

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

Table of contents

- Accessing points
- Buttons and Filters
- Search Results
- Compare Option
- Related Products
- Documentation
- Customer Requests (Contact us)
- Order Samples
 - Reach Products
- My Favorites option
- Data Model & Security

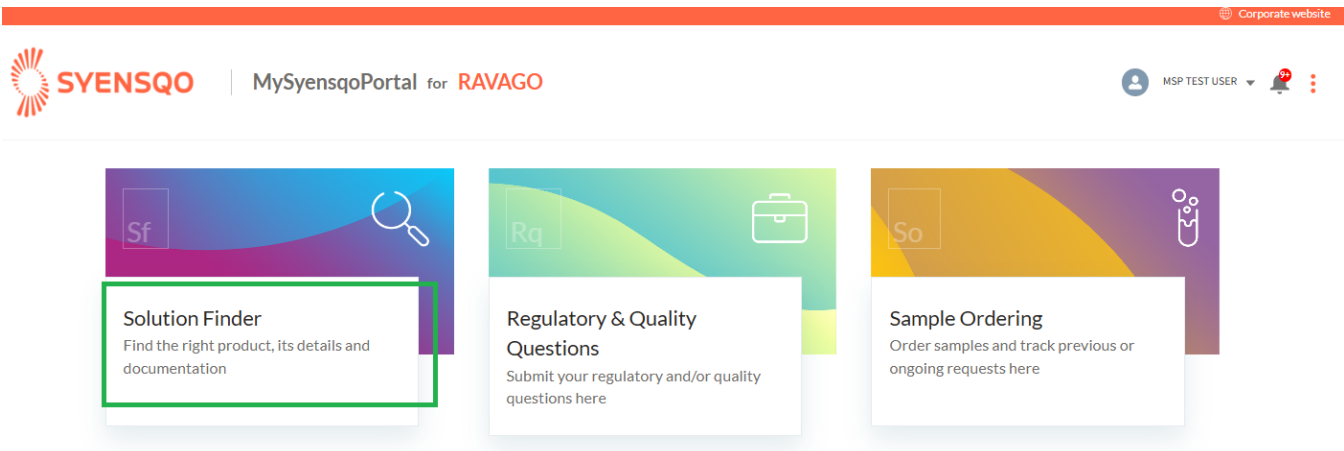
Definitions

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':



Contact

MSP TEST USER

Function	Description
Agent	
Contact Role ¹	Markets Metal Treatment;Lubricants;Personal Care;Home Care;Seed Care;Crop Protection;Emulsion Polymerization for Coatings;Emulsion Polymerization for adhesives;Additives for coatings, construction, inks and adhesives
Title	My Syensqo Portal Persona Regulatory
Source	MSP Worldwide Access ☐

[Corporate website](#)**SYENSQO**MySyensqoPortal for **RAVAGO**

MSP TEST USER ▾

[Homepage](#) > [Solution Finder](#)

Solution Finder

To start your search please select filters or search by keywords then click SEARCH to see our products fitting your criterias.

Metal Treatment	Lubricants	Personal Care	Home Care	Seed Care	Crop Protection	Emulsion Polymerization for Coatings	Emulsion Polymerization for adhesives	Additives for coatings, construction, inks and adhesives
-----------------	------------	---------------	-----------	-----------	-----------------	--------------------------------------	---------------------------------------	--

Metal ▾	Market ▾	Process Step ▾	Search for Product Name or CAS Number
Challenge ▾	Additive Function ▾	Regional Availability ▾	Search

- 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 input the exact number)
- The 'Clear filters' option only shows up when at least one filter is selected

[Corporate website](#)**SYENSQO**MySyensqoPortal for **RAVAGO**

MSP TEST USER ▾

[Homepage](#) > [Solution Finder](#)

Solution Finder

To start your search please select filters or search by keywords then click SEARCH to see our products fitting your criterias.

