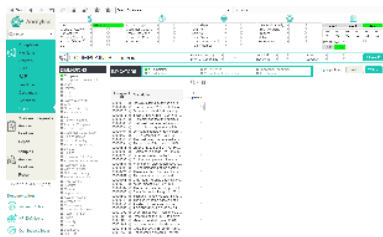


Report



Owner Complaints

CRM Team

IS Reporting Coordinator

Diogo Paive & Laurence De-Zeeuw

D&PS Expert

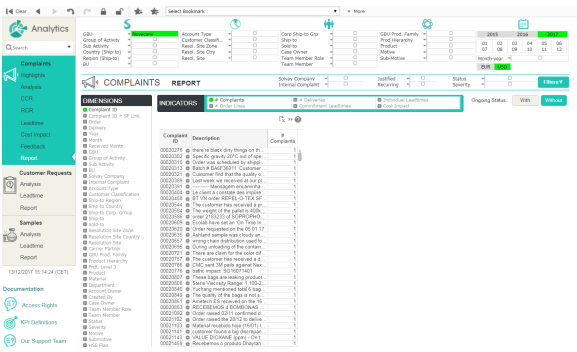
EMEA: Stéphane Bourgeaud-lignot

NAM/LAM: Karina Tsuji

APAC: Lilian Cheong

General Description - Complaints Report

The Complaints Report allows you to build your own pivot table based on the available Dimensions and Indicators from their respective menus. As long as you make at least one selection from each section, a pivot table will appear based on those selections. See the [Sales Performance Report](#) section for more details on using a Report Tab.



Tips and Tricks

TIP: Hold your CTRL key to make multiple selections from any menu in Analytics.

Sources

CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001

Specific Dimensions

Specific Indicators

Complaint ID	# of Complaints
Complaint ID + SF LINK	# of Orderlines
Order	# of Deliveries
Delivery	Commitment Leadtimes
Year	Individual Leadtimes
Month	Cost Impact
Received Month	
GBU	

Group of Activity
Sub Activity
BU
Solvay Company
Internal Complaint
Account Type
Customer Classification
Ship to Region
Ship to Country
Ship to Corp Group
Ship To
Sold To
Resolution Site Zone
Resolution Site Country
Resolution Site
Carrier Partner
GBU Prod. Family
Product Hierarchy
Prdt. Level 3
Product
Material
Department
Account Owner
Created By
Case Owner
Team Member Role
Team Member
Status
Severity
Motive
Submotive
HSE Flag
Customer Satisfaction
Root Cause
Description
Investigation
Final Communication Sent
Status Dates
Justified