

CRM Quality



Quality
Complaints
Customer Requests
Samples

Owner - SFDC Data

CRM Team

IS Reporting Coordinator

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General Description

The CRM Quality dashboard is designed to make reporting on quality metrics from Salesforce.com easier and analytical in nature. The Quality section is divided into several parts:

- Complaints
- Customer Requests
- Sample Requests

Sources	
CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001

Specific Dimensions

See relevant section for Specific Dimensions

Scope

- Quality data for all CRM Active GBUs related to Complaints, Customer Requests, and Sample Requests

Refresh Frequency

Daily

Exchange Rate

Sales Force: rate given by Solvay Budget Department once year and unique rate for all the year.

Authorization & Rights

Authorization & Rights
All the accesses must be validated by:

GBU CRM Champions

or

GBU Quality Manager

Click here for the [Access form](#) to get access to Analytics.

Access Rights and Dashboard Entry Points - Click [here](#) for descriptions.