Metal Treatment	Lubricants	Personal Care	Home Care	Seed Care	Crop Protection	Emulsion Polymerization for Coatings	Emulsion Polymerization for adhesives	Additives for coatings, construction, inks and adhesives
-----------------	------------	---------------	-----------	-----------	-----------------	--------------------------------------	---------------------------------------	--

Metal ▾	Market ▾	Process Step ▾	Search for Product Name or CAS Number
Challenge ▴	Additive Function ¹ ▾	Regional Availability ▾	Clear filters

☐ Adhesive bonding
☐ Chrome-free solutions
☐ Corrosion resistance & paint adhesion
☐ Heavy metal-free solutions

Search

Corporate website


MySyensqoPortal for **RAVAGO**

MSP TEST USER

Homepage > Solution Finder

Solution Finder

To start your search please select filters or search by keywords then click SEARCH to see our products fitting your criterias.

Metal Treatment
Lubricants
Personal Care
Home Care
Seed Care
Crop Protection
Emulsion Polymerization for Coatings
Emulsion Polymerization for adhesives
Additives for coatings, construction, inks and adhesives

Metal
Market
Process Step
Search for Product Name or CAS Number

Challenge
Additive Function
Regional Availability
Search

☐ Adhesive bonding
☐ Aged oil cleaning
☐ APE-free solutions
☐ Chrome-free solutions
☐ Corrosion resistance & paint adhesion
☐ Energy & resource efficiency
☐ Foam control
☐ Heavy metal-free solutions

Description
Compare
Discover
Discover

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

Product
RHODACAL LDS 23 AP
Create Multiple RMPs
Edit
Delete
Clone

Benefits

MSP Emulsion Polymerization for Coatings

Needs
Particle size control improvement
Credentials
Possible food contact
Sustainability Features
APE free
Function
Emulsifier
Benefits
• Sole emulsifier ; • Provide effective particle size control

Description ⓘ
It is a primary emulsifier for emulsion polymerization, widely used in the polymerization of styrene/butane, vinyl chloride and acrylic polymers.
Description for Customer
Primary emulsifier for emulsion polymerization.
Features
• Ionic Character: Anionic; • Linear Sodium dodecyl benzene sulfonate
Properties
• pH (10% Solution): 7.0 – 8.5; • Active Matter: (22.5 – 23.5)%; • Sodium Sulphate: 1.50 % Max; • Appearance (@25°C): Clear Liquid Free of Foreign Matter

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

Solution Finder

To start your search please select filters or search by keywords then click SEARCH to see our products fitting your criterias.

Metal Treatment

Lubricants

Personal Care

Home Care

Seed Care

Crop Protection

Emulsion Polymerization for Coatings

Emulsion Polymerization for adhesives

Additives for coatings, construction, inks and adhesives

Fluid utilization

Additive Function

Fluid type

Regional Availability

Q Search for Product Name or CAS Number

Search

48 results

Product Name	Function	Description	Compare
RHODAFAC AS 010	Engine oil;Driveline oil;Industrial oil;Metal working fluid	Rhodafac® AS 010 Corrosion inhibitor. It is an outstanding aluminum anti-staining agent and excellent corrosion inhibitor for copper and ferrous material for metalworking fluids.	Discover ☐
LUBRHOPHOS LF832	Driveline oil;Industrial oil;Metal working fluid	eco-friendly anti-wear lubricant additive, low-foam. Corrosion inhibition Anti-staining Emulsification Driveline oil, Industrial oil, Metal working fluid (neat oil, semi synthetic fluid)	Discover ☐
LUBRHOPHOS LB 500 E	Metal working fluid	biodegradable non-toxic lubricant anti-wear Extreme Pressure Corrosion inhibition Anti-staining Emulsifier Wetting agent WGK 1 Driveline,Industrial oil, Metal working fluids, synthetic, semi synthetic, water based cutting fluids, polishing, rolling oil	Discover ☐

