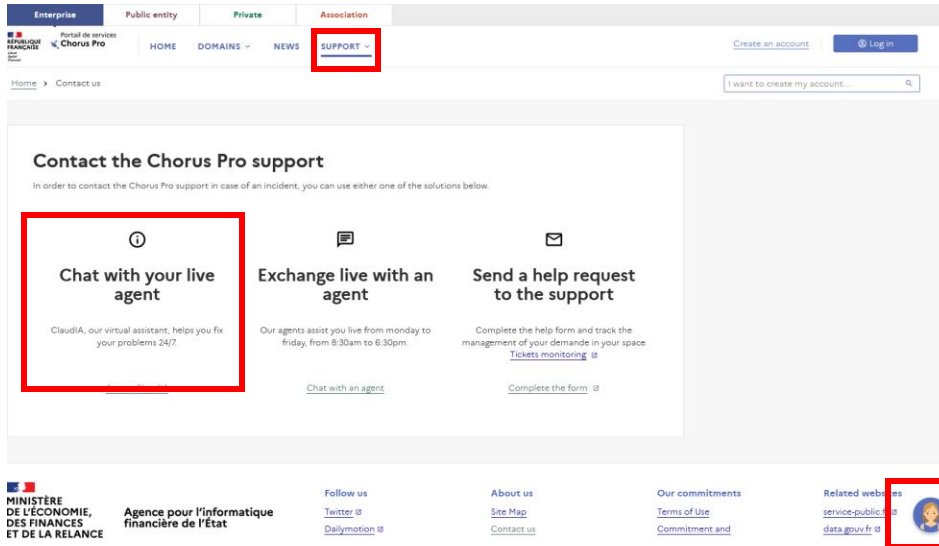


HOW TO ASK FOR HELP

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.



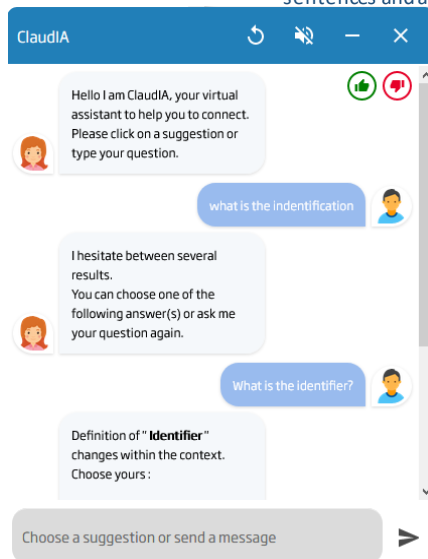
The screenshot shows the Chorus Pro website interface. At the top, there are navigation tabs for 'Enterprise', 'Public entity', 'Private', and 'Association'. The 'SUPPORT' link is highlighted with a red box. Below the navigation, there is a search bar and a 'Contact us' link. The main content area is titled 'Contact the Chorus Pro support' and lists three options: 'Chat with your live agent' (highlighted in red), 'Exchange live with an agent', and 'Send a help request to the support'. At the bottom, there is a footer with social media links and a 'Related websites' section where a profile picture icon is highlighted in red.

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



The screenshot shows a chat window titled 'Claudia'. The chat history includes:
- Claudia: Hello I am Claudia, your virtual assistant to help you to connect. Please click on a suggestion or type your question.
- User: what is the indentification
- Claudia: I hesitate between several results. You can choose one of the following answer(s) or ask me your question again.
- User: What is the identifier?
- Claudia: Definition of "Identifier" changes within the context. Choose yours:
At the bottom, there is a text input field with the placeholder 'Choose a suggestion or send a message' and a send button.

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 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 a.m to 6.30 p.m (openbusiness days)

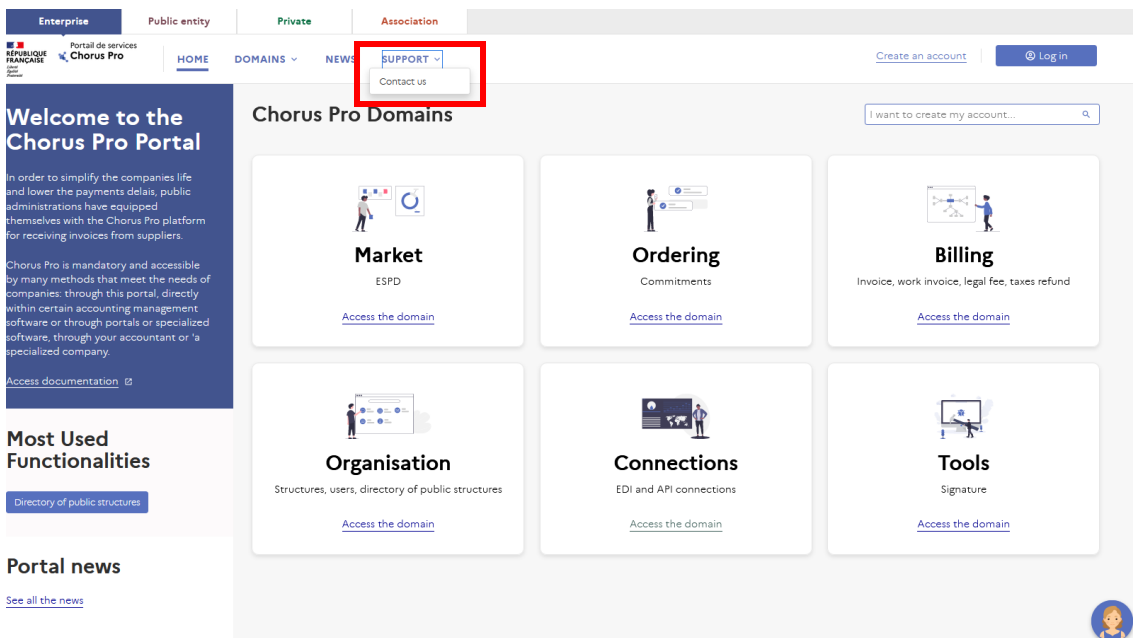
3.

