

Webforms Analysis & Assignment

Overview

In this section, you will find information about:

- How to assign a Webform Case

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Step-By-Step

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	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 qualifications

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	GBU: ? Case Owner: --None-- ? Novecare Peroxides 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 Click on "Change" and then select the correct "User" or "Queue"	<table> <tr> <td>GBU</td> <td>Soda Ash & Derivatives</td> </tr> <tr> <td>Case Owner</td> <td>SodaAsh Webform [Change]</td> </tr> </table>	GBU	Soda Ash & Derivatives	Case Owner	SodaAsh Webform [Change]
GBU	Soda Ash & Derivatives				
Case Owner	SodaAsh Webform [Change]				

- 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

Note: A red rectangle highlights the "Send Notification Email" checkbox and the search results dropdown menu.

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	

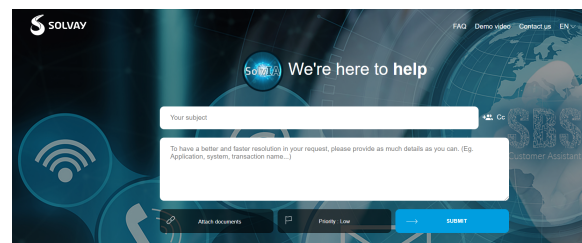
Date/Time Closed	
Review Start Date	

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