Compare Option

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

Metal Treatment

Lubricants

Personal Care

Home Care

Seed Care

Crop Protection

Emulsion Polymerization for Coatings

Emulsion Polymerization for adhesives

Additives for coatings, construction, inks and adhesives

Metal

Market

Process Step

Q Search for Product Name or CAS Number

Challenge

Additive Function

Regional Availability

Search

27 results

Product Name	Function	Description	Compare
ADDIKLEEN T4 KS	Alkaline Cleaning spray		Discover ☒
ADDIKLEEN T CD	Acidic Cleaning dip;Acidic Cleaning spray		Discover ☒
ADDIKLEEN HK30	Alkaline Cleaning dip;Alkaline Cleaning spray	Low foam P-free hydrotrope for high alkaline levels (20-30%w NaOH). Good wetting properties on hard surfaces, excellent hydrotrope with branched alcohols.	Discover ☒
ADDIKLEEN T4 KD	Alkaline Cleaning spray		Discover ☐
RHODOCLEAN EFC V2	Alkaline Cleaning dip;Alkaline Cleaning spray;Acidic Cleaning dip;Acidic Cleaning spray	Versatile, multi-benefit low foam degreaser from natural sources, replace NPE/APE, low foaming. Shows good solubility in acidic conditions and can reach good solubility in alkaline conditions with Rhodafac® H66 / H66 E.	Discover ☐
ADDIBOND 829	Dip Conversion;Dip Passivation;Sealing;Spray Conversion;Seal;Reactivation;Sealing	Improve adhesive bonding, paint adhesion to metal, aluminium alloys, galvanized steel, zinc coated steel, HDG, EGI, plastic to metal bonding (PEEK), spray, powder, paint, roll, paintline, lamination, chrome, free conversion, stable in use, acidic, high acid.	Discover ☐

Compare products

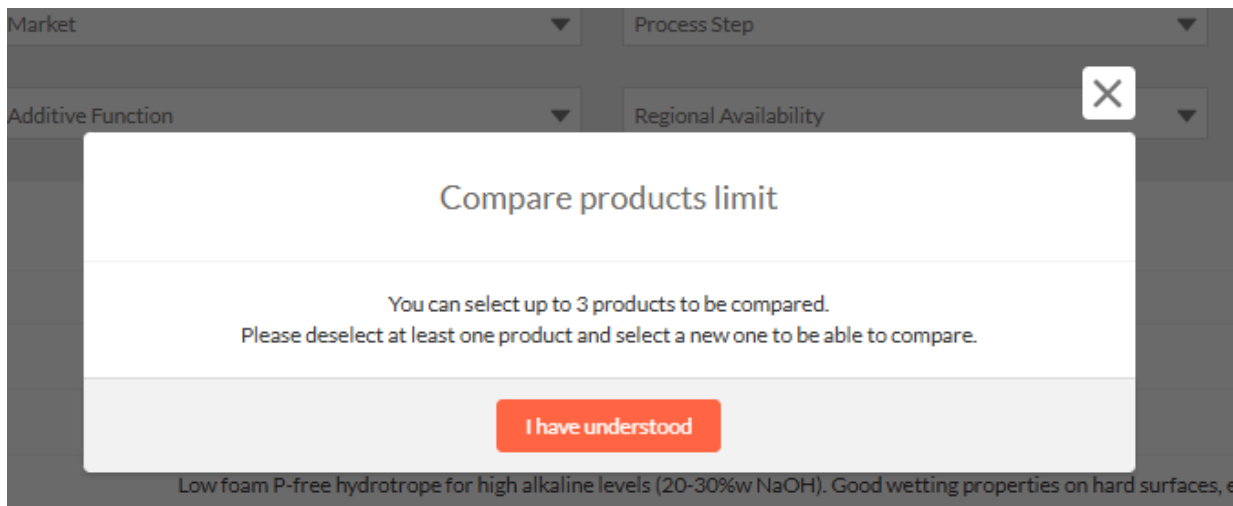
ADDIKLEEN T4 KS

ADDIKLEEN T CD

ADDIKLEEN HK30

Compare

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

[Metal Treatment](#)
[Lubricants](#)
[Personal Care](#)
[Home Care](#)
[Seed Care](#)
[Crop Protection](#)
[Emulsion Polymerization for Coatings](#)
[Emulsion Polymerization for adhesives](#)
[Additives for coatings, construction, inks and adhesives](#)

