

# 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

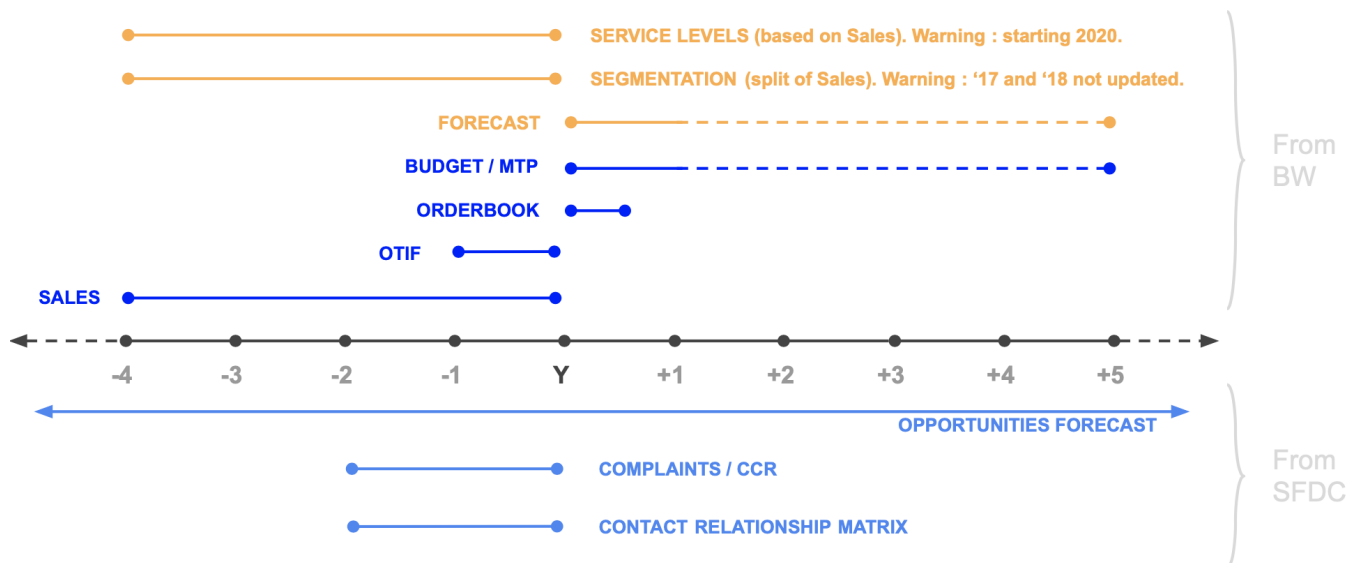
| Financial                                                                                                                                                                                                                                                                                                                       | Customer Experience & Interaction                                                                                                                                                                                                   | Opportunities                                                                                                                                                                                                                                                                                                               | Segmentation                                                                                                                                                                                                                                                     |                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
|  <ul style="list-style-type: none"><li>• Revenue</li><li>• Volume</li><li>• ICM</li><li>• Orderbook</li><li>• Forecast</li><li>• Budget</li><li>• Opportunities</li><li>• Payment Terms</li><li>• Overdues</li><li>• DSO / Best DSO</li></ul> |  <ul style="list-style-type: none"><li>• OTIF</li><li>• NPS</li><li>• Complaints</li><li>• Contact Relationship Matrix and Interactions</li></ul> |  <ul style="list-style-type: none"><li>• Weighted / Unweighted expected revenue</li><li>• # of opportunities</li><li>• Weighed revenue at stake</li><li>• Top opportunities</li><li>• Details of opportunities + links to SFDC</li></ul> |  <ul style="list-style-type: none"><li>• Split of sales by GBU segment</li><li>• Split of sales by Corporate segment</li><li>• Segment evolution between 2 periods</li></ul> | <ul style="list-style-type: none"><li>• Dev</li><li>• grar</li><li>• targ</li><li>• Top</li><li>• Nan</li><li>• Dev</li><li>• SCF</li></ul> |

