

# Customer > Customer Service > Activity

## D&PS Expert

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### General Description

This page displays the number of orders and order lines created per month with the opportunity to split the analysis by Sales Doc Type Group\*\*, Sales Doc Type, and Sales Office

#### KPI:

Number of Orders

Number of Order lines

Average number of Order Lines per Order

#### Scope:

- Exclusion of material types servicesa and packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB
- Exclusion of SOLD entities (consolidation method = SOLD)
- Intra GBU flag = N
- See this link to see the full default scope of the Customer Service KPIs by Sales Doc Types: [Global Sales Order Doc Types](#)

#### Calculation:

KPI Name	Calculation
#Order Lines	<p>= <i>Number of orders lines created</i> *</p> <p>* according to the query filter – check on the information table</p>
#Orders	<p>= <i>Number of orders that had an order line created in the selected month</i> *</p> <p>* according to the query filter – check on the information table</p>
Average # of lines by orders	$= \frac{\text{Order lines}}{\text{Orders}} = \frac{\text{Number of orders lines created} *}{\text{Total number of orders that had an order line created in the selected month} *}$ <p>* according to the query filter – check on the information table</p>
**Sales Order Type Group	For the Grouping correspondance table see <a href="#">link</a>

### Technical Documentation

Source:

CORE: BW\_QRY\_MVSDSO57\_0001

QV: QVBW\_QRY\_MVSDSO57\_0001

Update:

Daily

Query filters applied:

Source Information:	Filters
BW QVBW_QRY_MVSDSO57_00 01	<p>✘ Exclusion of material types: Services &amp; Packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB</p> <p>✘ Exclusion of SOLD entities (consolidation method = SOLD)</p>

Dimensions:

[Global Overview of Dimensions](#)

		<b>BW</b>	
<b>Global Filters</b>	<b>Period</b>	<b>Month Year</b>	Order Line Creation Month
	<b>Organization</b>	<b>GBU</b>	[CPFCTR1_2] GBU
		<b>Group of Activity</b>	[0G_CWWE01__CPFCTR2_2] Group of Activities
		<b>Sub-Activity</b>	[0G_CWWE01__C_MAGNITU] BFC Market
		<b>Company</b>	[C_COMPCODE] Company
	<b>Plant</b>	<b>Zone</b>	[C_PLANT] Plant\Attributes\[C_GZONE] Geographie/Zone
		<b>Country</b>	[C_PLANT] Plant\Attributes\[0COUNTRY] Country key
		<b>Plant</b>	[CPLANT] Plant
	<b>Ship Destination</b>	<b>Zone</b>	[C_SHIPTID] Ship-to\Attributes\[C_GZONE] Geographie/Zone
		<b>Country</b>	[C_SHIPTID] Ship-to\Attributes\[0COUNTRY] Country key
		<b>Corporate Group</b>	[C_SHIPTID] Ship-to\Attributes\[C_CORPGR] CRM Customer Corp. Group (PRS)
		<b>Ship Destination</b>	[C_SHIPTID] Ship-to
	<b>Product</b>	<b>Product Hierarchy</b>	[C_MATNR2__C_PRDHIER] Product Hier (LIP03)
		<b>Product</b>	[C_MATNR2__C_PROD] Commercial Product / Material Group
		<b>Bulk/Packed</b>	[C_MATNR2] Material\Attributes\[C_BULKPAC] Transportation Group
		<b>Packaging Type</b>	[C_MATNR2] Material\Attributes\[C_PACKAG] Packaging type
<b>Specific Filters</b>	<b>Sales Doc Type Group</b>	For the Grouping correspondance table see link	
	<b>Sales Doc Type</b>	[C_DOCTYP2] Order document type	
	<b>Sales Office</b>	[C_SAL_OFF] Sales Office	
	<b>CSR</b>	[C_CUSTSAL__C_ZIPART] CSR (Sold-to)	

**Dashboard**

CSR (Customer Service Representative)  
- the person in responsible to create and manage the Sales Order

**BW & BI4 Key Figures**

BW  
[\_CUSTSAL\_\_C\_  
ZIPART]  
  
ZI Partner sold to

**SAP**

Customer masterdata (Sales area data)

- WP1: Partner functions ZI

**Display Customer: Sales Area Data**

Other Customer | General Data | Extra Master Data

Customer: 89355 FIRMENICH AROMATICES (CHINA) SHANGHAI  
Sales Org.: CN05 Solvay Zhenjiang  
Distr. Channel: 7E Aroma/Fragrances  
Division: 35 Asia Reference

Sales | Shipping | Billing Documents | Documents | Partner Functions

PF	Partner Function	Number	Name	Partner D
FP	Sold-to party	89355	FIRMENICH AROMATICES (CHI...	
Q2	QtyCertRec/soldTo pt	63536	LE	
BP	Bill-to party	89355	FIRMENICH AROMATICES (CHI...	
PY	Payer	89355	FIRMENICH AROMATICES (CHI...	
SH	Ship-to party	89355	FIRMENICH AROMATICES (CHI...	
SH	Ship-to party	2062042	FIRMENICH AROMATICES (CHI...	
Z6	SDS Receiver - Sales	63536	LE	
ZC	Bill-to complement	52358	MENG	
<b>ZI</b>	Int. CSR Contact	30003124	CAI Saisai	
ZS	Ship-to complement	21277	JIN	

- PF1: Partner functions VW

**Display Customer: Sales Area Data**

Other Customer | General Data

Customer: 4014174 SEMICONDUCTOR MANUFACTURING (... BEIJING)  
Sales Org.: 6078 SOLVAY CHEM SHANGH..  
Distr. Channel: 11 ERP Commercial  
Division: 19 GRP CHEM.COMMODITI..

Sales | Shipping | Billing Documents | Documents | Partner Functions

PF	Partner Function	Number	Name	Partner Des
SP	Sold-to party	4014174	SEMICONDUCTOR MANUFACTU...	
BP	Bill-to party	4014174	SEMICONDUCTOR MANUFACTU...	
PY	Payer	4014175	SEMICONDUCTOR MANUFACTU...	
VE	Sales Account Manag.	63034901	Halfeng(Paul) JIANG	
<b>VW</b>	CCS Representative	63041171	Ji Ping (Miya) WANG	
SH	Ship-to party	4014174	SEMICONDUCTOR MANUFACTU...	
Z6	SDS Receiver - Sales	85563	ZHAO	