

Webforms Analysis & Assignment

Overview

In this section, you will find information about:

- How to assign a Webform Case

Table of content

- [Step-By-Step](#)
 - [Webform Analysis & Assignment](#)
- [Related articles](#)
- [Need help?](#)

Step-By-Step

Webf orm Analy sis & Assig nment	
---	--

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	Special Chem Webform [Change]

- 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

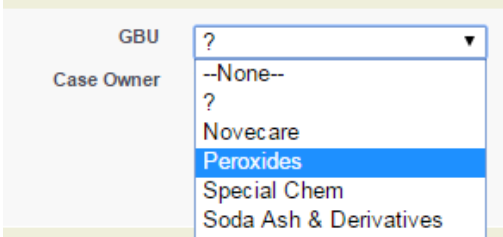
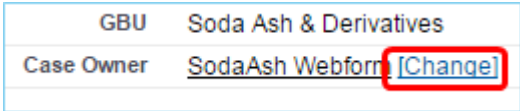
Description	Product Family: Quans Question: TestTestTest
Requested Documents	General Request
Product Description	
Volume (Sample, Quotation)	
Unit selection	
When do you expect a decision on the product to use?	

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

☐ Send Notification Email

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 leadtime measurement :

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

- Date /Time of Creation
- Status changes

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

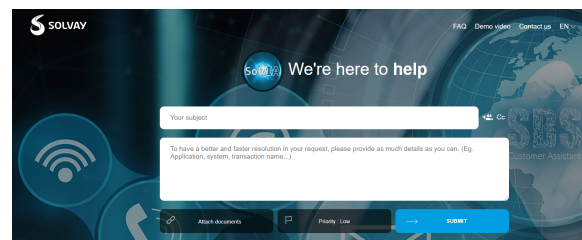
Date/Time Closed	
Review Start Date	

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