

Customer 360° dashboard



Overview

- [Link to the dashboard](#)
- [Onboarding video](#)
- [Starting guide](#)

General Description

Customer 360 Dashboard has been engineered to provide a full and comprehensive view on external sales, by [Customer \(corporate group\)](#).

A new concept of direct / indirect sales has been introduced for each Customer at Corporate Group level. For a given Corporate Group :

1. [Direct Sales](#) : when SoldTo Group = Corporate Group code
2. [Indirect Sales](#) : when ShipTo KA = Corporate Group code (and SoldTo Group <> Corporate Group Code).

=>Each Customer we want to see in the drop down list needs to be added in the dashboard configuration file, otherwise Corporate Group / SoldTo / ShipTo will only be accessible using the search bar, and direct / indirect sales split can't be performed.

Authorization & Rights

Ask for your access using the [Access form](#)

See the list of approvers in the Access Management section at the bottom of the page

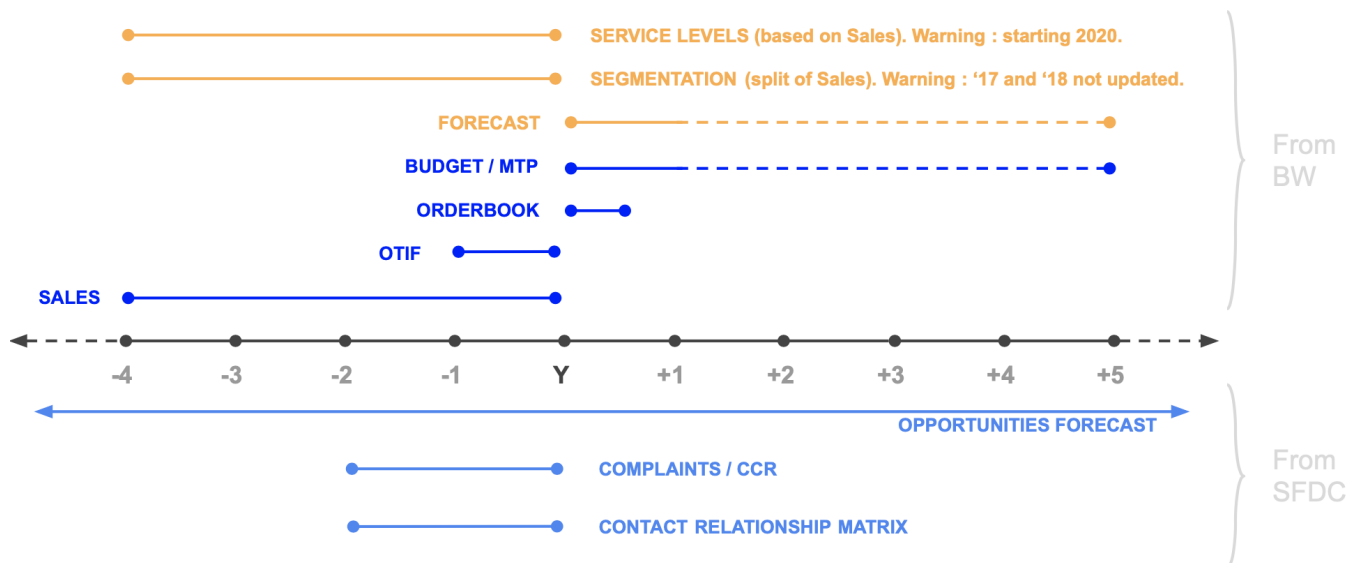
Financial	Customer Experience & Interaction	Opportunities	Segmentation	
 • Revenue • Volume • ICM • Orderbook • Forecast • Budget • Opportunities • Payment Terms • Overdues • DSO / Best DSO	 • OTIF • NPS • Complaints • Contact Relationship Matrix and Interactions	 • Weighted / Unweighted expected revenue • # of opportunities • Weighed revenue at stake • Top opportunities • Details of opportunities + links to SFDC	 • Split of sales by GBU segment • Split of sales by Corporate segment • Segment evolution between 2 periods	• Dev • grar • targ • Top • Nan • Dev • SCF

