

Customer Request Closure

Overview

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

Table of content

- [Step By Step](#)
- [Related articles](#)
- [Need help?](#)

Concerned profiles:

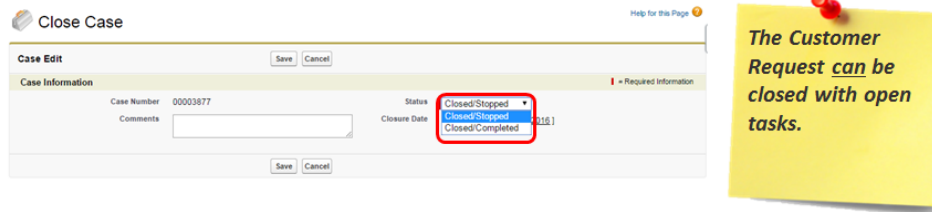
ALL

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

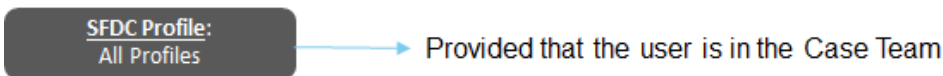


When the user clicks on the "Save" button, the Customer Request will be closed.



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



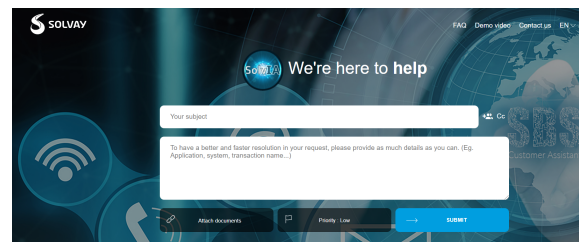
[Back to the top](#)

Related articles

- [Customer Request: Introduction](#)
- [Customer Request: Create a customer request](#)
- [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