

MSP: Leads

Definition

This capability allows Partners to see Leads shared with them by Syensqo. The Leads are displayed in MSP only when they are assigned to the Partner Queue or Partner user.

This feature started as a pilot with Azelis. There is only one queue with only one queue member, 'Frederique Felius' which will work as lead dispatcher and assign leads to other Azelis users.

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Accessing points

This capability can be accessed through Homepage MSP as showed below :

The screenshot displays the MSP interface. At the top, there are three navigation cards: 'Documents' (Safety Data Sheets, Regulatory Data Summaries, Technical Data Sheets...), 'Webinars' (Review webinars on Syensqo products or access trainings on MySyensqoPortal), and 'Formulation Finder' (Skin Cleansing, Hair Care, Skin Care). Below these are two tables. The first table, 'TEAM LEADS - NOT ASSIGNED', lists leads with columns for Lead Number, Company, Question asked, and Country. The second table, 'MY LEADS', lists leads with columns for Lead Number, Name, Company, and MSP Lead Status.

Detailed Capabilities

The Novacare Auto Abandon Leads that are Passed to Distribution are assigned manually to CS - Lead - Azelis - EMEA

The screenshot shows the CRM Lightning interface for a lead record. The lead is 'AARON KAYOMBO' from 'FIRST QUANTUM MINERALS LIMITED'. The lead status is 'Passed to Distribution'. The interface includes a navigation bar with 'CRM Lightning' and various menu items. Below the lead name, there are fields for Company, Email, Lead Status, Phone, and Type. A status bar shows the lead's progress through stages: Unqualified, Qualified, Assigned, Waiting for more inf..., Passed to Distribution (highlighted with a green box), and Treated. Below the status bar, there are tabs for 'Chatter', 'Details', and 'Lead History'. The 'Details' tab is active, showing the 'Lead Owner' as 'CS - Lead - Auto Abandon' and the 'BU' as 'Novacare' (both highlighted with green boxes). There are also fields for 'Comments' and 'Industrial Solutions'.

Lead
Mya Thomas

Company
Applied Research Associates

Email
mythomas@ara.com.invalid

Lead Status
Passed to Distribution

Phone

Type
Generic question

Created By
Admin, 22-01



Unqualified

Qualified

Assigned

Waiting for more inf...

Passed to Distribution

Treated

Chatter

Details

Lead History

Lead Owner

CS - Lead - Azelis - EMEA

Comments

Comments

GBU



Novicare

BU

Industrial Solutions

BU

Industrial Solutions

Since only 'Frederique Félius' is the only MSP user member of the queue, only she will be able to see the leads in the homepage through [Team Leads - Not Assigned](#) list view:

CRM Lightning Home Reports Dashboards Accounts Contacts Utilities ONE Quote Line Items Pricing Campaigns Cases Pricing Campaigns CPCs Opportunities Leads More

Leads
Team Leads - Not Assigned

2 items • Sorted by Lead Number • Filtered by Lead Status, Organization, Lead Record Type • Updated a minute ago

<input type="checkbox"/>	Lead Number ↑	Company	Question asked	C...
<input type="checkbox"/>	LEA-191946	Kay bee Organics Pvt Ltd	My name is Abhishek Sathyannarayanan, representing Kay Bee Bio-Organics. We are a pioneering Indian manufacturer of botanical...	India
<input type="checkbox"/>	LEA-225997	Applied Research Associ...	Hello, I am a testing chemist at ARA. We work primarily with developing paint coatings in waterborne systems (typically PUDs, but ...	Unit...

Filters

- Filter by Owner
CS - Lead - Azelis - EMEA
- Matching all of these filters
 - Lead Status equals Passed to Distribution
 - Organization equals SCO, ECO+SCO
 - Lead Record Type equals Open

Add Filter Remove All

Dc

Documents
Safety Data Sheets
Regulatory Data Summaries
Technical Data Sheets...

Wb

Webinars
Review webinars on Syensqo products or access trainings on MySyensqoPortal

Ff

Formulation Finder
Skin Cleansing
Hair Care
Skin Care

TEAM LEADS - NOT ASSIGNED

Lead Number	Company	Question asked	Country
LEA-191946	Kay bee Organics Pvt Ltd	<p>My name is Abhishek Sathyannarayanan, representing Kay Bee Bio-Organics. We are a pioneering Indian manufacturer of botanical-based biopesticides, plant based pure oils (specially in neem oil and other botanical oils as per requirements. We are leaders in Manufacturing and supplying of Azadirachtin Technicals. As a subsidiary of Kay Bee Exports, acclaimed for exporting organic produce globally for over three decades, we're thrilled to explore opportunities in the dynamics of the Agro Input Market.</p> <p>As part of our expansion strategy, we are actively seeking partners and distributors for our cutting-edge botanical plant protection solutions. Kay Bee Bio-Organics is committed to delivering organic and sustainable farming solutions, particularly focusing on biopesticides and plant growth regulators (PGRs).</p> <p>Our diverse portfolio includes certified bio-fungicides, bio-bactericides, and bio-pesticides, all manufactured in compliance with stringent standards. Our products are not only patented but also endorsed by ECOCERT and hold organic certifications under Indian (NPOP) and American (NOP) regulations. They are authorized for use in organic farming in accordance with European regulations (EC834/2007 & 889/2008).</p>	India

User can click 'View all' to go the list view in MSP and accept the lead or enter the lead directly by clicking on 'Company name':



Leads
Team Leads - Not Assigned ▼

1 item • Sorted by Lead Number • Filtered by CS - Lead - Azelis - EMEA - Lead Record Type, Organization, Lead Status • Updated a few seconds ago

Q Search this list...

	Lead Nu... ↑	Company	Question asked	Co...	Name	Type	Email	MSP Lead St...
1	LEA-1919...	Kay bee Organics Pvt L...	My name is Abhishek Sathyarayanan, representing Kay Bee Bio-Organics, We...	Ind...	Abhishek Sathyarayanan	Generic questl...	abhishek@newageagri.com.Invalid	To be Handled

Once Frederique Felius takes ownership or assigns the lead to another Azelis user another list view (My Leads) appears in MSP homepage for the user:

MYLEADS

Lead Number	Name	Company	MSP Lead Status
LEA-225997	Mya Thomas	Applied Research Associates	In Process

[View All](#)

Users can swap between list views once they enter one of them:

SYENSQO | MySyensqoPortal for AZELIS

Frederique Felius ▼

Leads
Team Leads - Not Assigned ▼

1 item • LIST VIEWS

Q Search this list...

My Leads

Recently Viewed

Recently Viewed Leads

Team Leads - Not Assigned

	Co...	Name	Type	Email	MSP Lead St...
1	senting Kay Bee Bio-Organics, We...	Ind...	Abhishek Sathyarayanan	Generic questl...	abhishek@newageagri.com.Invalid

Leads list view **Team Leads - Not Assigned**

This list presents all Leads passed to distribution assigned to 'CS - Lead - Azelis - EMEA' public group.

It is presented in a table with the following columns :

- Lead number
- Company
- Question asked
- Country
- Name
- Type
- Email
- MSP Lead status

Leads list view **My Leads**

This list presents all Leads passed to distribution assigned to partner user.

It is presented in a table with the following columns :

- Lead number
- Name
- Company
- MSP Lead status
- Type
- Email
- Question asked
- Created date

Leads layout

The only editable field when leads is in the Azelis queue or the partner user is the owner are 'MSP Lead Status' and 'Feedback'

Lead Owner Frederique Poffet	CEP Novocare
Comments	BU Industrial Solutions
Feedback	MSP Lead Status In Progress
Personal Information	
Name Mye Thomas	Company Applied Research Associates
Email mythomas@arsa.com/usaid	Address Huntsville, Alabama United States
Title	Region NAM
Job Department MSD	Phone
Function	Language English
Lead Request	
Question asked Hello, I am a leading chemist at ARS. We work primarily with developing paint coatings in waterborne systems (typically PU/Co, but we also doable in acrylic), and we were interested in your Rheobline FT series due to seeing	Document PDS/TDS <input type="checkbox"/>
Product Family Stabilizers and Antioxidants	Document Quality agreement <input type="checkbox"/>
	Document Regulatory <input type="checkbox"/>
	Document Other <input type="checkbox"/>
Lead Information	
Lead Status Passed to Distribution	
Type Generic question	
Description	
Lead Relationship to the Company Prospective customer	
Sample request - Quotation request	
Product	Volume
Product Code	Unit of Measure
Product Label	Unit of Measure (annual)
Market Code COMAR00000	Annual potential volume
	Evaluation goal
System Information	
Lead Number	

Data Model & Security

- Partner user are only allowed to edit MSP Lead status field and Feedback fields
- Leads [business rules](#)