Dimensions

Sales Report (Sales, OB, Budget, MTP, forecast)	Complaints	Opportunities	Service Levels
Overdues ★ OTIF ★			
• Customer (direct indicators) = Corporate Sold-To Group★ • Customer (indirect indicators) = Ship-To KA (excl. what is counted as direct based on Corp. Sold-To Group • For overdues ★, assumption is made that Customer = Payer Group	• Customer = Corporate Sold-To Group • No "indirect" indicators	• Customer (direct indicators) = Corporate Sold-To Group • No "indirect" indicators	• Customer (direct indicators) = Corporate Sold-To Group • No "indirect" indicators

- Year ★★ - Quarter ★★ - Month Year ★★	- Year - Quarter - Month Year	- Opport. Close date - Opport. Forecast Y - Opport. Target First Delivery date	Month Year
- GBU ★★ - Grp of Act. ★★ - Activity - Company (PRS) - Plant - Sales Rep	GBU	- GBU - Grp. of Act. - Opport. Owner	- GBU - Grp. of Act. - Plant - Plant Zone - Manuf. Plant - Market Cluster - Team Cluster
- Customer (see upper) - SoldTo Group - SoldTo - ShipTo Group ★ - ShipTo ★ - ShipTo KA - Region (shipTo) - Country (shipTo) - Group Segment - GBU Segment <u>Only Overdues</u> : ★ Payer and Payer Group (PRS)	- Customer (see upper) - Corporate Group - ShipTo	- Customer (see upper) - Corporate Group - OEM Corporate Group - Account - Region	- Region (ShipTo) ? - Sold-To Group - Sold-To - Group Segment - GBU Segment
- Product Hier. - GBU Prod. Fam. - Product (lvl4) - Material (lvl5) - Market - Segment - Application - End-use		- Product (lvl4) - Market - Segment - Application - End-use	
- GBU dimensions (Sales Only) : - AERO Market - AERO Program - AERO Specification			
- Consolidated (Y/N) - Restated scope - Data scope ★ - Data source ★ - Source System	- Justified (Y/N) - Motive - Severity - Internal Complaint (Y/N)	- Opport. ID - Opport. Name - Opport. Active Status - Opport. Business Type - Stage Group - Stage - Opportunity Visibility - Data Source	Service Level

Period of Analysis



Financials	Sales : from Y-4 to Y (YTD) Orderbook : from M to M+6 (M+2 in the graphs, M+6 in report) Budget / MTP / Forecast : from M to M+12, more if the GBUs load more (max. 5 years)
Cust. Exp & Interactions	OTIF : Y and Y-1 NPS : depends on the NPS campaigns entered in the flat file. No filter on dashboard side. CCR / Complaints : from Y-2 to Y Contact Relationship Matrix and Interactions : from Y-2 to Y
Opportunities	No limit. The forecast years depends on each opportunity (from - to +).
Segmentation	Based on the sales : from Y-4 to Y (YTD). Warning : segmentation dimension is not updated before 2019. It becomes accurate starting 2019.
Service Levels	Based on the sales : from Y-4 to Y (YTD). Warning : the service level data starts in 2020 only.

Currencies, units and exchange rate

Financial	Customer Experience & Interaction	Opportunities	Segmentation	Service Levels
- EUR - USD	N/A (No revenue)	- EUR - USD	- EUR - USD	Fees in k€
CAR3 (past) CAR4 (future)	N/A (No revenue)	TBC	CAR3 (based on sales)	N/A (No revenue)
- T - k Lb - Sh. T	N/A (No volume)	- T - k Lb - Sh. T	- T - k Lb - Sh. T	N/A (No volume)

