

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

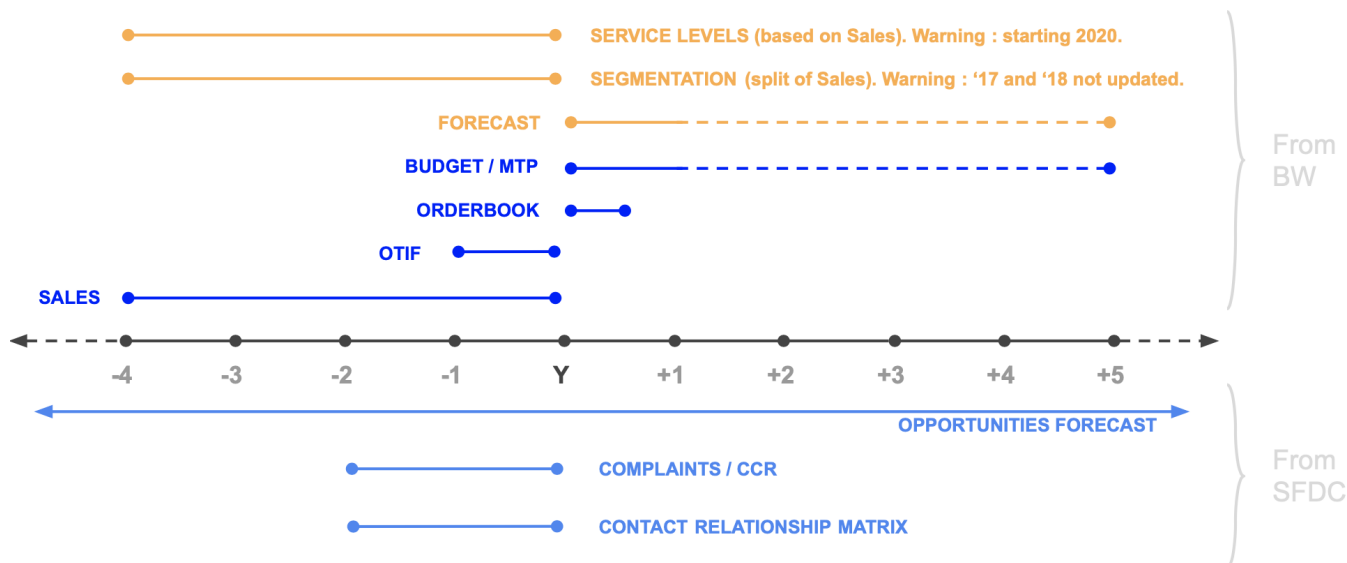
Financial	Customer Experience & Interaction	Opportunities	Segmentation	
 - Revenue - Volume - ICM - Orderbook - Forecast - Budget - Opportunities - Payment Terms - Overdues - DSO / Best DSO	 - OTIF - NPS - Complaints - Contact Relationship Matrix and Interactions	 - Weighted / Unweighted expected revenue # of opportunities - Weighted 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 Load 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 shows a script with various dimensions and facts. A red box highlights the following lines in the script:

```
[Customer_Sales_Area_Sales_Office_Key],  
[Customer_Sales_Area_Sales_Office_Name],  
[Sales_Employee_Sold_to_Key],
```

The left sidebar shows a list of sections: Main, Environment Select [Auto], Loading Mode, Mappings, Dimension List (17), Full Dim List (17), Fact List (11), CarveOut, Loading + Storage (6), and Exit Script. The right sidebar shows data connections, including 'gBigQuery - Pricing PROD' and 'Google BigQuery'.