

Webforms Reception

verview

In this section, you will find information about:

- New Case reception

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Step-By-Step

New Case reception

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 (C

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

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 at a and Additional Webform and at a section

Select (Sub) Market Application * Application Code COAPP00138
Market Segmentation TWO WHEELERS

End use

▼ Webform Data

Volume (Sample, Quotation) * 0
Subject Documentation - MSDS/SDS/FDS
Initial Description Question: Test

Annual potential volume * ▼ Additional Webform Data
Product ANTAROX 17-R-2
Product Label Antarox 17-R-2
Material Code 90017093
New Suggested End Use

Do you require any specific approvals or specifications ? Requested Volume
Unit of Measure
Expected Decision
Product comments/specification

Please detail them

Your question or comments *

After a Client submits a Webform on the

WEB FORM SUBMISSION

Acknowledgement of receipt

 Reference : 00024462
Received date :
Contact : Greg Wahl
Phone number :
Email : gregw@4taconis.com
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

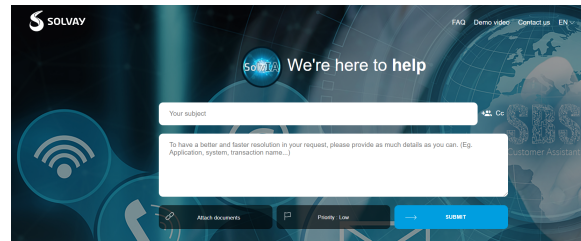
system, here receive automaticaly an Acknowledgement Email with the information there requested always correctly submitted and wo

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