Refresh frequencies and sources

Financial	Customer Experience & Interaction	Opportunities	Segmentation	Service Levels
- Daily for current month and previous month - Weekly (in the Week-end) for earlier data	- Daily for CCR, OTIF, Contact Matrix and Interactions - Manually at each NPS campaign (yearly) for NPS	Daily	- Daily for current month and previous month - Weekly (in the Week-end) for earlier data	Daily
All data from BW	- BW for CCR (Orderlines), OTIF - SFDC (Core / iCare) for CCR (complaints) and Matrix and Interactions - Flat file for NPS	SFDC (Core / iCare)	All data from BW (based on sales)	Services Levels defined in SAP and tracked in BW

Further Improvements:

WO0000000632900

We have pulled 5 years of historical data for following GBU's and went to production on DEC 19th 2024.

CH = Special Chem, SI = Silica, SD = Soda Ash, CT= Coatis, PE = Peroxides

WO0000000739810

Added "sales office" dimension in the filter. This went live on Dec 19th 2024.

Field added in below Application:

Query: \$(VS_QLIK_ENV)_QVSBS_BW_ORY_MVCOPA01_0004

Application: Extractor: QVSBS_BW_ORY_MVCOPA01_0004_1_COMMON

Application: QVSBS_BW_ORY_MVCOPA01_0004_2_C360

Application: Customer 360 Dashboard - SLV

The screenshot displays the Qlik Sense Data Loader Editor interface. The browser address bar shows the URL: `qliksensebackend.solvay.com/dataloadeditor/app/f8edc750-78be-472f-a0c5-082506a0547c`. The interface includes a top navigation bar with tabs for 'Prepare Data load editor', 'Analyze Sheet', and 'Narrate Storytelling'. The main workspace is divided into three panels: 'Sections', 'Script Editor', and 'Data connections'.

Sections Panel: Lists various sections including 'Main', 'Environment Select [Auto]', 'Loading Mode', 'Mappings', 'Dimension List' (selected), 'Full Dim List', 'Fact List', 'CarveOut', 'Loading + Storage', and 'Exit Script'.

Script Editor: Contains a script for loading data. The script includes a search bar with 'sales' and a 'Replace' button. The script content is as follows:

```
113 [000_Ship_to_zone_1_Key],
114 [GBU_Ship_to_zone_2_Key],
115 [Industrial_Origin_Key],
116 [Calendar_Year_Month_Key],
117 [Currency_Key],
118 [AERO_Market_Key],
119 [AERO_Program_Key],
120 [AERO_Specification_Key],
121 [Sales_currency_Key],
122 [Sales_Organization],
123 [Sales_Employee_Ship_to_Key],
124 [Sales_Employee_Ship_to_E-Mail_Address_Key],
125 [Distributor_Flag_Y_N_Sold_to_Key],
126 [Distribution_Channel_Key],
127 [Customer_Sales_Area_Customer_group_Key],
128 [Customer_Sales_Area_Customer_group_Name],
129 [Customer_Sales_Area_Customer_group_2_Key],
130 [Customer_Sales_Area_Customer_group_2_Name],
131 [Customer_Sales_Area_Sales_Office_Key],
132 [Customer_Sales_Area_Sales_Office_Name],
133 [Sales_Employee_Sold_to_Key],
134 [Sales_Employee_Sold_to_E-Mail_Address_Key],
135 [GBR_GBU_Material_Group_Ship_to_Key],
136 [GBR_GBU_Material_Sub_group_Ship_to_Key],
137 [Product_Hier_L1P03_Key],
138 [GBR_Enterprise_segment_W_Key],
139 [GBR_Enterprise_segment_W_Medium_Name],
140 [GBR_Enterprise_segment_W_GBR_Segment_info_4_Key],
141 [GBR_Enterprise_segment_W_GBR_Segment_info_5_Key],
142 [Production_plant_in_Material_W_Key],
143 [Production_plant_in_Material_W]
```

Data connections Panel: Shows a list of data connections including 'ArchivedLogsFolder', 'Attached files', 'gBigQuery - Pricing PROD', 'Google BigQuery', and 'Google Drive & Spreadsheets'.