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 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".



Contact the Chorus Pro support

In order to contact the Chorus Pro support in case of an incident, you can use either one of the solutions below.

- Chat with your live agent**
Claudia, our virtual assistant, helps you fix your problems 24/7.
[Access Claudia](#)
- Exchange live with an agent**
Our agents assist you live from monday to friday, from 8:30am to 6:30pm.
[Chat with an agent](#)
- Send a help request to the support**
Complete the help form and track the management of your demande in your space.
[Tickets monitoring](#)
[Complete the form](#)

Footer: MINISTÈRE DE L'ÉCONOMIE, DES FINANCES ET DE LA RELANCE; Agence pour l'informatique financière de l'État; Follow us (Twitter, Dailymotion); About us (Site Map, Contact us); Our commitments (Terms of Use, Commitment and); Related websites (service-public.fr, data.gouv.fr).

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

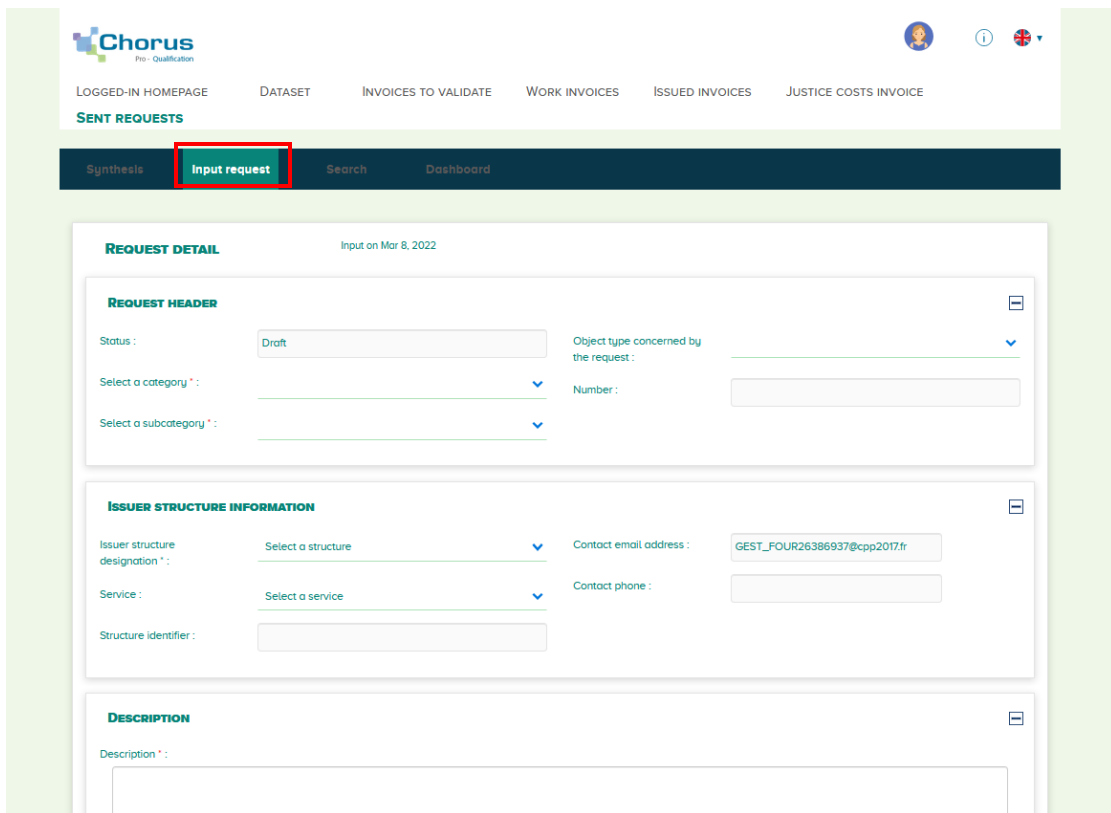
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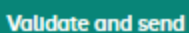
Request Header

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 Desks 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.