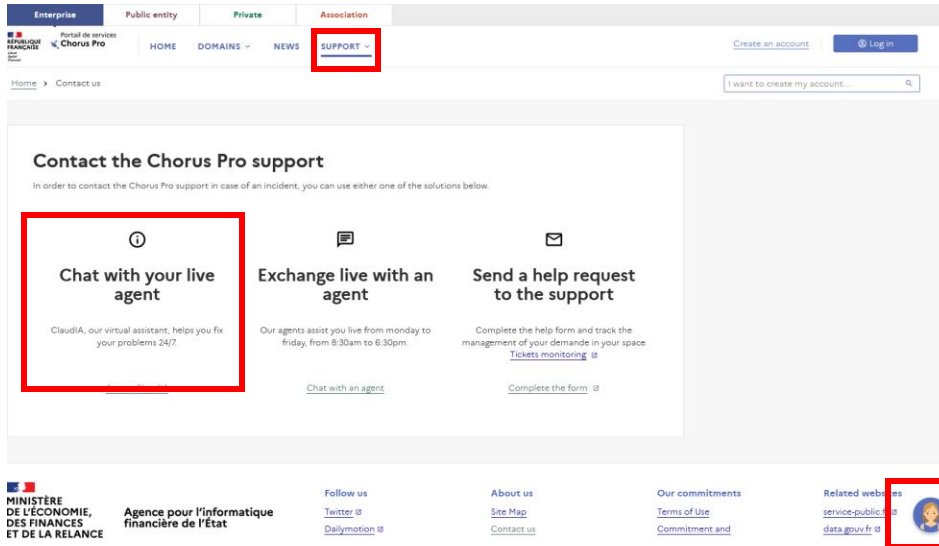# HOW TO ASK FOR HELP

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.
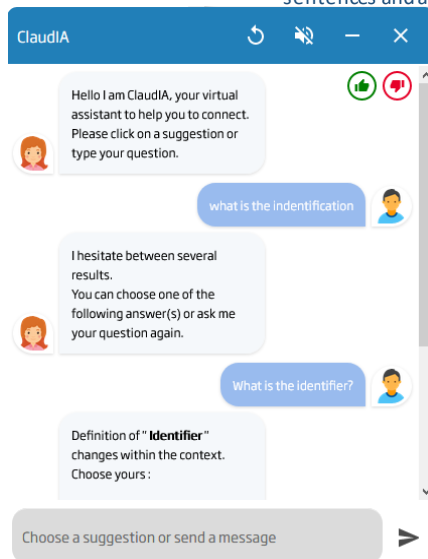


**ClaudIA is at your disposal 24h/24, 7 days/7 on**
**https://chorus-pro.gouv.fr**

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

**1** **Click** the **Need Help** button ? *Ask a question*
*(preferably when you are logged in)*

**2** **Enter your question or use the options offered** by ClaudIA.
Be specific in the wording of your questions : use complete sentences and ask short questions



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

**Your vote is negative ?** ClaudIA will suggest you to be put in contact with **an advisor**,

## 2. Reach LiveChat through ClaudIA

ClaudIA can connect you to a Customer Support Specialist :
- Enter a question to indicate your wish to speak via LiveChat
- After two misunderstood reponses, or in case of a negative opinion, ClaudIA offers you to be put in contact with an advisor
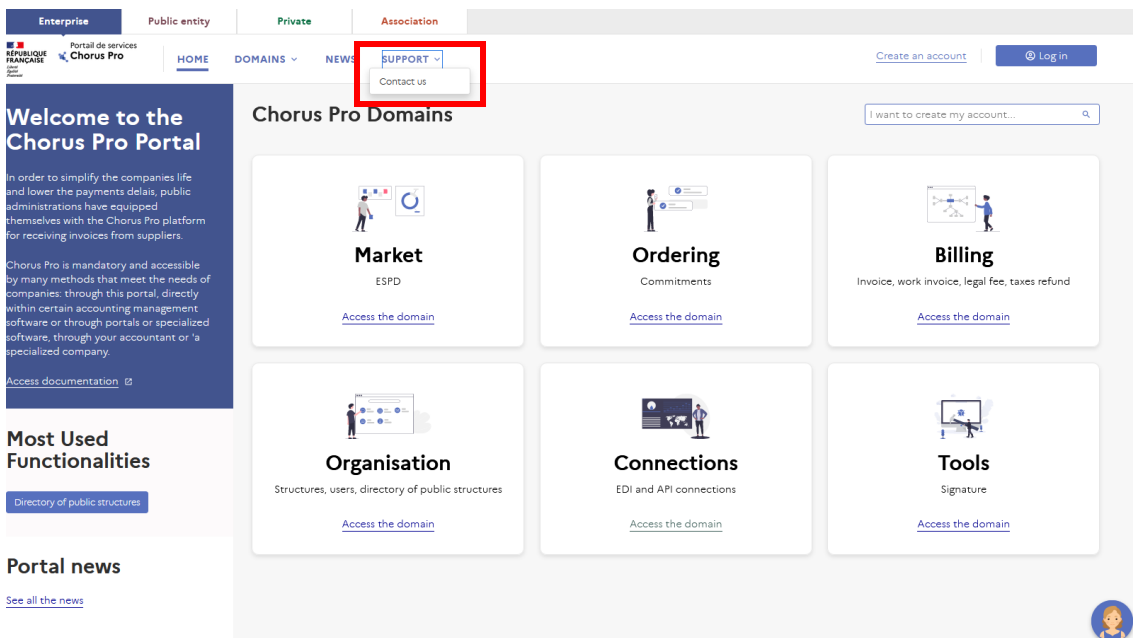- Openning hours: Monday to Friday 8.30 am to 6.30 pm (open business days)

