

Webforms Process, Steps and Status

Overview

In this section, you will find information about:

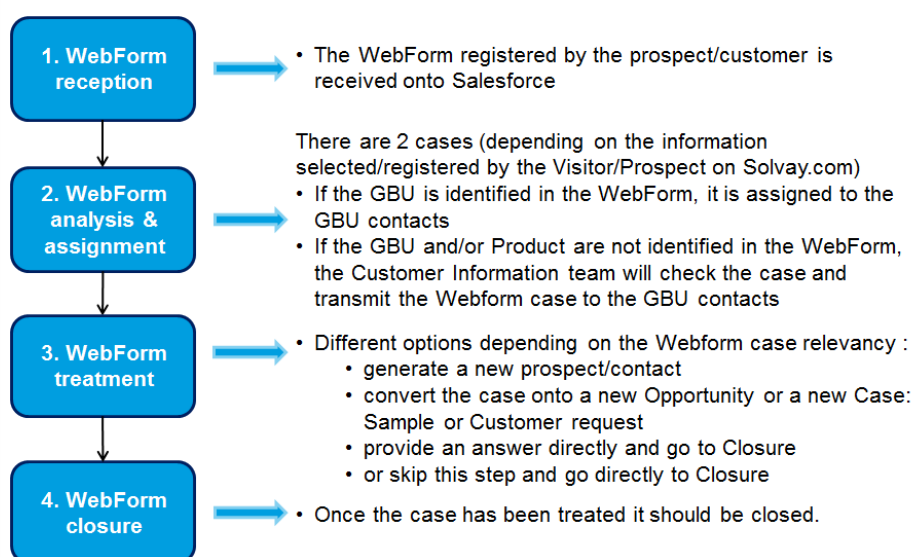
- Process
- Steps and Status

Table of content

- [Step-By-Step](#)
 - [Process Overview](#)
- [Related articles](#)
- [Need help?](#)

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)

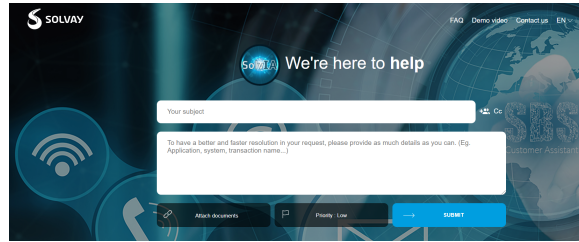
Related articles

- [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](#)



The screenshot shows the SOLVAY webform interface. At the top left is the SOLVAY logo. At the top right are links for FAQ, Demo video, Contact us, and EN. The main heading is "We're here to help" with a SOLVAY logo icon. Below this is a "Your subject" input field. A note below the input field reads: "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 left is an "Attach documents" button with a paper icon. At the bottom right is a "Priority" dropdown menu set to "Low" 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