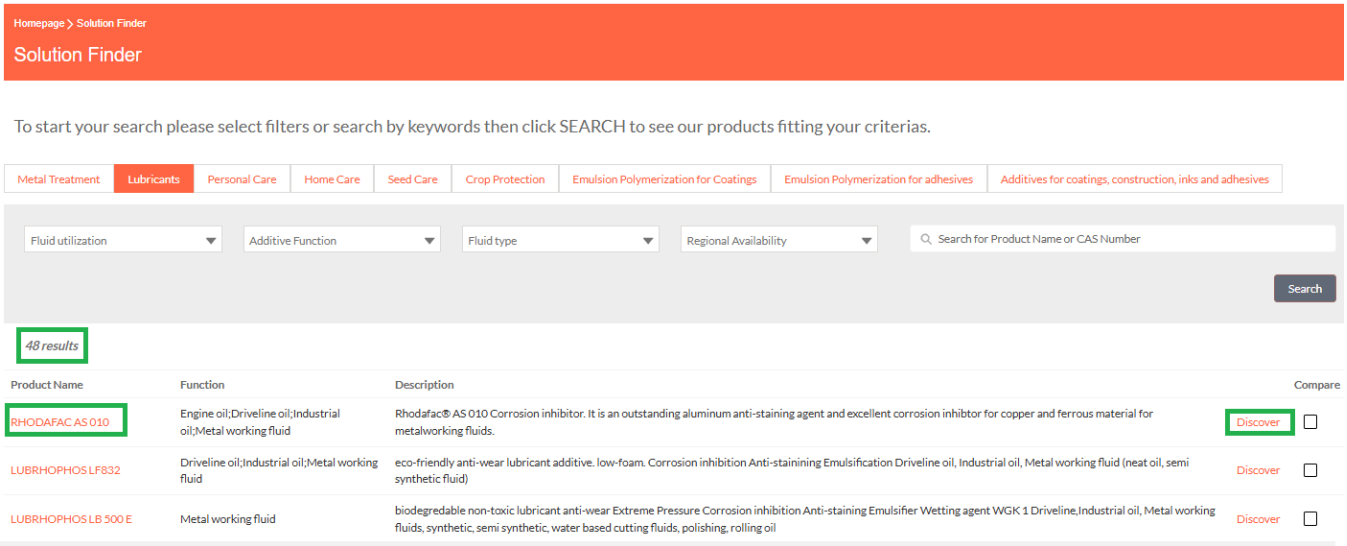


Each filter has their own field for each of the Markets, these can be found in the Product object (back-end), each Markets has a section with the correspondent fields



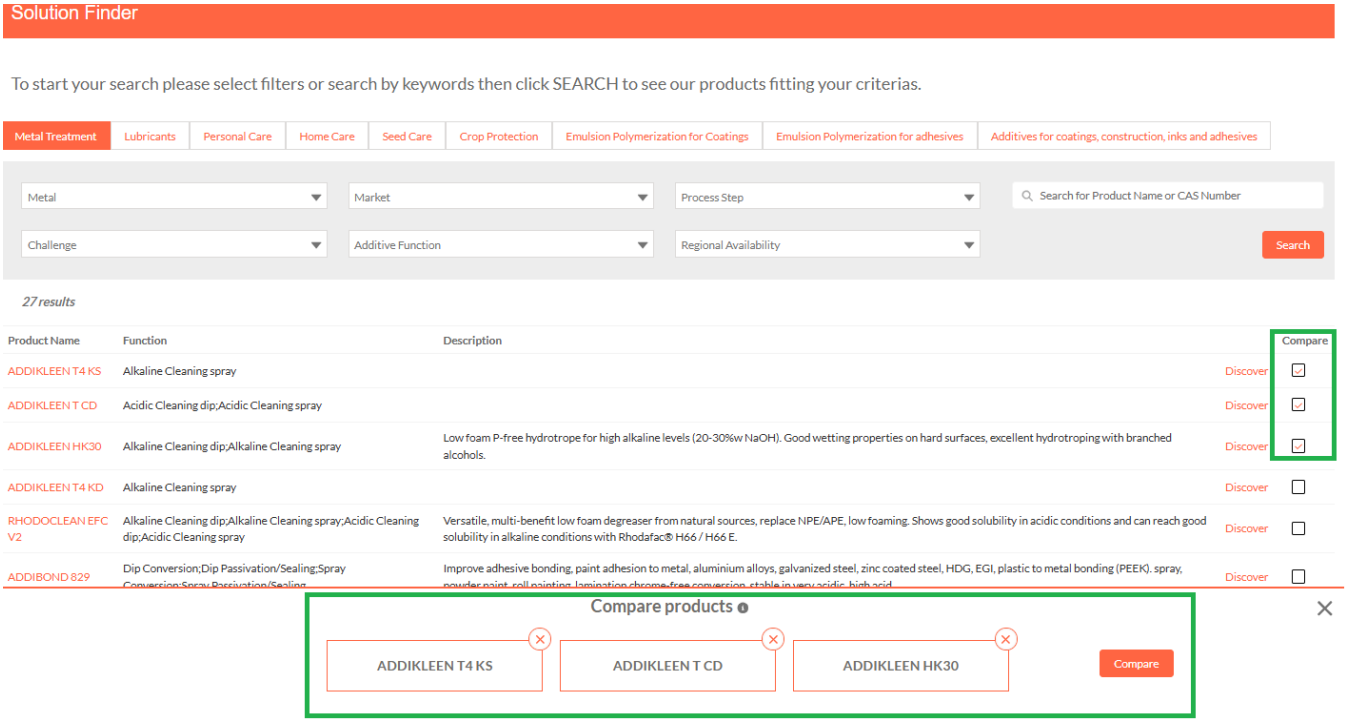
Search Results

- The search results show the total number of results
- Clicking the Product name or 'Discover' opens a new page with the Product details