Metal Market Process Step

Challenge Additive Function Regional Availability

27 results

Product Name	Function	Description	Discover	Compare
ADDIKLEEN T4 KS	Alkaline Cleaning spray		Discover	☒
ADDIKLEEN T CD	Acidic Cleaning dip; Acidic Cleaning spray		Discover	☒
ADDIKLEEN HK30	Alkaline Cleaning dip; Alkaline Cleaning spray	Low foam P-free hydrotrope for high alkaline levels (20-30%w NaOH). Good wetting properties on hard surfaces, excellent hydrotrope with branched alcohols.	Discover	☐
ADDIKLEEN T4 KD	Alkaline Cleaning spray		Discover	☐
RHODOCLEAN EFC V2	Alkaline Cleaning dip; Alkaline Cleaning spray; Acidic Cleaning dip; Acidic Cleaning spray	Versatile, multi-benefit low foam degreaser from natural sources, replace NPE/APE, low foaming. Shows good solubility in acidic conditions and can reach good solubility in alkaline conditions with Rhodafac® H66 / H66 E.	Discover	☐
ADDIBOND 829	Dip Conversion; Dip Passivation/Sealing; Spray Conversion; Spray Passivation/Sealing	Improve adhesive bonding, paint adhesion to metal, aluminium alloys, galvanized steel, zinc coated steel, HDG, EGI, plastic to metal bonding (PEEK). spray, powder, paint, roll coating, lamination, chrome-free conversion, stable in very acidic, high acid.	Discover	☐

Compare products

ADDIKLEEN T4 KS

- 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 Compare

Product Name	ADDIKLEEN T4 KS	ADDIKLEEN T CD	ADDIKLEEN HK30
Description	Low foam P-free hydrotrope for high alkaline levels (20-30%w NaOH). Good wetting properties on hard surfaces, excellent hydrotrope with branched alcohols.	N/A	N/A
Description	Addikleen™ HK30 is a P-free hydrotrope suitable for low and high alkaline levels, such as 1-10% and 20-30% NaOH w/w%. It is a low foam product with good wetting properties on hard surfaces under high alkaline conditions. This product shows excellent hydrotrope performance with branched alcohols which are widely used in cleaning steps.	Addikleen™ T CD is an optimized low-foam surfactant suitable for dip- and low-pressure spray cleaning/etching and excellent acidic cleaning/etching. It is compatible with HF-free acidic cleaning/etching formulations. Easy to handle, free of phosphorus, nonylphenol and silicone.	Addikleen™ T4 KS is an optimized surfactant for spray-cleaning formulations, including high-pressure spray cleaning. It delivers excellent emulsification. Addikleen™ T4 KS can also suppress foam in metalworking fluids.
Metal	Aluminum Zinc coated steel Steel	Aluminum Zinc coated steel Steel	Aluminum Zinc coated steel Steel
Product Name	ADDIKLEEN T4 KS	ADDIKLEEN T CD	ADDIKLEEN HK30
	Easy to process	HF-free cleaning	
Product Properties	Cloud point (1% aq. sol.) : 30-36°C Surface Tension @ 45 ms = 46 mN/m Surface Tension @ >60s = 31 mN/m	Cloud point (1% aq. sol.) : 52-57°C Surface Tension @ 45 ms = 43 mN/m Surface Tension @ >60s = 31 mN/m	Cloud point (1% aq. sol.) : 27-30°C Surface Tension @ 45 ms = 49 mN/m Surface Tension @ >60s = 35 mN/m
Regional Availability	Asia-Pacific Europe, Africa & Middle East Latin America North America	Asia-Pacific Europe, Africa & Middle East Latin America North America	Asia-Pacific Europe, Africa & Middle East Latin America North America
	View product	View product	View product

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



ADDIKLEEN HK30

Addikleen™ HK30 is a P-free hydrotrope suitable for low and high alkaline levels, such as 1-10% and 20-30% NaOH w/w%. It is a low foam product with good wetting properties on hard surfaces under high alkaline conditions. This product shows excellent hydrotroping performance with branched alcohols which are widely used in cleaning steps.

