

# Webforms Reception

## verview

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In this section, you will find information about:

- [New Case reception](#)

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## Step-By-Step

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[New Case reception](#)

When a prospect visits our registration site, a form is automatically created on Solvay.com, the case is automatically created on Salesforce

Home Need Help Chatter Accounts Contacts Activities Visit Reports Account Plans **Cases** Opportunities Cross BU Leads Analytics My applications Reports

All Webform [Edit] [Delete] [Create New View] [List]

New Case

Action	Case Number	Contact Name	Subject	Status	Date/Time Opened	Case Owner Alias	Web Name	GBU
[Edit]	00007855		General Request	New	24/10/2016 10:19	Webform	PICHOT	?
[Edit]	00007854		General Request	New	24/10/2016 9:56	Peroxides Webform	TestPeroxides	Peroxides
[Edit]	00007807		Product Inquiry	New	19/10/2016 17:03	Webform	RIBEIRO	?
[Edit]	00007539		Documentation - MSDS	New	19/10/2016 10:16	Webform	Test	Soda Ash & Derivatives

The Case Record Type is Webform . In the Qualification Section, Webform Type /Subtype is defined . These fields are set deep

▼ Qualification Section

Customer Type	Existing customer
Type	Customer Request
Subtype	Documentation

Solvay.com form	Webform type	Webform subtype
General Request	Customer Request	General Request
Sample Request	Sample Request	Sample Request
Product Inquiry	Customer Request	Product Inquiry
Quotation request form	Opportunity	Quotation
Documentation request	Customer request	Documentation

ending on the form selected by the prospect / Customer

The information registered about the prospect / customer information (Co

First name \*

Last name \*

Language \*

Who you are ? \*

Company / Organization \*

Country \*

City

Street

Department \*

Function \*

E-mail \*

Phone \*

▼ Customer Contact Information

Contact Name ?

Web FirstName Laure

Web Name Newcontact

Language French

Web Phone +33437248754

Web Email [laure@test.com](mailto:laure@test.com)

Job Department Procurement

Function Product Manager

Account Name

Web Company Newcompany

Street Street ABC

City Paris

Country France

Region EU

Shipping address 1

Shipping city

Shipping country

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The requirements are populated in the Webform and data and Additional Webform data are selected

Select (Sub) Market Application\*

End use

Volume (Sample, Quotation)\*

Annual potential volume\*

Do you require any specific approvals or specifications?

Please detail them

Your question or comments\*

**Webform Data**

Subject	Documentation - MSDS/SDS/FDS
Initial Description	Question: Text

**Additional Webform Data**


Product	ANTAROX 17-R-2
Product Label	Antarox 17-R-2
Material Code	90017093

**New Suggested End Use**

Requested Volume	
Unit of Measure	
Expected Decision	
Product comments/specification	

After a Client submits a Webform on the

**WEB FORM SUBMISSION**  
Acknowledgement of receipt

	Reference : 00024462
	Received date :
	Contact : Greg Wahl
	Phone number :
	Email : <a href="mailto:gregw@4taconic.com">gregw@4taconic.com</a>
Customer : Taconic	

**Object of the question**

Subject : Sample

Product :

**Text**

Dear Greg Wahl,

Thank you for your interest in Solvay.  
Your request has been processed and your email has been successfully sent to our teams.

Kind Regards  
Solvay support team

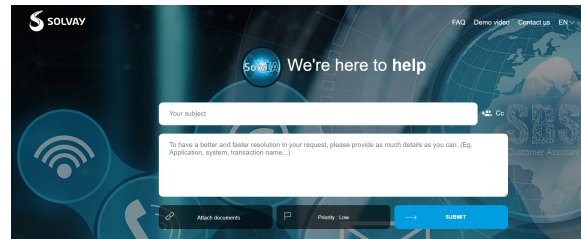
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## Related articles

- [Webforms Process, Steps and Status](#)
- [Webforms Analysis & Assignment](#)
- [Webforms treatment](#)
- [Webforms Closure](#)
- [Webforms 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*