


# 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

**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.

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.