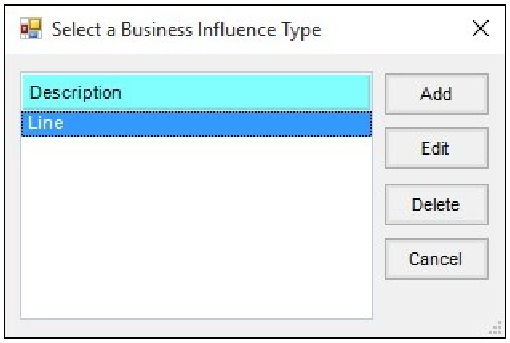
Business Influence Setup

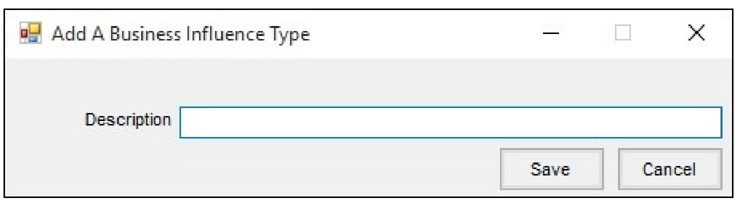
Last Modified on 01/03/2022 1:50 pm CST

Business Influences may be set up to link customers in the Accounting and CRM modules. Additionally, the Customer Gap Analysis report in the CRM module may be used to view linked customers in a group.

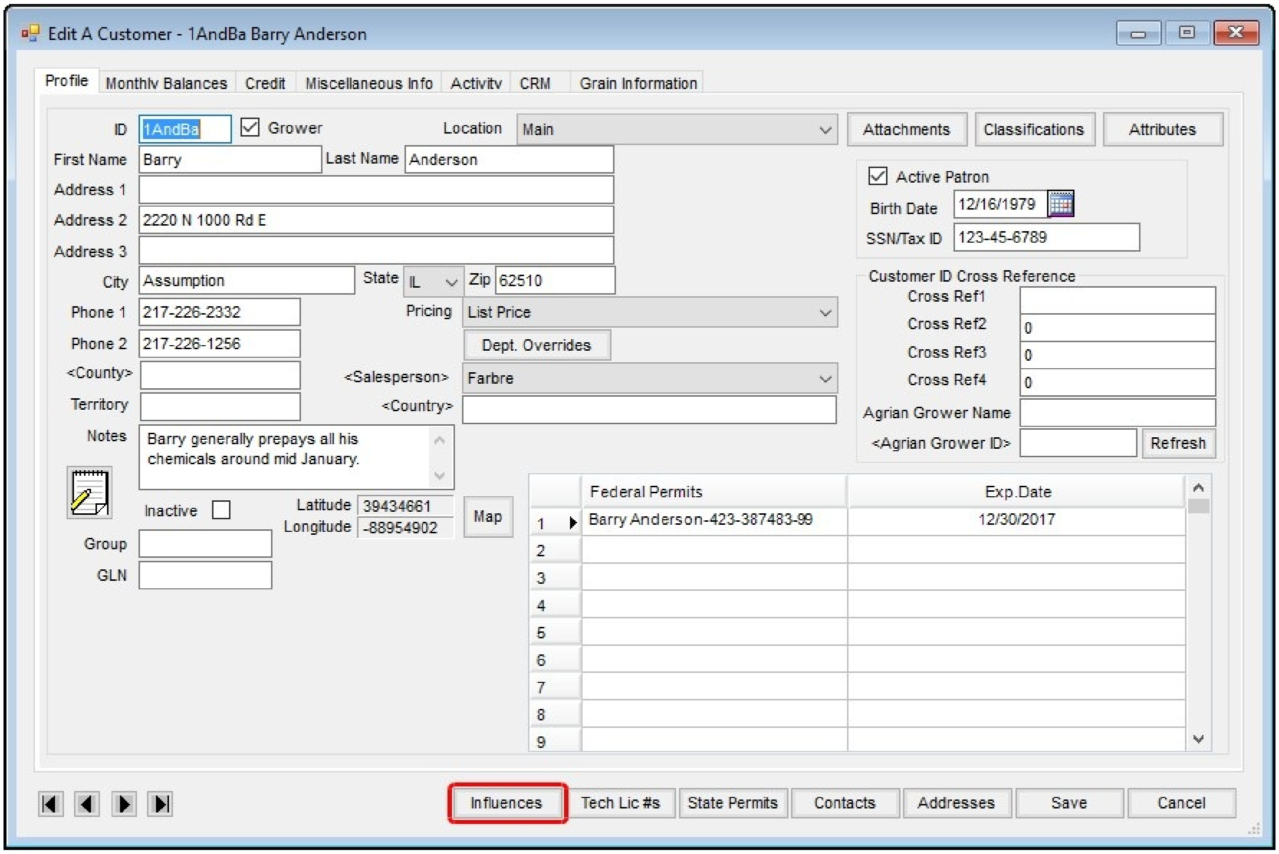
In the Accounting module, add a Business Influence Type by navigating to *Setup / Business Influence Types*.



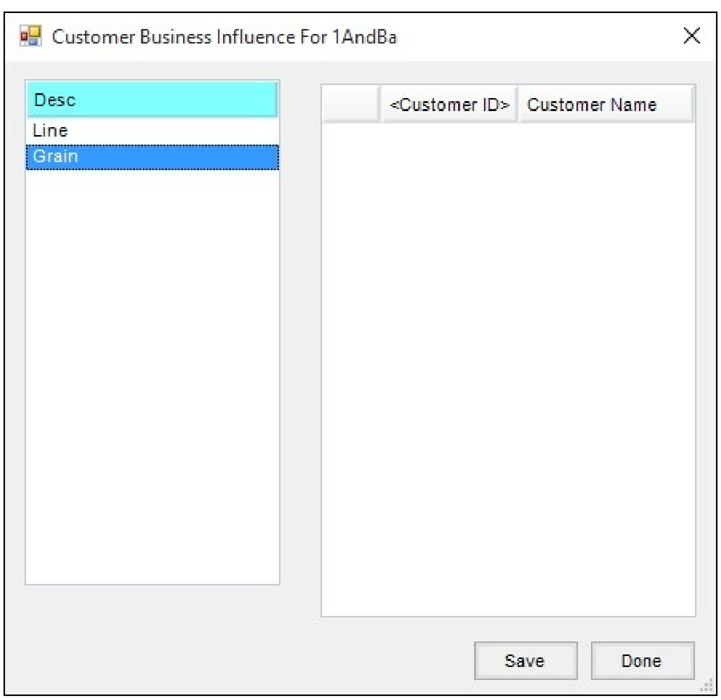
On the *Add A Business Influence Type* window, enter the name of the Business Influence Type in the Description textbox, and choose **Save** and then **Cancel** to exit out of the window.



Navigate to the *Select a Customer* window, and edit the customer for whom the Business Influence is being added. Select the **Influences** button.



The *Customer Business Influence* window displays. Select the correct *Description*, and then add customers to the Business Influence by double-clicking on the *Customer ID* column heading.



After all the necessary customers have been added, select **Save** and **Done**. Select **Save** on the *Edit a Customer* window.

In the CRM module, navigate to the *Control Panel / Customer Relationship Management / CRM Reports* tab. On the Customer Gap Analysis report, select the necessary *Invoice* and/or *Grain Report Criteria*. Choose a *Business Influence* from the dropdown menu, and select **Apply**. A *Business Influence* column displays in the grid and can be sorted to view all linked customers in a group.