

Customer Request Closure

Overview

In this section, you will find information about the customer request closure.

Concerned profiles:

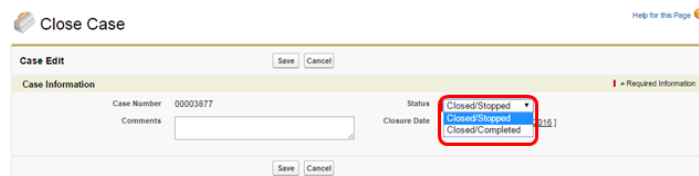
ALL

Step By Step

The User can close the Customer Request by clicking on the "Close Case" button.

The following fields can be populated before closing the Customer Request:

- **Closure Date:** Date when the Customer Request is closed
- **Comments:** Free text box to input some comments before closing the Customer Request



The Customer Request can be closed with open tasks.

When the user clicks on the "Save" button, the Customer Request will be closed.



When the Customer Request is Closed, the Originator will receive an email notification => **New Winter 17' Release**

Well done Laurie! The Customer Request has been closed

SFDC Profile:
All Profiles

→ Provided that the user is in the Case Team

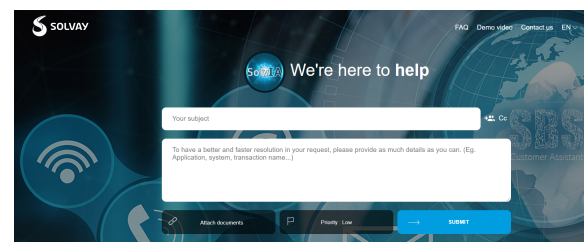
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Related articles

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- [Customer Request: Approval Process](#)
- [Customer Request: Processing the Customer Request](#)
- [Customer Request: Final Communication](#)
- [Customer Requests: Related Lists](#)

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/>



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