Details

Documentations

Metal

Aluminum
Steel
Zinc coated steel

Market

Automotive
Construction
General Industry

Process Step

Alkaline Cleaning dip
Alkaline Cleaning spray

Challenge

APE-free solutions
Energy & resource efficiency
Foam control
Hydrotroping / stability
Phosphorous-free solutions
Sustainability improvement

Additive Function

Foam control
Hydrotrope
Wetting

Features

Aromatics free
Phosphorus-free
Low foam

Customer Benefits

Easy to process
Wetting properties
Stable in highly alkaline environment

Product Properties

Surface Tension @ 45 ms = 46 mN/m
Surface Tension @ >60s = 31 mN/m
Cloud point (1% aq. sol.) : 30-36°C

Regional Availability

Asia-Pacific

Related Products

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

Salesforce Home				All	Fields	Relations	Q related	Edit	Delete	Clone	Export
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

Details Formulations Documentations		
90100644	Metal Aluminum Steel Zinc coated steel	Market Automotive Construction General Industry
Challenge APE-free solutions Energy & resource efficiency Foam control Low temperature cleaning	Additive Function Degreasing Foam control	Regional Availability APAC EMEA LAM NAM
Customer Benefits Low temperature cleaning Excellent emulsification	Product Properties Surface Tension @ 45 ms = 49 mN/m Surface Tension @ >60s = 35 mN/m Cloud point (1% aq. sol.) : 27-30°C	



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:

The screenshot shows the "MySyensqoPortal for AZELIS" interface. At the top, there's a navigation bar with "Details", "Formulations" (highlighted with a green box), and "Documentations". Below this, the "Product Details" section for "DERMALCARE LIA MB" is visible. At the bottom, there's a table with two columns: "Name of Formulations" and "Download". The first row in the table is "Skin - Zero Compromise Micellar Water - FC0025 PDF". The "Download" column for this row contains a download icon (highlighted with a green box).

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)

[Homepage](#) > [Solution Finder](#) > [Product Detail](#)

Product Details

[Order a sample](#)
[Contact us](#)

ADDIKLEEN HK30

Addikleen™ HK30 is a P-free hydrotrope suitable for low and high alkaline levels, such as 1-10% and 20-30% NaOH w/w%. It is a low foam product with good wetting properties on hard surfaces under high alkaline conditions. This product shows excellent hydrotrope performance with branched alcohols which are widely used in cleaning steps.

Details

Documentations

Type of Document

Language

Country

Region

Search

Safety Data Sheet

Select a Language

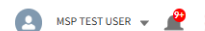
Select a Country

Select a Region

Document Name	Document Type	REGION/COUNTRY	LANGUAGE	Download
ADDIKLEEN HK30 / SDS - ASIA PACIFIC / CHINA / EN	SDS	CHINA	English	Download

Customer Requests (Contact us)

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



[Homepage](#) > [Solution Finder](#) > [Product Detail](#)

Product Details

[Order a sample](#)
[Contact us](#)

ADDIKLEEN T4 KS

Addikleen™ T4 KS is an optimized surfactant for spray-cleaning formulations, including high-pressure spray cleaning. It delivers excellent emulsification. Addikleen™ T4 KS can also suppress foam in metalworking fluids.

Details

Documentations

Type of Document

Language

Country

Region

Search

Brochures & Marketing Document

Select a Language

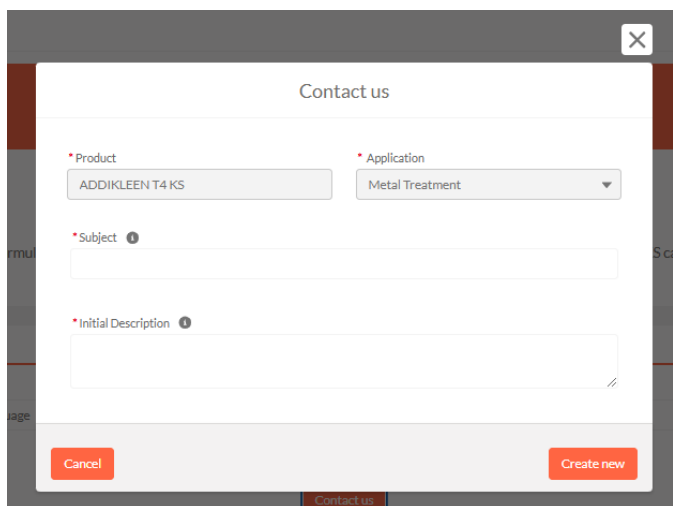
Select a Country

Select a Region

We do not have documents for this specific product/country.