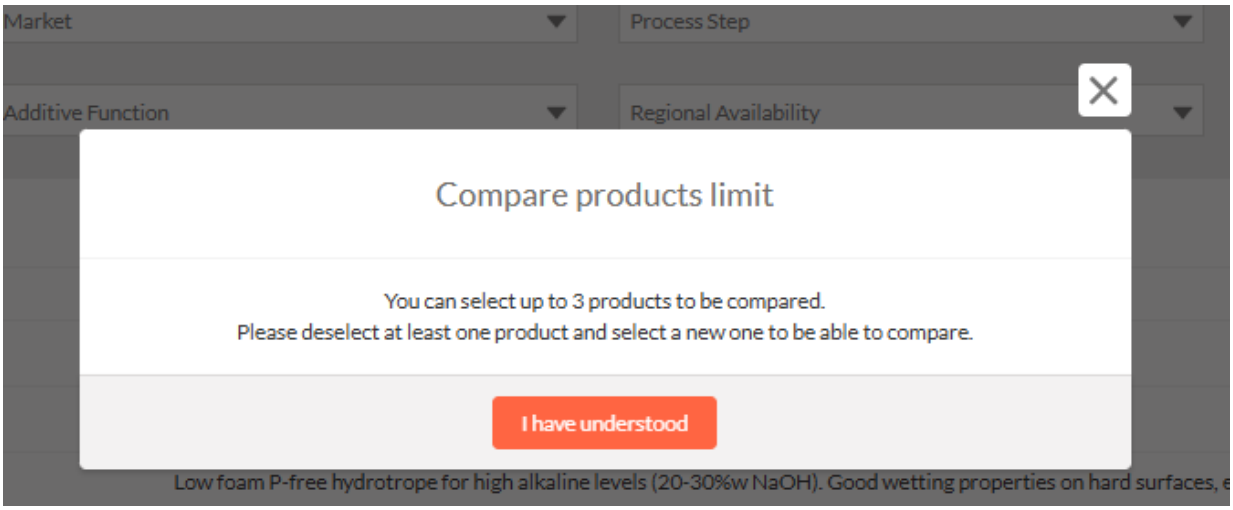


Compare Option

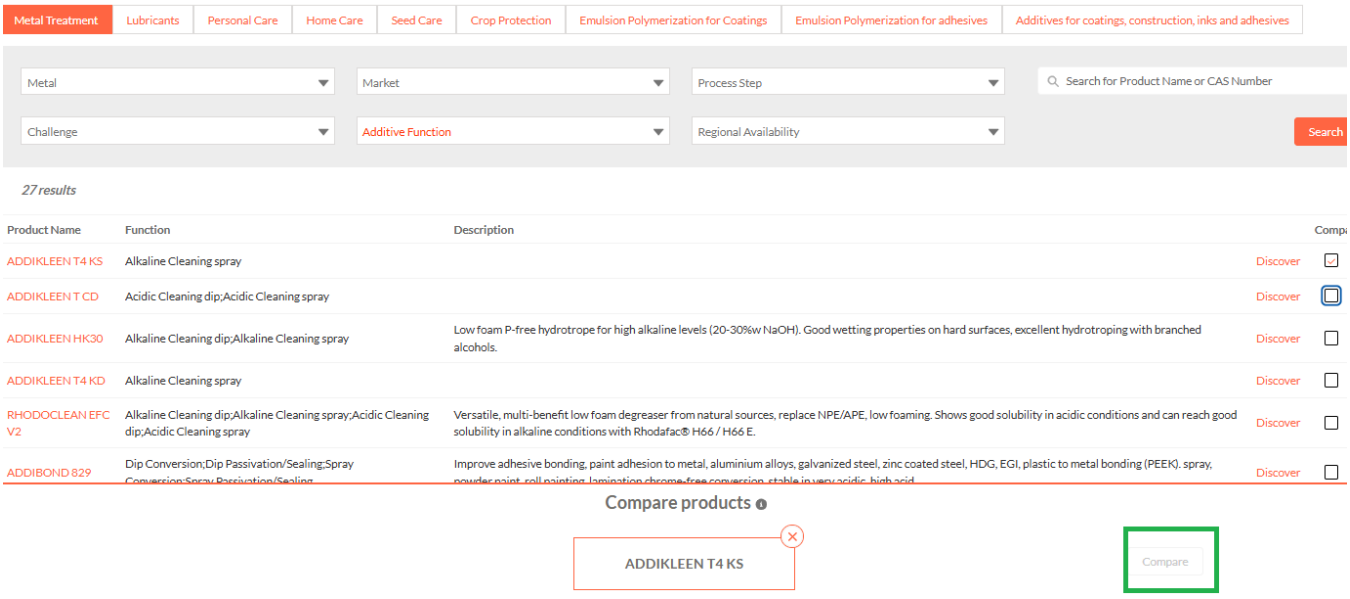
Users can compare up to 3 product are at same time.



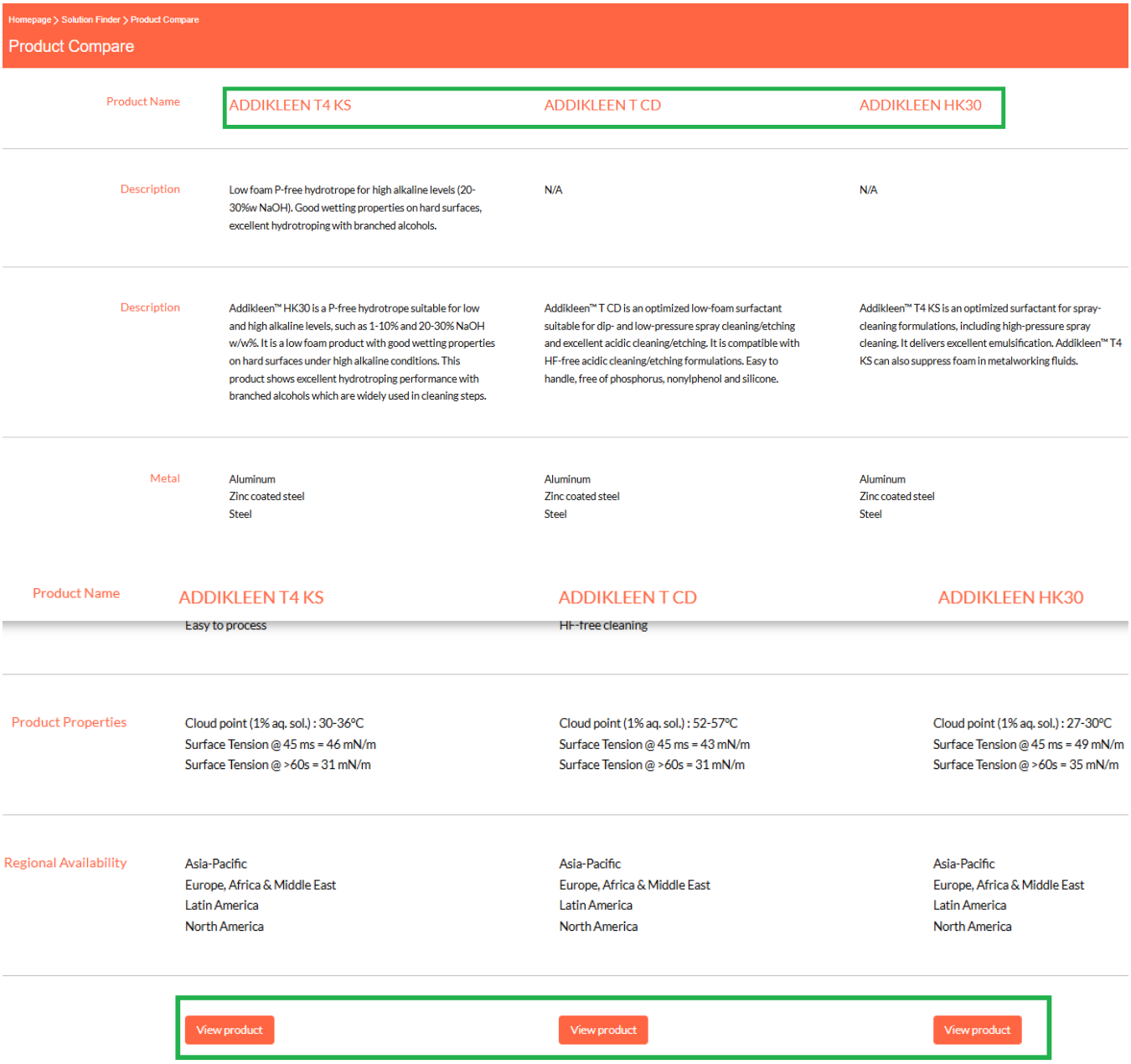
When users try to select more than 3 products the system blocks with the following message:



The Compare button is only active when the user selects more than 1 product



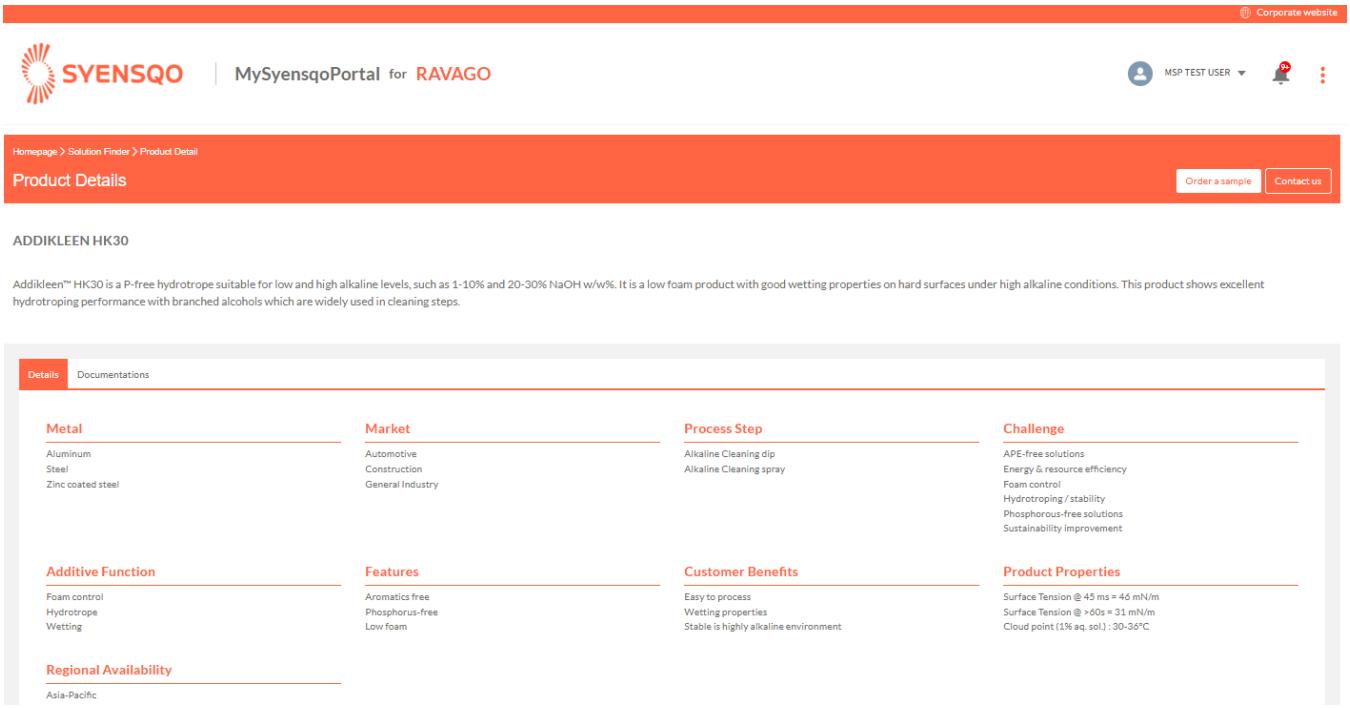
- After selecting the products, users click the compare button and a new compare page opens
- Users can click the Product Name to open the Product detail page or click 'View Product' button at the bottom of the page



Product Details

When users click the product name or discover they are redirected to new browser page that opens up with the product details:

All the data is managed by business at Product level, each Market has its own section with specific fields. If a multi-picklist field is empty the