## Dimensions

| Sales Report (Sales, OB, Budget, MTP, forecast)                                                                                                                                                                                                                                                        | Complaints                                                                                                              | Opportunities                                                                                                                               | Service Levels                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Overdues ★</p> <p>OTIF ★</p>                                                                                                                                                                                                                                                                        |                                                                                                                         |                                                                                                                                             |                                                                                                                                             |
| <ul style="list-style-type: none"><li>• Customer (direct indicators) = Corporate Sold-To Group★</li><li>• Customer (indirect indicators) = Ship-To KA (excl. what is counted as direct based on Corp. Sold-To Group</li><li>• For overdues ★, assumption is made that Customer = Payer Group</li></ul> | <ul style="list-style-type: none"><li>• Customer = Corporate Sold-To Group</li><li>• No "indirect" indicators</li></ul> | <ul style="list-style-type: none"><li>• Customer (direct indicators) = Corporate Sold-To Group</li><li>• No "indirect" indicators</li></ul> | <ul style="list-style-type: none"><li>• Customer (direct indicators) = Corporate Sold-To Group</li><li>• No "indirect" indicators</li></ul> |

|                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                               |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Year ★★</li> <li>• Quarter ★★</li> <li>• Month Year ★★</li> </ul>                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• Year</li> <li>• Quarter</li> <li>• Month Year</li> </ul>                                             | <ul style="list-style-type: none"> <li>• Opport. Close date</li> <li>• Opport. Forecast Y</li> <li>• Opport. Target First Delivery date</li> </ul>                                                                                                        | <ul style="list-style-type: none"> <li>• Month Year</li> </ul>                                                                                                                                   |
| <ul style="list-style-type: none"> <li>• GBU ★★</li> <li>• Grp of Act. ★★</li> <li>• Activity</li> <li>• Company (PRS)</li> <li>• Plant</li> <li>• Sales Rep</li> </ul>                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• GBU</li> </ul>                                                                                       | <ul style="list-style-type: none"> <li>• GBU</li> <li>• Grp. of Act.</li> <li>• Opport. Owner</li> </ul>                                                                                                                                                  | <ul style="list-style-type: none"> <li>• GBU</li> <li>• Grp. of Act.</li> <li>• Plant</li> <li>• Plant Zone</li> <li>• Manuf. Plant</li> <li>• Market Cluster</li> <li>• Team Cluster</li> </ul> |
| <ul style="list-style-type: none"> <li>• Customer (see upper)</li> <li>• SoldTo Group</li> <li>• SoldTo</li> <li>• ShipTo Group ★</li> <li>• ShipTo ★</li> <li>• ShipTo KA</li> <li>• Region (shipTo)</li> <li>• Country (shipTo)</li> <li>• Group Segment</li> <li>• GBU Segment</li> <li>• <u>Only Overdues</u> : ★ Payer and Payer Group (PRS)</li> </ul> | <ul style="list-style-type: none"> <li>• Customer (see upper)</li> <li>• Corporate Group</li> <li>• ShipTo</li> </ul>                         | <ul style="list-style-type: none"> <li>• Customer (see upper)</li> <li>• Corporate Group</li> <li>• OEM Corporate Group</li> <li>• Account</li> <li>• Region</li> </ul>                                                                                   | <ul style="list-style-type: none"> <li>• <b>Region (ShipTo) ?</b></li> <li>• Sold-To Group</li> <li>• Sold-To</li> <li>• Group Segment</li> <li>• GBU Segment</li> </ul>                         |
| <ul style="list-style-type: none"> <li>• Product Hier.</li> <li>• GBU Prod. Fam.</li> <li>• Product (lvl4)</li> <li>• Material (lvl5)</li> <li>• Market</li> <li>• Segment</li> <li>• Application</li> <li>• End-use</li> </ul>                                                                                                                              |                                                                                                                                               | <ul style="list-style-type: none"> <li>• Product (lvl4)</li> <li>• Market</li> <li>• Segment</li> <li>• Application</li> <li>• End-use</li> </ul>                                                                                                         |                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• GBU dimensions (Sales Only) : <ul style="list-style-type: none"> <li>◦ AERO Market</li> <li>◦ AERO Program</li> <li>◦ AERO Specification</li> </ul> </li> </ul>                                                                                                                                                     |                                                                                                                                               |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                  |
| <ul style="list-style-type: none"> <li>• Consolidated (Y/N)</li> <li>• Restated scope</li> <li>• Data scope ★</li> <li>• Data source ★</li> <li>• Source System</li> </ul>                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• Justified (Y/N)</li> <li>• Motive</li> <li>• Severity</li> <li>• Internal Complaint (Y/N)</li> </ul> | <ul style="list-style-type: none"> <li>• Opport. ID</li> <li>• Opport. Name</li> <li>• Opport. Active Status</li> <li>• Opport. Business Type</li> <li>• Stage Group</li> <li>• Stage</li> <li>• Opportunity Visibility</li> <li>• Data Source</li> </ul> | <ul style="list-style-type: none"> <li>• Service Level</li> </ul>                                                                                                                                |

