# Webforms Process, Steps and Status

## Overview

In this section, you will find information about:

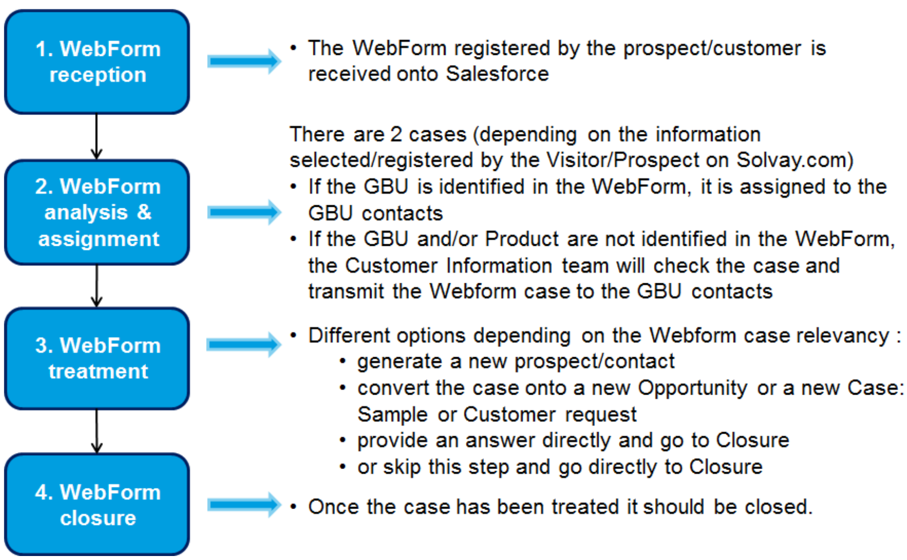
- Process
- Steps and Status

## Table of content



## Step-By-Step

### Process Overview




The Status are the following ones:

- **Open:** As soon as the Webform is created
- **Under Investigation:** This status is set manually to facilitate the case follow-up. This status should be set when the case has been assigned to the right GBU/contact
- **Under Review:** This status is set manually. It should be set when the case has been taken in charge and the answer has been ye sent to the prospect/customer
- **Pending Approval:** This status is set manually when before answering to the prospect/customer, a validation is needed
- **Closed:** When the Webform is closed and an answer has been given to the prospect but there is no follow-up
- **Closed - Accepted:** When a Webform has been converted into an Opportunity or a Case (Sample request or Customer Request). This status is automatically updated when the webform is updated
- **Closed - Rejected:** When the WebForm is closed because it wasn't an inquiry related to Solvay products. (ex: publicity, partnerships, etc)

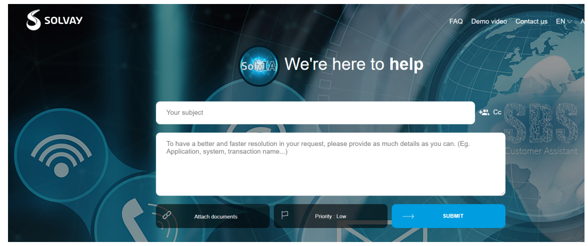
## Related articles

- Webforms Reception
- Webforms Analysis & Assignment
- Webforms treatment
- Webforms Closure

## 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/

- Webforms Related Lists




*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*