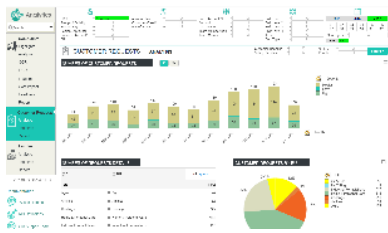


Customer Specific Requirements



Owner

CRM Team

D&PS Expert

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General Description

The Customer Specific Requirements are a long-term modification on the product asked by the customer. After an assessment and a validation process, the Customer Specific Requirement is Active (no close status). Once the customer doesn't want the given customisation to be made anymore, the Customer Specific Requirement is Desactivated.

Today, only Aroma Performance and Novicare use this process into Salesforce.

This section is divided into 3 parts:

- [Analysis](#)
- [Leadtime](#)

Authorization & Rights

Authorization & Rights
All the accesses must be validated by:

GBU CRM Champions

or

GBU Quality Manager

Click here for the [Access form](#) to get access to Analytics.

Access Rights and Dashboard Entry Points - Click [here](#) for descriptions.

Sources

CRM Salesforce

CRM Salesforce

Specific Dimensions

See relevant section for Specific Dimensions.