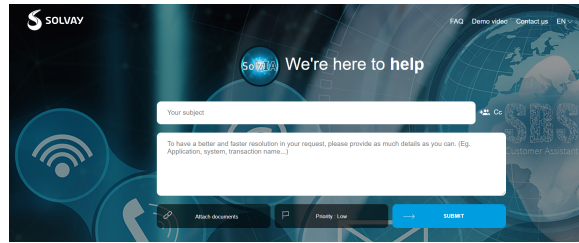


# Introduction



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/>



The image shows a screenshot of the Solvia Freshdesk ticket creation interface. The page has a dark blue background with a globe and various icons. At the top left is the Solvia logo. In the top right corner, there are links for 'FAQ', 'Demo video', 'Contact us', and 'EN'. The main heading is 'We're here to help'. Below this is a form with a 'Your subject' input field. Underneath the subject field is a larger text area with a placeholder: 'To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)'. At the bottom of the form, there are several controls: 'Attach Accounts' with a plus icon, a 'P' icon, 'Priority: Low', a dropdown arrow, and a blue 'SUBMIT' button.

*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*