

13. Webforms

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Managing Customer Needs

Webforms Definition

A webform is the record of an interaction from a prospect/customer from the Web (Solvay.com). Customers or prospects can find Solvay Product Catalog on Solvay global website and submit a request for quotation, sample, documentation or any question. This request is then submitted to the CRM for further processing.

Table of content

- [Webforms Process, Steps and Status](#)
- [Webforms Reception](#)
- [Webforms Analysis & Assignment](#)
- [Webforms treatment](#)
- [Webforms Closure](#)
- [Webforms Related Lists](#)
- [Webforms - Appendix](#)
- [Coatings webform](#)

Introduction

There are different forms available on Solvay.com:

- Specific product inquiry forms
 - 4 forms available to request a Sample, a quotation, a documentation or a general question
 - In that cases, the product has been indentified/selected by the prospect/customer and the webform is directly assigned to the GBU contacts
- General Request form
 - The Product/GBU is not known
 - The case will be analyzed by the Customer Information team (SBS OtC Delivery) and then transmitted to the GBU Contacts



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