

Close the Opportunity

Overview

In this section, you will find information about how to close an opportunity within Salesforce, whether it is won or lost.



In order to close an opportunity, you must make sure that you have selected an end-use. If you had selected a dummy product (e.g. product to be developed), make sure you select a real Solvay product before closing the opportunity.

Table of content

- [Step By Step](#)
- [Related articles](#)
- [Need help?](#)

Concerned profiles:

ALL opportunity owners

Step By Step

1

David opens the opportunity he wants to close the status.

Opportunity

Yantai Zhongde_Novocare_FERTILIZER PROTECTION_2016-02-05

Customize Page | Printable View | Help for this Page

Show Feed | Click to add topics

Back to List: Opportunities

Cases | Competitive Insights | Cross BU Leads | Involved Accounts | Involved Contacts | Opportunity Team | Products (Solvay) | Visit Report Links | Quotes | Open Activities | Activity History | Stage History | Opportunity Field History | Google Docs Notes & Attachments

Opportunity Detail

Edit | Delete | Sharing | Add Products & Forecast | Create quote | Update Forecast | Close Opportunity | Get quotes from initial Opp

Status

1 - Quality | 2 - Lab Testing | 3 - Industrial testing | 4 - Negotiate | 5 - Closed Lost | 5 - Closed Won

Note

Before closing the opportunity as WON, please add a CSR in the Opportunity Team. Please, also record your Won/Lost Review either your opportunity is closed WON or LOST

Opportunity Information

Opportunity Owner

David Lanson (Change)

Opportunity Name

Yantai Zhongde_Novocare_FERTILIZER PROTECTION_2016-02-05

Opportunity Conversion Name

YANTAI ZHONGDE FERTILIZER LIMITED_Novocare_CO-FORMULANT_2017-04-04

Account Name

YANTAI ZHONGDE FERTILIZER LIMITED

GBU

Novocare

BU

Asia

Visibility

GBU Restricted

Stage

4 - Negotiate

Stage Reason

Expected Yearly Revenues

EUR 2 630 000.00

Probability (%)

80 %

Close Date

01/11/2016

Dummy Product Exists

Canibalization ?

2

He double-clicks on the Stage and updates the stage to 5 - Closed Won.

TILIZER PROTECTION_2016-02-05

Dependent Fields

Stage

5 - Closed Won

Probability (%)

100

Stage Reason

--None--

OK

Cancel

3

As **Closed Won**, he must define that Solvay won the deal and not a distributor.

Dependent Fields

Stage: 5 - Closed Won

Probability (%): 100

Stage Reason: --None--

Options for Stage Reason: --None--, Won by Solvay, Handed over to distribution, Price, Availability, Performance, Quality, Logistics, Legal, Credit.

By default, Probability is 100%. David could have set 80% if he knows that a competitor had won 20% of the market

•Once the status updated, David scrolls down until the section **To complete before Negotiate / Closure** and double-clicks next to **Won/Lost Review** to

•Once the details in Won/Lost Review entered, David *clicks* on **Save**.

4

T
he
Opportu
nity
is won!

Opportunity: Yantai Zhongde_Novacare_FERTILIZER PROTECTION_2016-02-05

Opportunity Status: A short sentence explains the opportunity status and informs sales rep that opportunity can't be updated anymore

Opportunity Information:

- Opportunity Owner: David Lanson
- Opportunity Name: Yantai Zhongde_Novacare_FERTILIZER PROTECTION_2016-02-05
- Opportunity Convention Name: YANTAI ZHONGDE FERTILIZER LIMITED_Novacare_CO-FORMULANT_2017-04-04
- Account Name: YANTAI ZHONGDE FERTILIZER LIMITED
- GBU: Novacare
- BU: Agro
- Visibility: GBU Restricted
- Stage: 5 - Closed Won
- Stage Reason: Won by Solvay
- Expected Yearly Revenues: EUR 2 630 000.00
- Probability (%): 100 %
- Close Date: 09/04/2017
- Dummy Product Exists: No
- Carbalization: No

Additional Information:

- Opportunity Type: Growth-Product Requiring Qualification
- Region: APAC
- Product to be developed: Yes
- Priority: Critical
- Priority Project: No
- Source Of Opportunity: Prospect

5 In case the opportunity was lost against competitor, David would have to first create a Competitive Insight from the opportunity, update the field **Competitor known** as "Yes" and finally close the opportunity as LOST.

▼ Additional Information

Opportunity Type	Growth-Product Requiring Qualification	Priority	Critical
Region	APAC	Priority Project	
Product to be developed	Yes	Source Of Opportunity	Prospect
Opportunity Description	Bulk Blending fertilizer company and is blending slow release urea products (Sulfur coated urea, and urea+DMPP)	Other Source of Opportunity	
Product Description	Synergist need to be stable in Bulk Blending for up to 6 month.	Web Form Related	
Next Step		Distributor	☐
		New Market	Yes
		Market share	Gain
		GBU Classification	

▼ To complete before Negotiate / Closure

Negotiation Status		Competition Known	[-None-]
Won/Lost Review	Customer ok with the deal		

▼ Relationships

Account Plan		Visit Report	Sample follow up
WEGO ID			

6 When an opportunity is closed, the update of the forecast is now depending of the following rules:

Opportunity Product

Product Information

Business Potential

Year	Expected Yearly Volume	UoM	Target Unit Price	CM Calculation Method	Contribution Margin (%)	Contribution Margin (Amount)	Yearly Revenue
2016	4.500	Kg	105,0	%	2,00	EUR 9.450,00	EUR 0.00
2017	0,00	Kg	0,00	%	0,00		EUR 0.00
2018	0,00	Kg	0,00	%	0,00		EUR 0.00
2019	0,00	Kg	0,00	%	0,00		EUR 0.00
2020	0,00	Kg	0,00	%	0,00		EUR 0.00

Mass-Copy Save Business Potential Cancel

- For closed Windows: Users cannot update the current year, but can update the following one.

- For closed Leads: User can note details of the record.

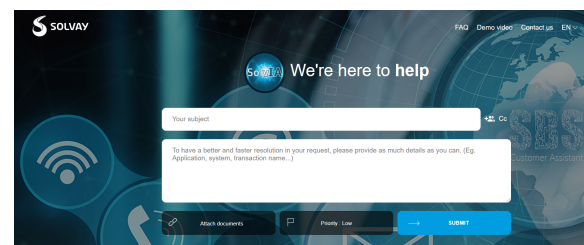
[Back to the top](#)

Related articles

- [Definition, Objectives and Types of Opportunities](#)
- [Create a New Opportunity](#)
- [Clone an Existing Opportunity](#)
- [Define the Opportunity Team](#)
- [Add Contacts in the Involved Contacts](#)
- [Add Accounts in the Involved Accounts](#)
- [Manage the Negotiation stage](#)
- [Competitive insights - Create a Competitive Insight](#)
- [Cross BU Leads – Create a Cross BU Lead](#)
- [Introduction to Quote Process Management](#)

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you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example