## 3. Input a request

If the ClaudIA or LiveChat channel could not answser 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 don't have an account, click on "Contact Us" from the Chorus Pro Services Portal home page (at the top of the page, by clicking "Support" then "Contact Us"), then "Send a help request to support".**

**B. If you already have a Chorus Pro account, access "Input request" application by clicking on "Complete the form" from "Contact us".**
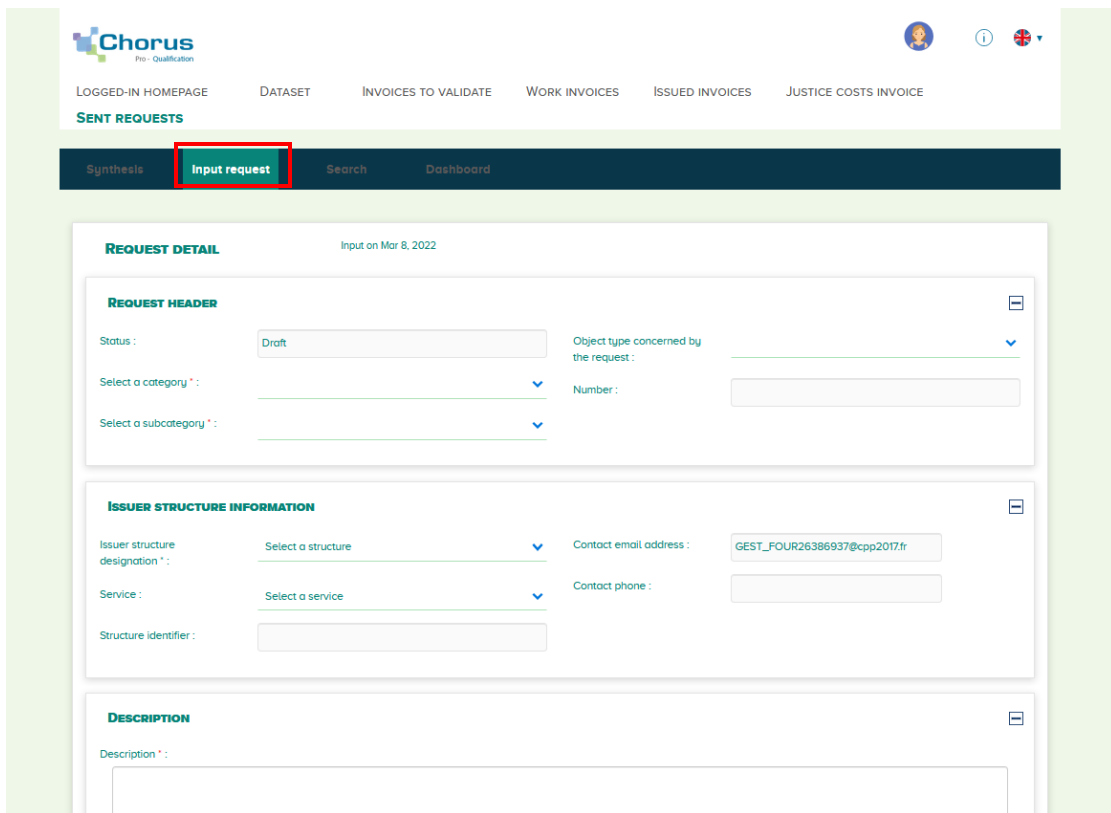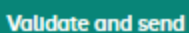
- **Request Header**

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.

- **Attachments :** don't hesitate to take a screenshot 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



Then click **Validate and send** to submit your request,

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