Contact us

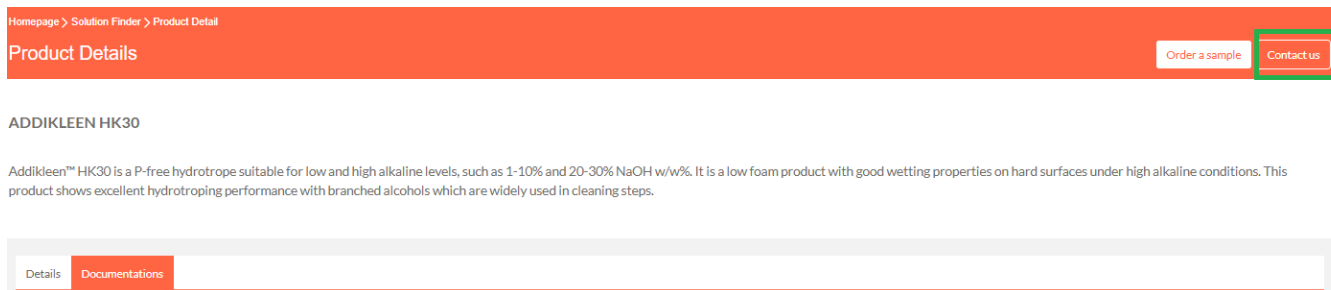
The Product and Application (Market) its automatically filled:



A modal form titled "Contact us" with a close button (X) in the top right corner. The form contains four fields: "Product" (text input with "ADDIKLEEN T4 KS"), "Application" (dropdown menu with "Metal Treatment"), "Subject" (text input with an information icon), and "Initial Description" (text area with an information icon). At the bottom, there are two buttons: "Cancel" and "Create new". Below the modal, a "Contact us" button is visible on the main page.

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



Product Details page for ADDIKLEEN HK30. The page has an orange header with the breadcrumb "Homepage > Solution Finder > Product Detail" and the title "Product Details". On the right of the header are two buttons: "Order a sample" and "Contact us" (highlighted with a green border). Below the header, the product name "ADDIKLEEN HK30" is displayed. A paragraph describes the product: "Addikleen™ HK30 is a P-free hydrotrope suitable for low and high alkaline levels, such as 1-10% and 20-30% NaOH w/w%. It is a low foam product with good wetting properties on hard surfaces under high alkaline conditions. This product shows excellent hydrotrope performance with branched alcohols which are widely used in cleaning steps." At the bottom, there is a tabbed interface with "Details" and "Documentations" tabs.

- 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:



ADDIKLEEN T4 KS

Addikleen™ T4 KS is an optimized surfactant for spray-cleaning formulations, including high-pressure spray cleaning. It delivers excellent emulsification. Addikleen™ T4 KS can also suppress foam in metalworking fluids.

Details				Documentations
Type of Document	Language	Country	Region	Search
Brochures & Marketing Document	Select a Language	Select a Country	Select a Region	

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

Order a sample

Product

ADDIKLEEN T4 KS

Application

Metal Treatment

Requested Quantity

Unit of Measure

G

Ship To Account

RAVAGO CHEMICALS SPAIN S.A.

Address

103 CALLE VENEZUELA, PLANTA 4ª, Barcelona, BARCELONA, Spain

Account Manager

--None--

Ship-To Contact name

Ship-To Contact Phone

Ship-To Contact Email

Additional shipping information (Optional)

Cancel

Create new

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:

MSP Product Finder	
Markets	RCI
Metal Treatment;Lubricants	
INCI	ISO 16128-2
MSP CAS Number	MSP Region
Not Authorized for REACH Countries	Asia-Pacific;Europe, Africa & Middle East;Latin America;North America
☒	

NEW SAMPLE

Product

GEROPON T 77 PC MB

CoatingsEmulsion Polymerization fo

INCI

Sodium Methyl Oleoyl Taurate

MSP CAS Number

137-20-2

MSP Region

Asia-Pacific;Latin America;North America

Product is not available for EMEA due to reach regulation, however countries that are not part of this regulation require access

Product flagged as reach

Product

Search Products...

