

Webforms Closure

Overview


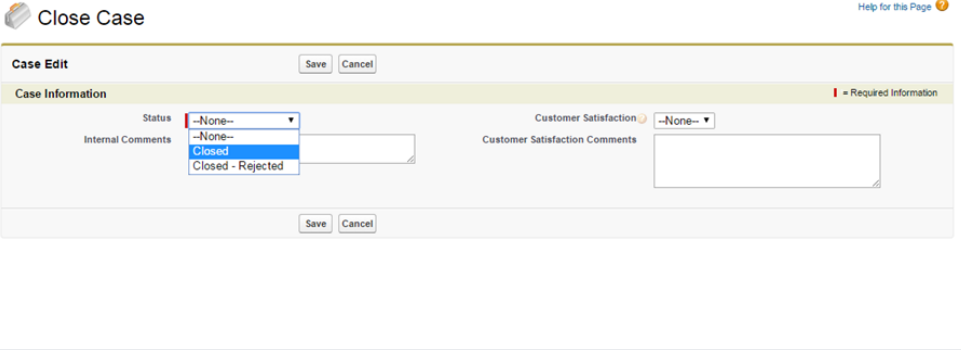
In this section, you will find information about:

- How to close a Webform Case

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Step-By-Step

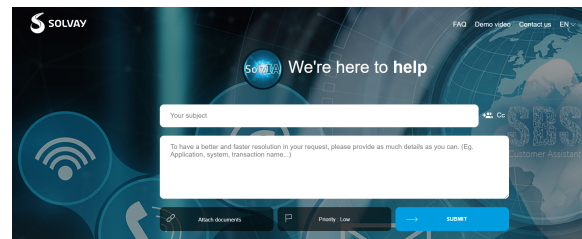
<p>If the Case has been converted, it has automatically been closed with the status "Closed - Accepted"</p>	
<p>The Case Owner can close the Webform by clicking on the "Close Case" button</p>  <p>The user has to define if the Case was Closed and Rejected (not interesting for Solvay Business) or Closed with an answer provided to the Prospect/Customer (but without conversion)</p>	
<p>Comments and Customer Satisfaction can be ranked</p>	
<p>When the user clicks on "Save", the Webform will be closed</p>	

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