

# Customer Request: Introduction

## Overview

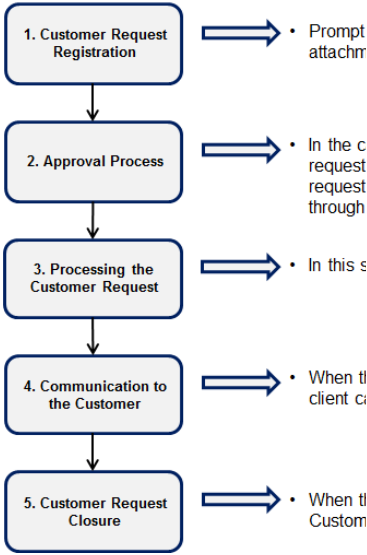
In this section, you will find information about:

- The types of customer requests
- The process steps
- The process flow

Concerned profiles:

Sales - Customer Service - Supply Chain & Production

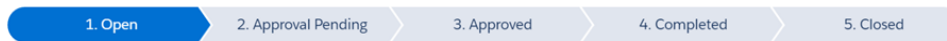
## Step By Step

| Introduction                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Process Steps                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div><ul style="list-style-type: none"><li>• <b>Standard Customer Request</b><ul style="list-style-type: none"><li>- A customer request represents one or more demand(s)<sup>1</sup> from a customer related to one or several areas (e.g. questionnaires, product performance, agreements, regulatory compliance)</li></ul></li><li>• <b>Complaints</b><ul style="list-style-type: none"><li>- Customer Complaint process deals with managing issues coming from the customer that are related to quality issues on orders or samples (e.g. delivery issues, product issues, packaging issues, documentation issues)</li></ul></li><li>• <b>Customer Specific Request</b><ul style="list-style-type: none"><li>- Special Customer Requests process deals with managing requests coming from the customer that <u>deviate</u> from Solvay GBU standard offering (e.g. product specifications, way of handling quality system, shipping)</li></ul></li><li>• <b>Sample request</b><ul style="list-style-type: none"><li>- Sample Requests process deals with managing product sample requests coming from the customer (e.g. Evaluation, New end use, New product, Product change, R&amp;D request)</li></ul></li></ul></div> | <div><ul style="list-style-type: none"><li>1. Customer Request Registration → • Prompt attachm</li><li>2. Approval Process → • In the c request request through</li><li>3. Processing the Customer Request → • In this s</li><li>4. Communication to the Customer → • When ti client ci</li><li>5. Customer Request Closure → • When ti Custom</li></ul></div> |
| Process Flow                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Sample Request vs Customer Request                                                                                                                                                                                                                                                                                                                                                                                                                 |

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The Customer Requests module is divided into 5 different steps and 9 different Statuses.



The Status order is as follows:

- **Open:** As soon as the Customer Request is created
- **Pending Approval:** When the Customer Request is submitted for approval
- **Approved:** Once the Approver has approved the Customer Request
- **Rejected:** When the Approver has rejected the Customer Request
- **Completed:** Once the Customer Request has been processed
- **Closed/Stopped:** When the Customer Request is closed but the process was not completed (ex: Customer is no longer requesting the current demand)
- **Closed/Answered:** When the Customer Request is completed and closed

Status Completed and Closed/Answered are new from **Winter 17' Release**

These different steps are sub-divided into the following sections on the Customer Request page:

- Case information
- Customer Contact Information
- Description
- Resolution
- Closure

Changing the Status of the Customer Request is a manual process for the following Status:

- **Close/Stopped**
- **Close/Completed**

Nevertheless, for the other Status, the values are automatically updated:

- **Open:** Default status after creation of a Customer Request
- **Pending Approval:** Automatically updated when the Customer Request is submitted for approval
- **Approved:** Automatically updated when the Approver approves the Customer Request OR when the user creating the Customer Request has a Salesrep profile
- **Rejected:** Automatically updated when the Approver rejects the Customer Request
- **Resolved:** Automatically updated when the fields Resolution Date and Resolution are populated

•**Sample Requests** are done directly in Case using the Sample Request functionality. No Customer Request is created for it.  
•**Customer Requests** and Sample Requests are separated processes and no Customer Request is created for a Sample Request.

Customer Request Notification => **NEW R5 feature**

The automatic notification rules for Customer Request allow to notify users when it changes status, according to GBU specific rules.

- **The new Owner** - if your GBU has implemented rules and the owner is changed automatically to a specific User or to a Queue, the new Owners will received the Notification Email
- **The Case Team** - all Case Team Members, independent of their Role will receive the Notification Email
- **Solvay Contacts on Notification Rules** - group of users that are selected to be notified when the Status is changed

## What is not a Customer Request

- Customer Requests, Customer Specific Requests, Sample Requests are separated processes and no Customer Request is created for a Sample Request neither for a Customer Specific Request.
- Sample Requests or Customer Specific Requests are done directly in Case using the Sample Request or Customer Specific Requests functionality.



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## Related articles

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- [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*