

HOW TO ASK FOR HELP

Are you having trouble using Chorus Pro?
Go to the portal where resources are available to answer all your questions

1. Your entry point on Chorus Pro : ClaudIA

User support is based on ClaudIA, an artificial intelligence program capable of communicating with you and answering your questions online.



Need help? Ask a question



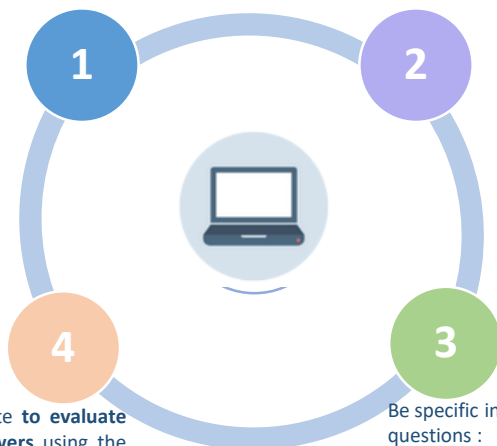
ClaudIA offers adequate answers based on your data and profile. In order to get adequate responses, it is necessary to apply certain best practices.

Click the **Need Help** button ?

Ask a question

(more efficient if you are logged in)

Enter your question, or enter « Call an agent »

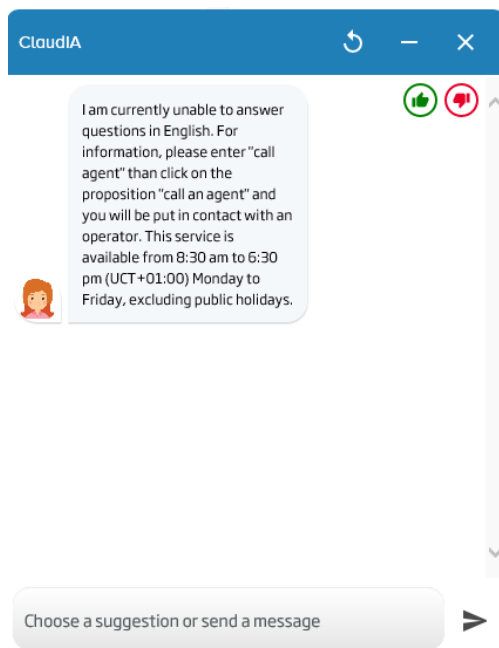


Do not hesitate to **evaluate** ClaudIA's **answers** using the icons :



Be specific in the wording of your questions :

- Use complete sentences
- Ask short questions



Your vote is negative ?

ClaudIA will ask you if you want to chat with an advisor.

ClaudIA is at your disposal 24h/24, 7 days/7 on
https://chorus-pro.gouv.fr/cpp/utilisateur?execution=e1s1&lang=en_US

2. Reach LiveChat through ClaudIA

ClaudIA can connect you to a Customer Support Specialist after two misunderstood questions, a negative vote, or if you request to « contact a specialist »:

- Enter a question to indicate your wish to speak via LiveChat
- After two misunderstood responses, or in case of a negative opinion, ClaudIA offers you to be put in contact with an advisor
- Opening hours: Monday to Friday 8.30 am to 6.30 pm (openbusiness days)

3. Input a request

If the ClaudIA or LiveChat channel could not answer your needs, you can send a written request towards:

- The Chorus Pro customer support team (for technical issues related to the use of Chorus Pro)
- Your client (for questions about the follow-up of your submitted invoices and files)

A. If you already have a Chorus Pro account, go to the sent request area and click on input request.

- LOGGED-IN HOMEPAGE
- MANAGER ACTIVITIES
- ICT REFUNDS REQUEST
- COMMITMENTS
- INVOICES TO VALIDATE
- WORK INVOICES
- ISSUED INVOICES
- JUSTICE COSTS INVOICE
- EDI AND API CONNECTIONS
- SENT REQUESTS
- DATA FLOW OVERVIEW
- MY ACCOUNT

Synthesis
Input request
Search
Dashboard

B. If you do not have an account, click on « Contact us » on the Chorus Pro Home Page

| | | |
|--|---|--|
| <p>About us</p> <p>Help</p> <p style="border: 1px solid red; padding: 2px;">Contact us</p> <p>Site map</p> <p>V2.0.1 - R13</p> | <p>Further information</p> <p>Release notes</p> <p>Legal notices</p> <p>CNIL</p> <p>Terms of use</p> <p>Accessibility</p> | <p>Public websites</p> <p>aife.economie.gouv.fr</p> <p>api.gouv.fr</p> <p>communaute.chorus-pro.gouv.fr</p> <p>guichet-entreprises.fr</p> <p>marches-publics.gouv.fr</p> |
|--|---|--|

- **Request Header**

Depending on the category and sub-category entered, the request will be sent to:

 - ✓ **Chorus Pro Support** to assist users
 - ✓ **Your client(*)**

(*) : For further details about the categories and the sub-categories routing to the different to business units (see sections called « Enter a request and follow your progress » user guide on the Chorus Pro Community website)
- **Issuer:** Tell us about you by selecting your entity from the drop-down menu. This will allow the help desk to contact you
- **Description :** Describe your problem by providing as much details as possible. The more accurate you will be, the better we will be able to assist you efficiently.

- Please remember to always provide the following details in all your requests:**
- Your connexion id
 - Your phone number
 - What **kind of browser** did you use and its version (ex: Firefox version 60.0.0) ?
 - Briefly describe the problem encountered
 - What are the related **invoice number** to your request (if any) ?
 - What **path sequences** led to your issue? Specify the error message displayed
 - If you created your file without having previously logged into Chorus Pro (via the «contact us » link), **specify your SIRET and your contact details.**

- « A picture is worth a thousand words » :**
- Make sure you take a screenshot (e.g. a picture) of the incident and add it as an attachment to your request so that the Help Desk specialist can understand the nature of your issue at a glance:
- Click on the **Save button**
 - Then, in the **Attachments block** click the **Attachments Management button.**
 - Find the attachment (« **browse** » button)
 - Select the **Attachment Type (request)** and click add
 - To add additional attachments, repeat the process as many times as necessary.

Validate and send

Then click **SAVE** Then click Save to save your changes or click **Validate and send** to submit your request.



Your request has been sent and will processed by the recipient as soon as possible.