

15. User Creation Template

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Managing Customer
Needs

1 - Use the last user creation form for Core CRM (in Icare available directly from Home page or will be provided by Support team) :

https://solway.az1.qualtrics.com/jfe/form/SV_8DlqGSuVE84QPMV

2 - A ticket will be automatically generated after approval by your Manager and GBU CRM champion

Note: only the CRM Champions can ask for an user creation



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.solway.com/>

SOLVAY

FAQ Demo video Contact us EN

SOLVIA We're here to help

Your subject

Cc

To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)

Attach documents

Priority: Low

SUBMIT

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