Related Products

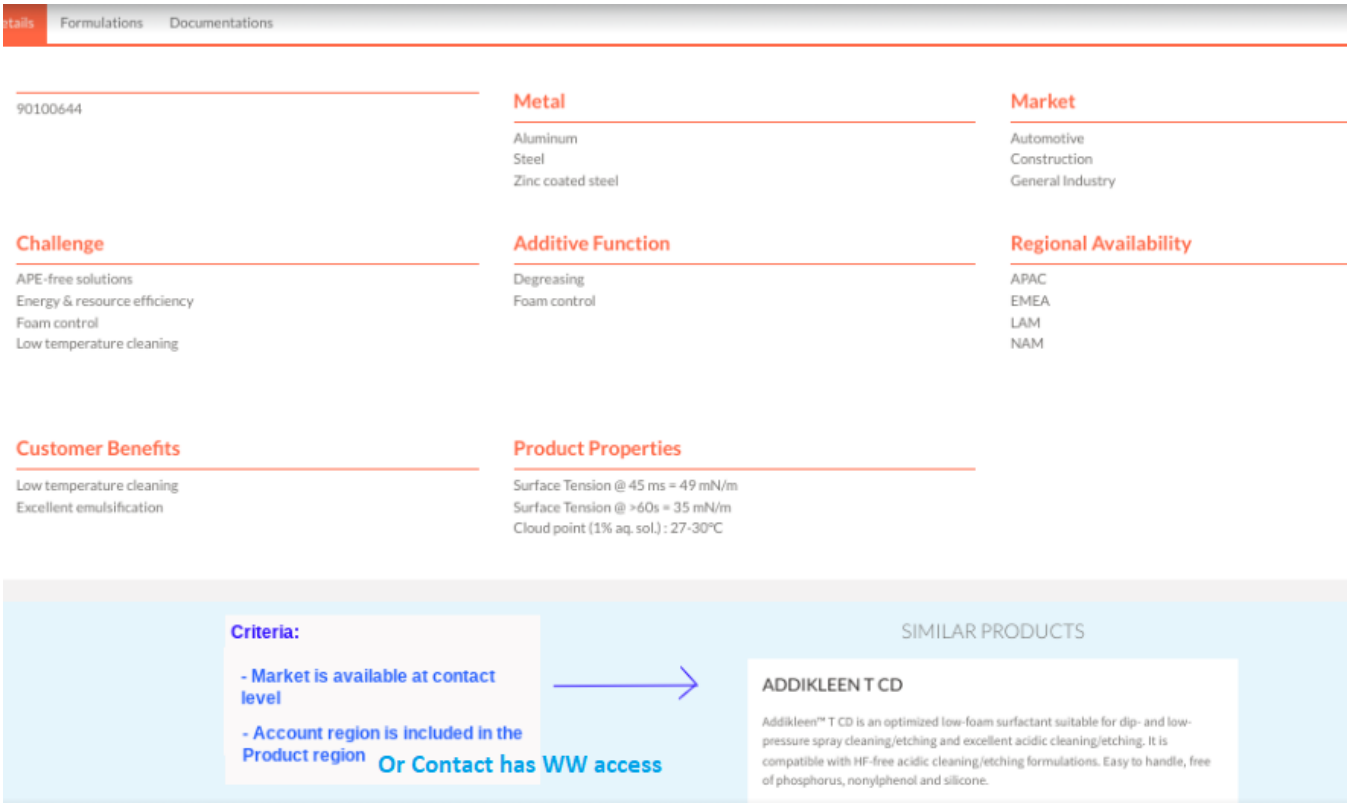
The Related Products is a field in Salesforce the Product page.

Field API Name	Label	Type	Value
SLV43_Related_Products__c	Related products	string (255)	90101691

These related products appear on MSP Solution Finder details page of the Product where they have been added to.

The Related Product appear when the contact has the same Market as the Product and the Account region is included in the MSP Product region or the contact has Worldwide access:

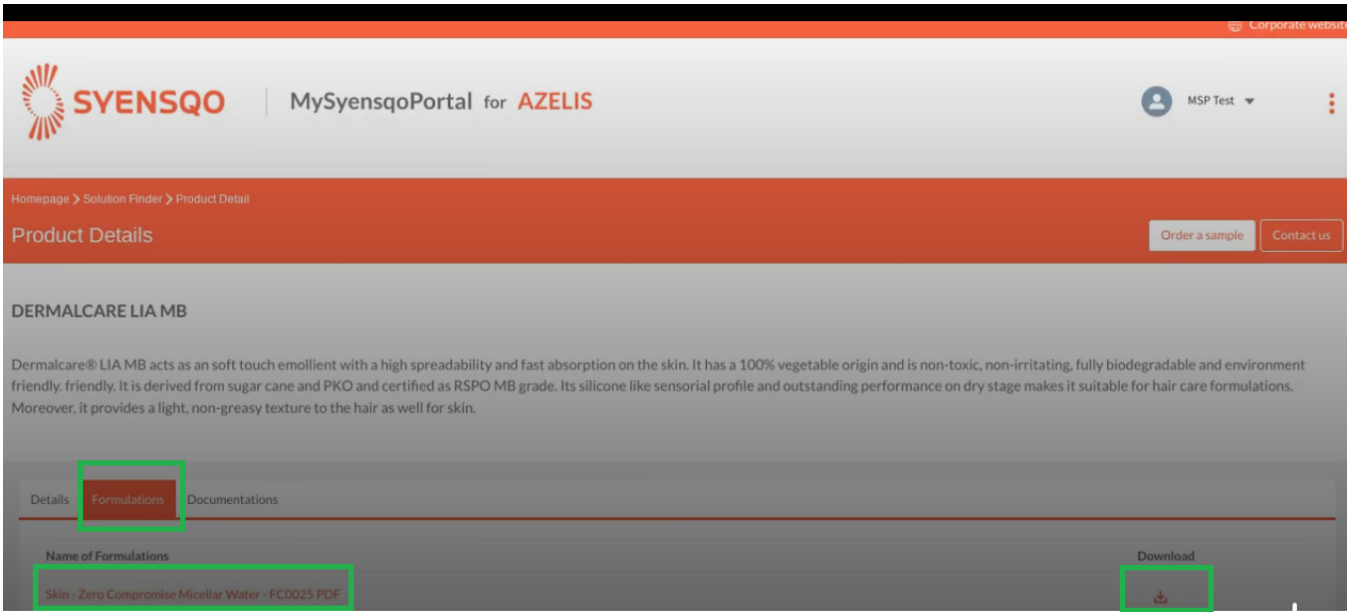
- Contact Market and Account Region = Product Market and Region included in the Product



There is a limit on the screen of 4 products, up to 4 products the user has to click the arrows to navigate the other products.

Documentation

The Formulations tab appears automatically and user can download either from the name or from the button, if there are no formulations the tab is hidden:



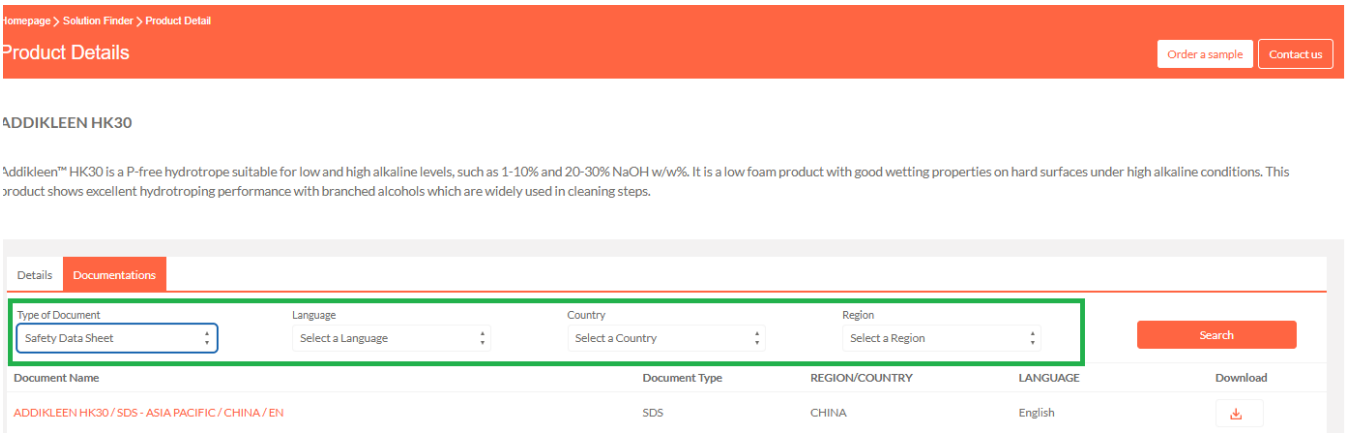
In the Documentation tab the customer can search and download the following document types:

- Safety Datasheets
- Regulatory Datasheets (Not available for contacts with MSP Persona=R&I / Marketing or null)
- Technical Datasheets
- General Statements

- Certificates
- Brochures and Marketing Documents

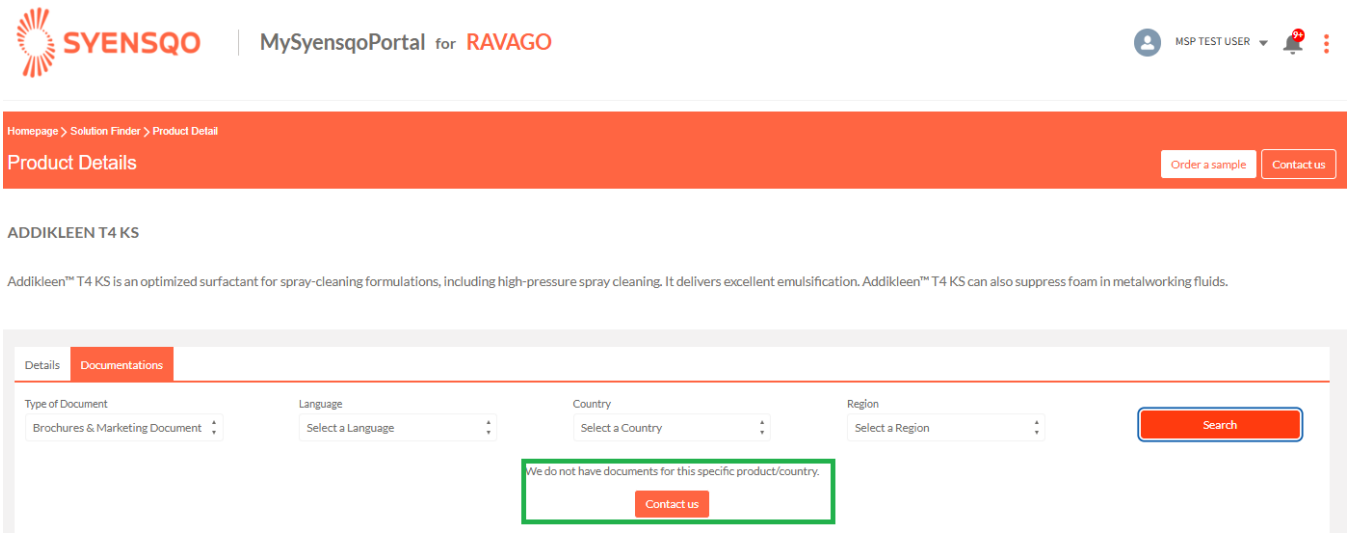
For each document type the search can be performed by:

- Language
- Country
- Region (Filter only available for contacts with Worldwide Access)

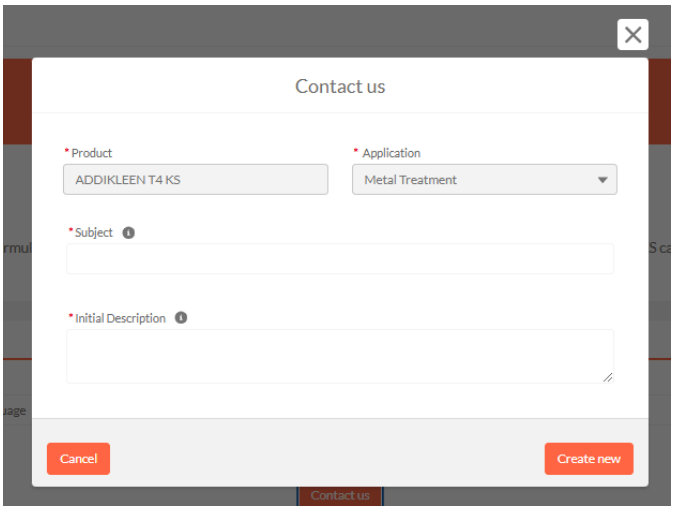


Customer Requests (Contact us)

If the system doesn't find any documents it allows the user to create a customer request:

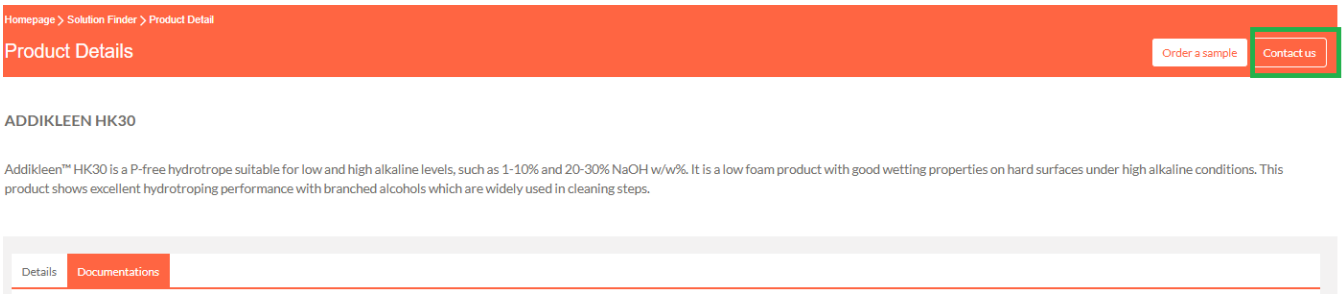


The Product and Application (Market) its automatically filled:



The Contact us button also allows user to get in touch with Syensqo team, the functionality creates a Customer Request with:

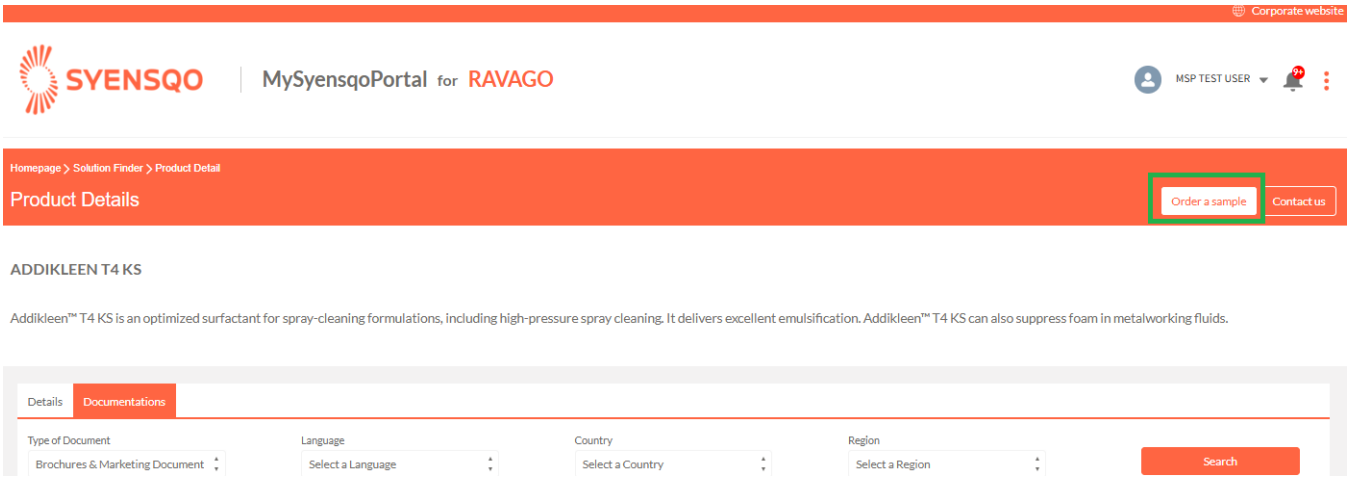
- Type: My Syensqo Portal
- Subtype: Contact us - Solution finder
- Case origin: My Syensqo Portal



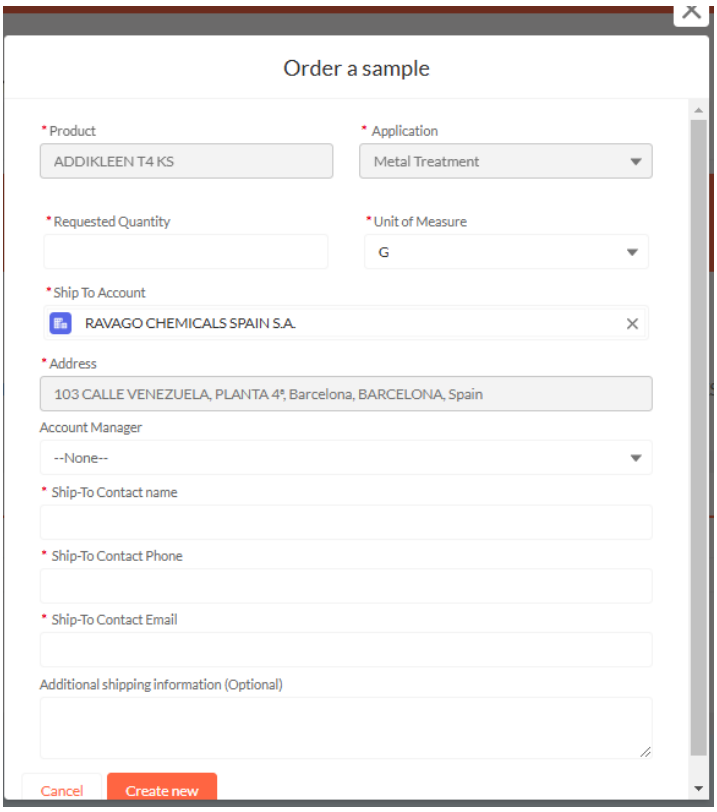
- The communication from the Syensqo user to the customer can be done via case comment
- The communication from the customer to the Syensqo user is done via email
- Only the contacts with access to Regulatory and Quality questions tile (My Syensqo Portal Persona=Regulatory or Standard) have the possibility to consult their customer requests

Order Samples

User are able to Order Samples from Product details page:

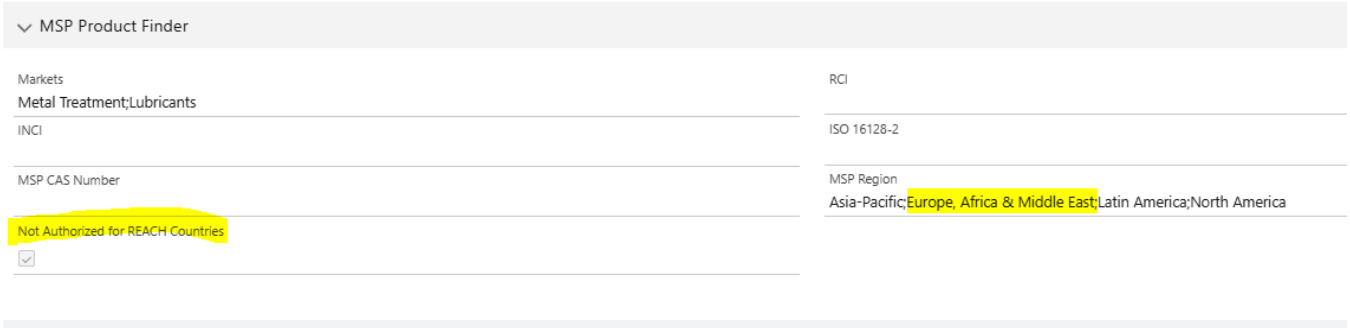


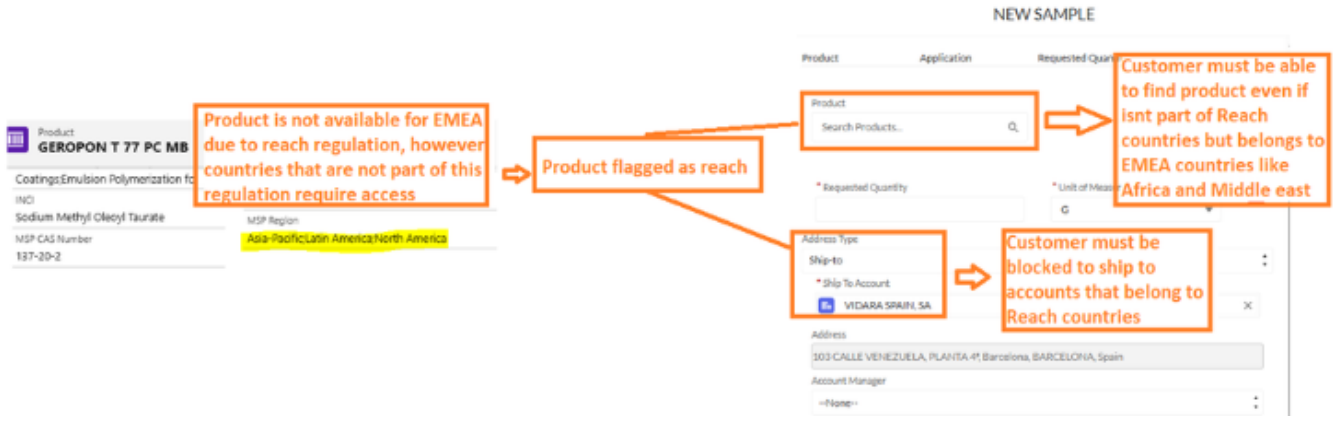
The Product, Application (Market), and Address are automatically filled according to the product and account address:



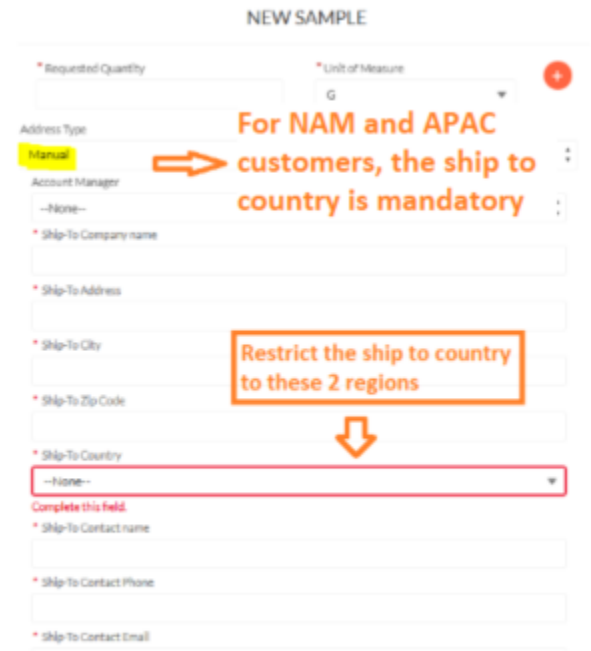
Reach Products

A customer from Middle East and Africa is able to request sample products in EMEA even if the product is not available in EU for Reach reason.
When product is flagged as 'Not Authorized for REACH Countries' reach countries cannot find the product:



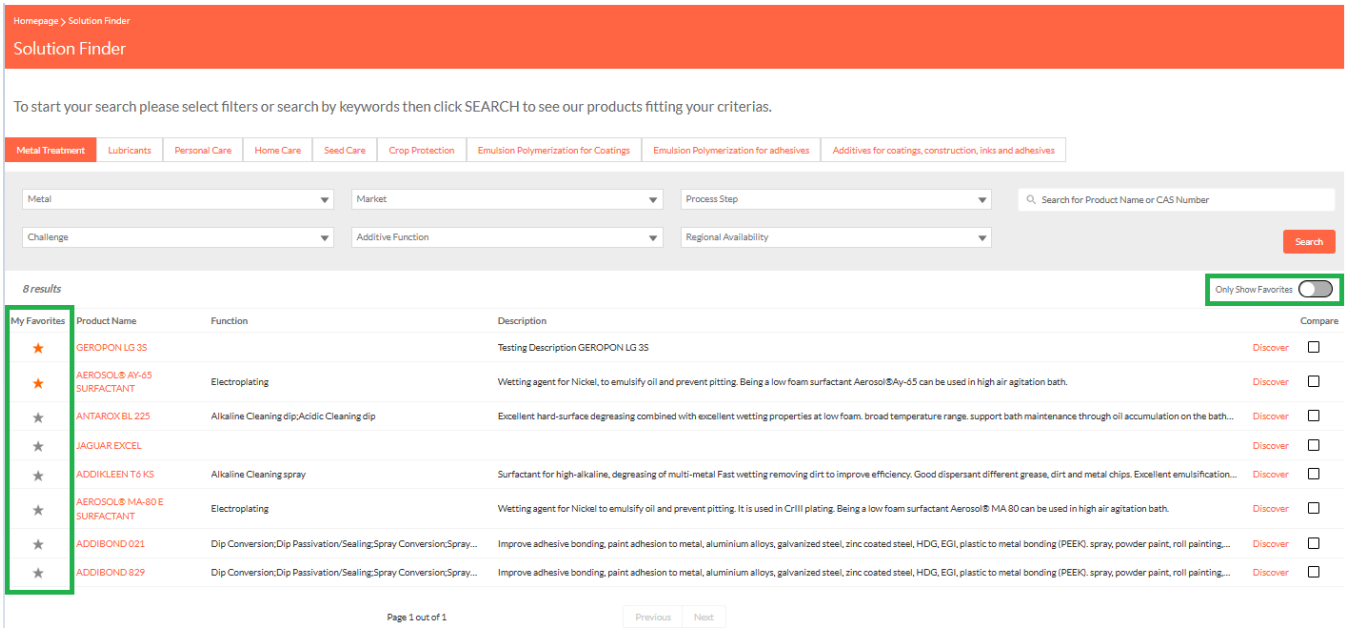


when the contact belong to NAM or APAC allows the address type to be Manual. In this case the Ship to country is restricted to only these 2 regions **t o avoid sending product that are reach to reach countries :**