Period of Analysis



|                                     |                                                                                                                                                                                                                   |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Financials</b>                   | Sales : from Y-4 to Y (YTD)<br>Orderbook : from M to M+6 (M+2 in the graphs, M+6 in report)<br>Budget / MTP / Forecast : from M to M+12, more if the GBUs load more (max. 5 years)                                |
| <b>Cust. Exp &amp; Interactions</b> | OTIF : Y and Y-1<br>NPS : depends on the NPS campaigns entered in the flat file. No filter on dashboard side.<br>CCR / Complaints : from Y-2 to Y<br>Contact Relationship Matrix and Interactions : from Y-2 to Y |
| <b>Opportunities</b>                | No limit. The forecast years depends on each opportunity (from - to +).                                                                                                                                           |
| <b>Segmentation</b>                 | Based on the sales : from Y-4 to Y (YTD). Warning : segmentation dimension is not updated before 2019. It becomes accurate starting 2019.                                                                         |
| <b>Service Levels</b>               | 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   |
|----------------------------------------------------------------------------------|-----------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------|
| <ul style="list-style-type: none"> <li>EUR</li> <li>USD</li> </ul>               | N/A (No revenue)                  | <ul style="list-style-type: none"> <li>EUR</li> <li>USD</li> </ul>               | <ul style="list-style-type: none"> <li>EUR</li> <li>USD</li> </ul>               | Fees in k€       |
| CAR3 (past)<br>CAR4 (future)                                                     | N/A (No revenue)                  | TBC                                                                              | CAR3 (based on sales)                                                            | N/A (No revenue) |
| <ul style="list-style-type: none"> <li>T</li> <li>k Lb</li> <li>Sh. T</li> </ul> | N/A (No volume)                   | <ul style="list-style-type: none"> <li>T</li> <li>k Lb</li> <li>Sh. T</li> </ul> | <ul style="list-style-type: none"> <li>T</li> <li>k Lb</li> <li>Sh. T</li> </ul> | N/A (No volume)  |

Refresh frequencies and sources

| Financial                                                                                                                                       | Customer Experience & Interaction                                                                                                                                                        | Opportunities                                                         | Segmentation                                                                                                                                    | Service Levels                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Daily for current month and previous month</li> <li>Weekly (in the Week-end) for earlier data</li> </ul> | <ul style="list-style-type: none"> <li>Daily for CCR, OTIF, Contact Matrix and Interactions</li> <li>Manually at each NPS campaign (yearly) for NPS</li> </ul>                           | <ul style="list-style-type: none"> <li>Daily</li> </ul>               | <ul style="list-style-type: none"> <li>Daily for current month and previous month</li> <li>Weekly (in the Week-end) for earlier data</li> </ul> | <ul style="list-style-type: none"> <li>Daily</li> </ul> |
| All data from BW                                                                                                                                | <ul style="list-style-type: none"> <li>BW for CCR (Orderlines), OTIF</li> <li>SFDC (Core / iCare) for CCR (complaints) and Matrix and Interactions</li> <li>Flat file for NPS</li> </ul> | <ul style="list-style-type: none"> <li>SFDC (Core / iCare)</li> </ul> | 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 titled 'QVSBS\_BW\_ORY\_MVCOPA01\_0004\_1\_COMMON(1)'. On the left, a 'Sections' panel lists various sections, with 'Dimension List' selected. The central editor shows a script with a search for 'sales' and a 'Replace' button. 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],
```

On the right, a 'Data connections' panel shows a search bar and a list of connections, including 'gBigQuery - Pricing PROD' and 'Google BigQuery'.