

Webforms Closure

Overview

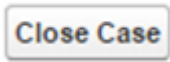
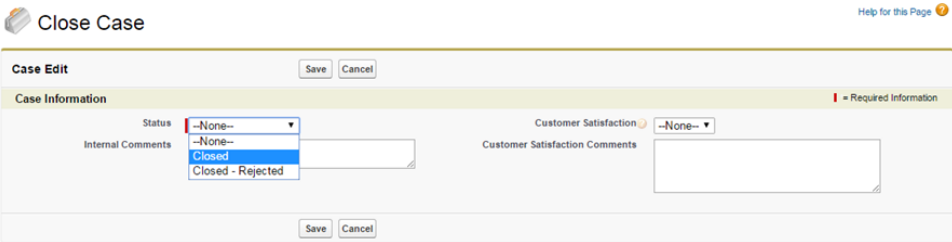
In this section, you will find information about:

- How to close a Webform Case

Table of content

- [Step-By-Step](#)
- [Related articles](#)
- [Need help?](#)

Step-By-Step

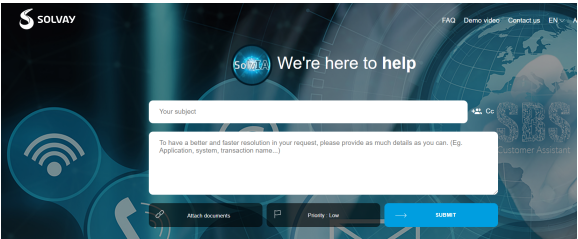
If the Case has been converted, it has automatically been closed with the status "Closed - Accepted"	
The Case Owner can close the Webform by clicking on the "Close Case" button 	 The screenshot shows the 'Close Case' form. It has a title bar 'Close Case' with a 'Help for this Page' link. Below is a 'Case Edit' section with 'Save' and 'Cancel' buttons. The 'Case Information' section includes a 'Status' dropdown menu with options: '-None--', '-None--', 'Closed', and 'Closed - Rejected'. There are also 'Internal Comments' and 'Customer Satisfaction' dropdowns, and 'Customer Satisfaction Comments' text area. A red bar indicates 'Required information'.
The user has to define if the Case was Closed and Rejected (not interesting for Solvay Business) or Closed with an answer provided to the Prospect/Customer (but without conversion)	
Comments and Customer Satisfaction can be ranked	
When the user clicks on "Save", the Webform will be closed	

Related articles

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