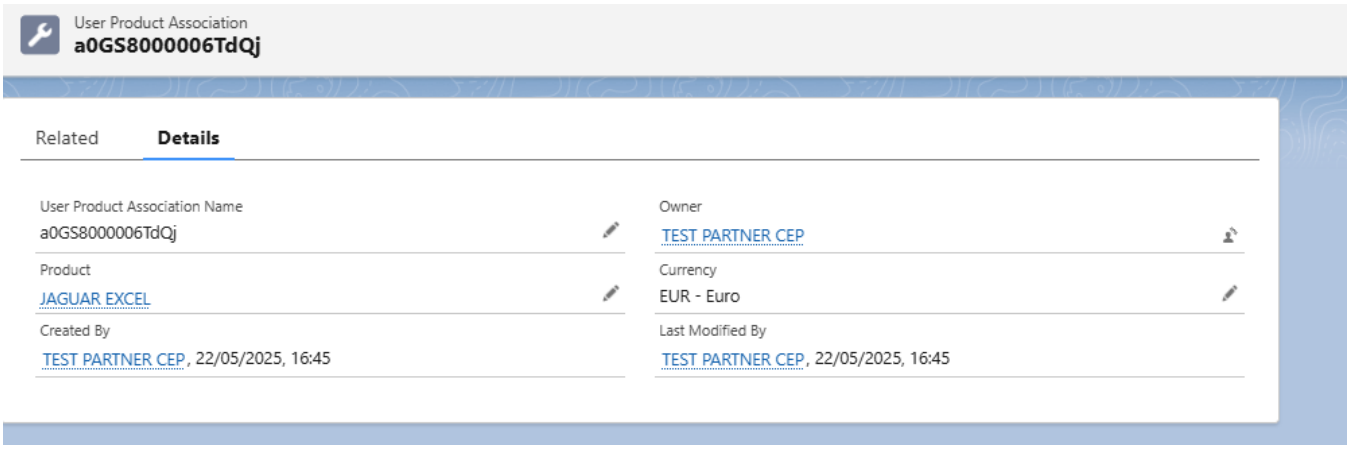


My Favorites option

Users have the possibility to select their favorite products and show only their favorites:



The favorites records are created or deleted each time the users select/unselect their favorites:



Notes:

- For the 'Order a sample' button refer to MSP: Sample Requests
- Contact us business rules
- Contact us communication templates

More details can be found here:

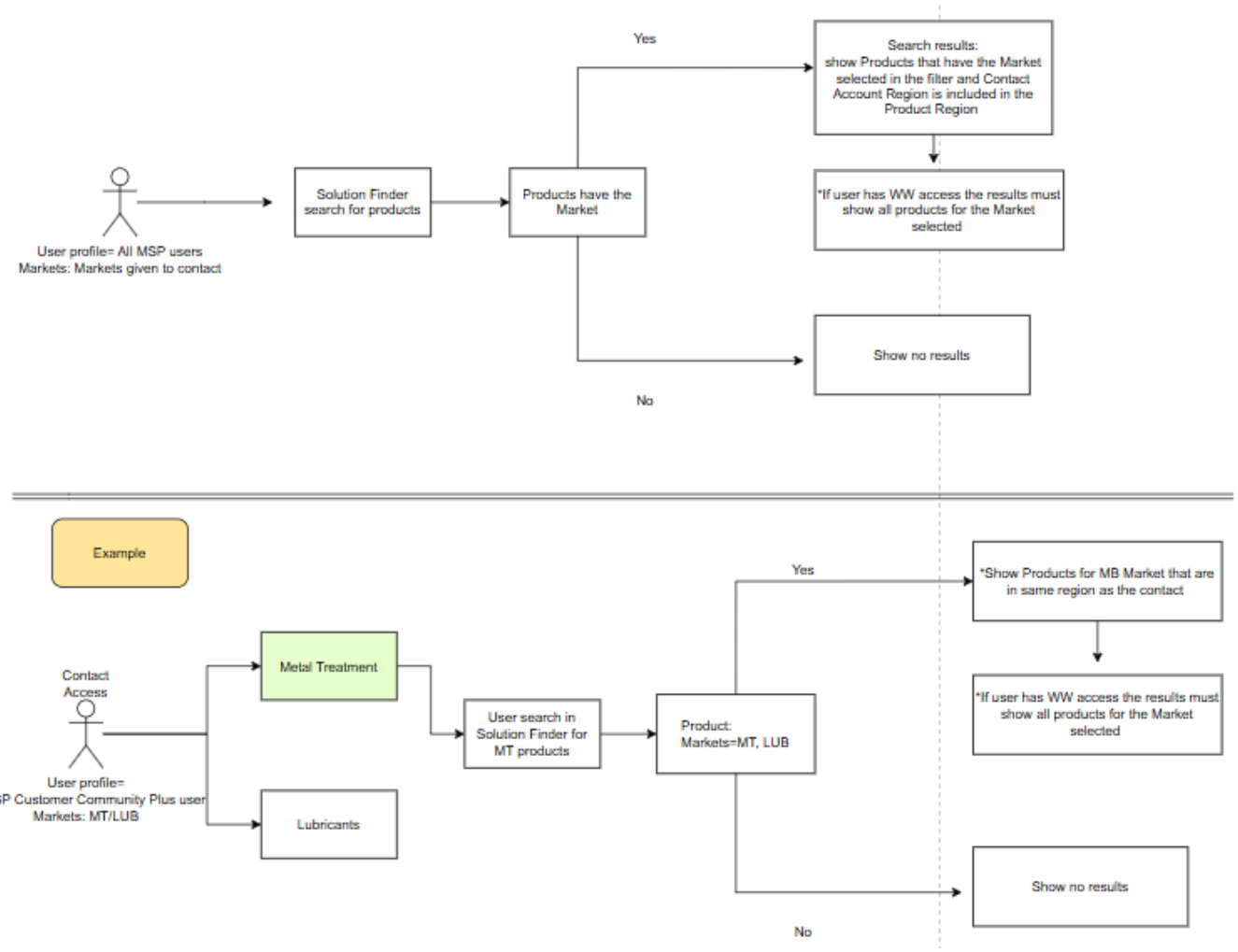
Novecare Digital Assistant (MVP) - Functional Design

Digital Assistant video

Solution Finder Access Diagram

Data Model & Security

The Solution Finder search is based on the Market and Region access for the contact and the Market and Region on the Product, see example:


Yes
Search results:
show Products that have the Market selected in the filter and Contact Account Region is included in the Product Region
Solution Finder search for products
Products have the Market
*If user has WW access the results must show all products for the Market selected
User profile= All MSP users
Markets: Markets given to contact
Show no results
No

Example
Yes
*Show Products for MB Market that are in same region as the contact
Contact Access
Metal Treatment
User search in Solution Finder for MT products
Product: Markets=MT, LUB
*If user has WW access the results must show all products for the Market selected
User profile=
MSP Customer Community Plus user
Markets: MT/LUB
Lubricants
Show no results
No