

Customer Request: Final Communication

Overview

In this section, you will find information about the final communication to the customer.

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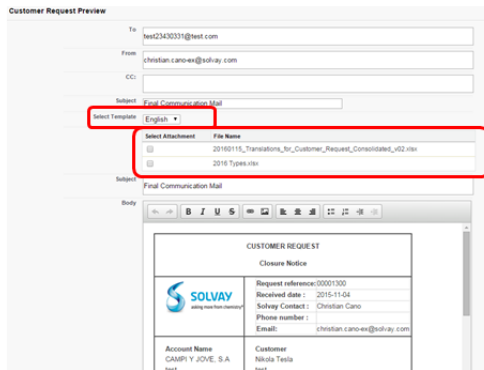
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Concerned profiles:

ALL

Step By Step

- Before the Customer Request is ready to be Closed, the Final Communication to the Customer can be sent. 
- This will be done by clicking on the "Send Final Communication" button which will by default have as recipient the email address of the Customer Contact.



The language of the email is defined by the language of the main Contact but can be changed by the user.

- Basic information will be presented in the template but it remains fully editable. Additionally, the user can select attachments from the Customer Request to be attached to the email. Once the answer to the Customer is ready, the user can send the email.

SFDC Profile:
All Profiles

→ Provided that the user is in the Case Team

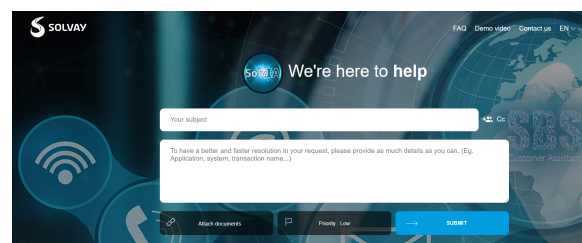
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Need help?

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