Customer must be able to find product even if isn't part of Reach countries but belongs to EMEA countries like Africa and Middle east

Address Type

Ship-to

* Ship To Account

VIDARA SPA, SA

Customer must be blocked to ship to accounts that belong to Reach countries

Address

103 CALLE VENEZUELA, PLANTA 4ª, Barcelona, BARCELONA, Spain

Account Manager

--None--

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 **to avoid sending product that are reach to reach countries :**

NEW SAMPLE

* Requested Quantity

* Unit of Measure

G

Address Type

Manual

Account Manager

--None--

* Ship-To Company name

* Ship-To Address

* Ship-To City

* Ship-To Zip Code

* Ship-To Country

--None--

Complete this field.

* Ship-To Contact name

* Ship-To Contact Phone

* Ship-To Contact Email

For NAM and APAC customers, the ship to country is mandatory

Restrict the ship to country to these 2 regions

My Favorites option

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

Homepage > Solution Finder

Solution Finder

To start your search please select filters or search by keywords then click SEARCH to see our products fitting your criterias.

[Metal Treatment](#)
[Lubricants](#)
[Personal Care](#)
[Home Care](#)
[Seed Care](#)
[Crop Protection](#)
[Emulsion Polymerization for Coatings](#)
[Emulsion Polymerization for adhesives](#)
[Additives for coatings, construction, inks and adhesives](#)

Metal Market Process Step Search for Product Name or CAS Number

Challenge Additive Function Regional Availability

8 results ☒ Only Show Favorites

My Favorites	Product Name	Function	Description	Compare
★	GEROPON LG 35		Testing Description GEROPON LG 35	Discover ☐
★	AEROSOL® AY-65 SURFACTANT	Electroplating	Wetting agent for Nickel, to emulsify oil and prevent pitting. Being a low foam surfactant. Aerosol® Ay-65 can be used in high air agitation bath.	Discover ☐
★	ANTAROX BL 225	Alkaline Cleaning dip/Acidic Cleaning dip	Excellent hard-surface degreasing combined with excellent wetting properties at low foam. broad temperature range. support bath maintenance through oil accumulation on the bath...	Discover ☐
★	JAGUAR EXCEL			Discover ☐
★	ADDIKLEEN T6 K3	Alkaline Cleaning spray	Surfactant for high-alkaline, degreasing of multi-metal Fast wetting removing dirt to improve efficiency. Good dispersant different grease, dirt and metal chips. Excellent emulsification...	Discover ☐
★	AEROSOL® MA-80 E SURFACTANT	Electroplating	Wetting agent for Nickel to emulsify oil and prevent pitting. It is used in Cr/III plating. Being a low foam surfactant. Aerosol® MA 80 can be used in high air agitation bath.	Discover ☐
★	ADDIBOND 021	Dip Conversion,Dip Passivation/Sealing/Spray Conversion,Spray...	Improve adhesive bonding, paint adhesion to metal, aluminium alloys, galvanized steel, zinc coated steel, HDG, EGI, plastic to metal bonding (PEEK), spray, powder paint, roll painting...	Discover ☐
★	ADDIBOND 629	Dip Conversion,Dip Passivation/Sealing/Spray Conversion,Spray...	Improve adhesive bonding, paint adhesion to metal, aluminium alloys, galvanized steel, zinc coated steel, HDG, EGI, plastic to metal bonding (PEEK), spray, powder paint, roll painting...	Discover ☐

Page 1 out of 1

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

User Product Association
a0GS8000006TdQj

Related **Details**

User Product Association Name a0GS8000006TdQj	Owner TEST PARTNER CEP
Product JAGUAR EXCEL	Currency EUR - Euro
Created By TEST PARTNER CEP , 22/05/2025, 16:45	Last Modified By TEST PARTNER CEP , 22/05/2025, 16:45

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:

[Novicare 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:

