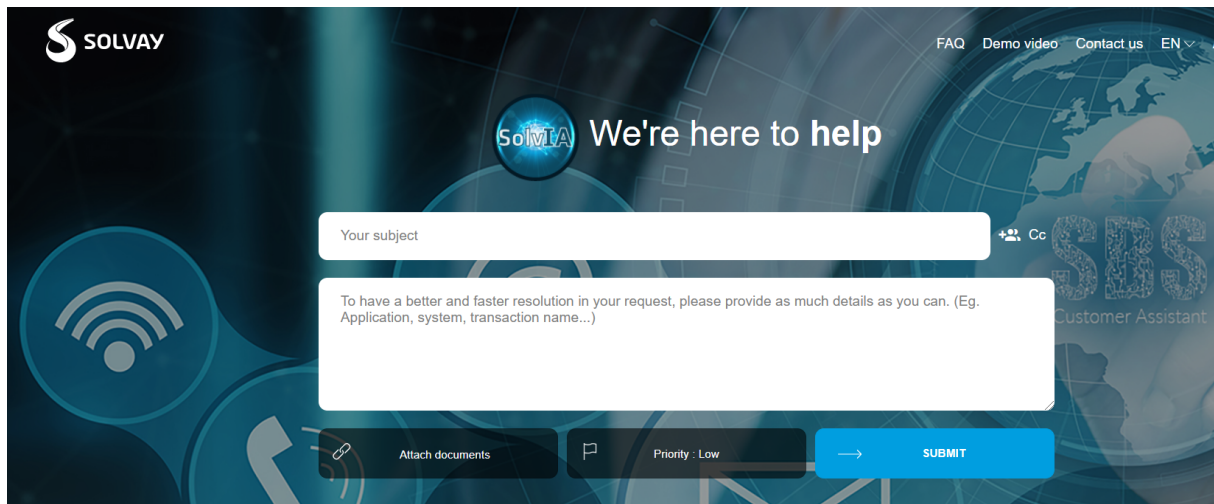


Need Help

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>



The screenshot shows the Solvia Freshdesk ticket creation page. At the top left is the Solvia logo. The header includes links for FAQ, Demo video, Contact us, and a language dropdown set to EN. The main heading is "We're here to help" with a Solvia globe icon. Below this is a form with a "Your subject" input field, a "Cc" field with a plus icon, and a large text area with placeholder text: "To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)". At the bottom, there are three buttons: "Attach documents" (with a paperclip icon), "Priority : Low" (with a flag icon), and a blue "SUBMIT" button (with a right arrow icon). The background features a dark blue theme with a globe and a Wi-Fi symbol.

you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example