

# Webforms Analysis & Assignment

## Overview

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In this section, you will find information about:

- How to assign a Webform Case

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## Step-By-Step

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Webform Analysis & Assignment	
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When a Webform is received, there are 2 different cases:

A) The **GBU is identified** (if the visitor registered its request form a Product detail page or has selected a GBU in the General Request Form)

- In that case, the **Web form is assigned to the GBU Queue** (GBU Webform queue)

GBU	Special Chem
Case Owner	<a href="#">Special Chem Webform [Change]</a>

- By default, an email with the request details is sent to the Queue Members

New Case has been created for your GBU on the Solvay Website ([Link to Case](#))

Please find description below in order to provide an appropriate answer:

**Contact Information**

First name	Laure
Last name	TestTestTest
Language	Finnish
Who you are ?	University Laboratory
Company / Organization	TestTestTest
Country	France
City	Lyon
Street	TestTestTest
Same ship-to location ?	
Ship To Location country	
Ship To Location City	
Ship To Location Street	
Department	Technical
Function	Supervisor
E-mail	laure@testtesttest.Com
Phone	12345

**Request qualification**

Request Type	General Request
Solvay GBU	Novecare
Application	
End use	TestTestTest
Product Label	

**Request details**

Description	Product Family: Quars Question: TestTestTest
Requested Documents	General Request
Product Description	
Volume (Sample, Quotation)	
Unit selection	
When do you expect a decision on the product to use?	

B) The GBU is not identified, the case is assigned to the SBS OtC Customer Information (ex-Info-Produit - Maria-Rita LaRussa) to analyze the request and assign it to the correct contact / queue

All fields are editable and can be modified

**Case Detail** Edit Close Case Sharing Assign To Me Generate Contact Generate Prospect & Contact Conversion Process

Case Number	00012360	GBU	?
Date/Time Opened	8/11/2016 21:42	Case Owner	<a href="#">Webform [Change]</a>
Time Spent			
Date/Time Closed			
Application Code	COAPP00180		
Market Segmentation	CLIMATE CONTROL		

Additional information can be added in the case if needed

**Webform Data**

Subject	General Request
Initial Description	Product Family: Cyclohexylaminopropylamine Question: Test

For the Webform for which the **GBU was not registered**, it is important to **update the information** as soon as it is available

GBU	?
Case Owner	--None-- ? Novecare <b>Peroxides</b> Special Chem Soda Ash & Derivatives

**Once the contact** who will take charge of the Prospect /Customer request is **identified**, the **Case Ownership should be transferred** on him

GBU	Soda Ash & Derivatives
Case Owner	SodaAsh Webform <b>[Change]</b>

- Click on "**Change**" and then select the correct "**User**" or "**Queue**"

- If you want the new Owner to receive a Notification eMail, tick "Send Notification" checkbox

**Select New Owner**

Transfer this case 00012357

Owner User pichot

Send Notification Email

My Recent Items  
laure pichot

Save Cancel

Please note:

- If the case should not be treated (bases on Business rules or "false" form, it can be closed directly
- If the case assignment is not clear, you can use the Chat function to verify who should be the right contact

- The Webform Timeline Stream will give detailed information about lead time measurement :

▼ Webform Timeline Stream

Date/Time Opened	8/03/2017 21:22
Investigation Start Date	30/08/2017 18:22
Approval Pending Start Date	

Date/Time Closed	
Review Start Date	

Date and Time are automatically filled in by the system according to:

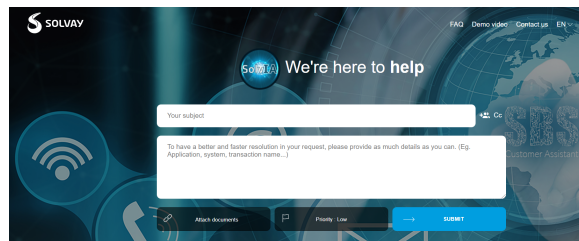
- Date /Time of Creation
- Status changes

## Related articles

- [Webforms Process, Steps and Status](#)
- [Webforms Reception](#)
- [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*