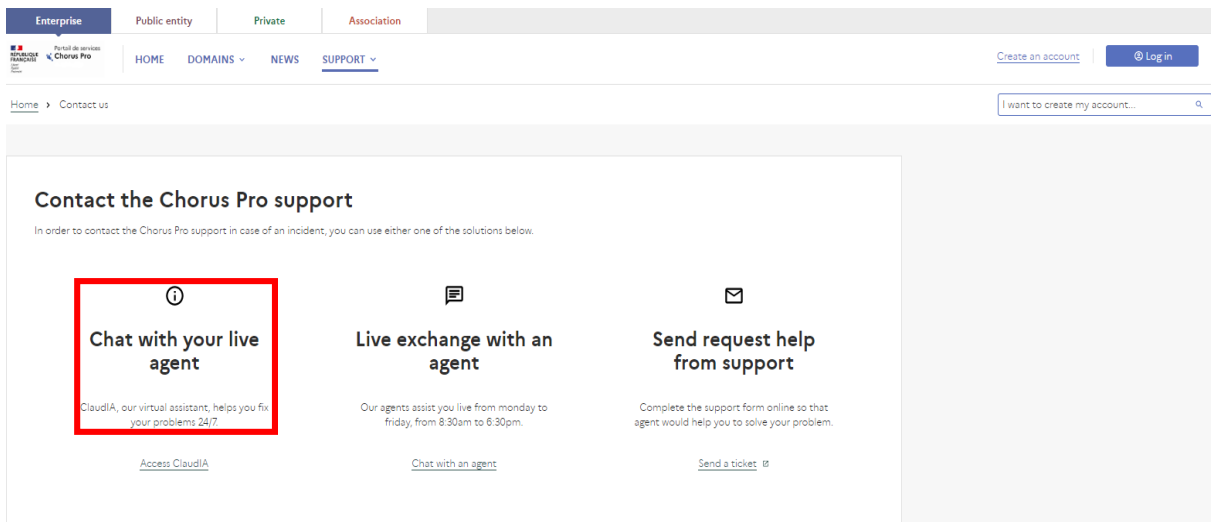# CALLING FOR CHORUS PRO ASSISTANCE

Are you experiencing difficulties in using Chorus Pro?
Go to the portal where you will find the means to answer all your questions.

## 1. Your entry point to Chorus Pro: ClaudIA

User support is based on ClaudIA, an artificial intelligence program that can chat with you and answer your questions online.



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

ClaudIA proposes contextualized answers according to your profile and your data. In order to enable it to provide you with the appropriate answers, it is advisable to apply certain good practices.

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

**2** **Enter your question or use the suggestions** ClaudIA by being precise in the formulation of your questions: complete sentences and short questions
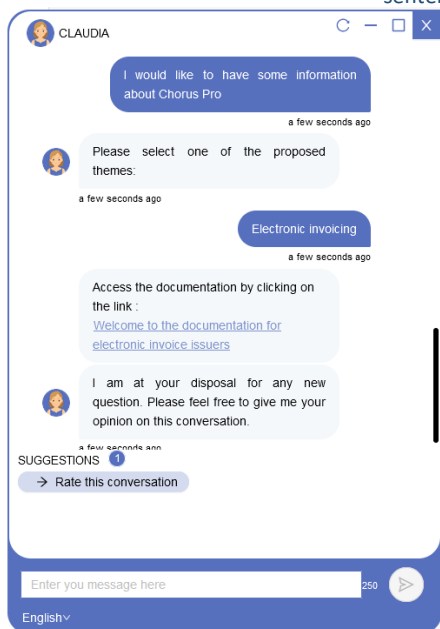


**3** Feel free to **rate ClaudIA's answers** with the icons :
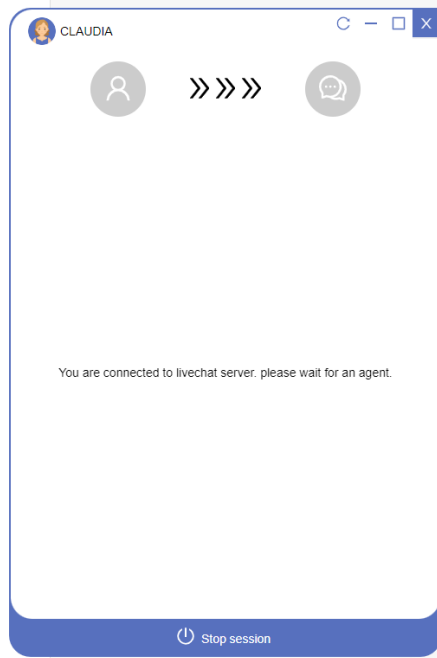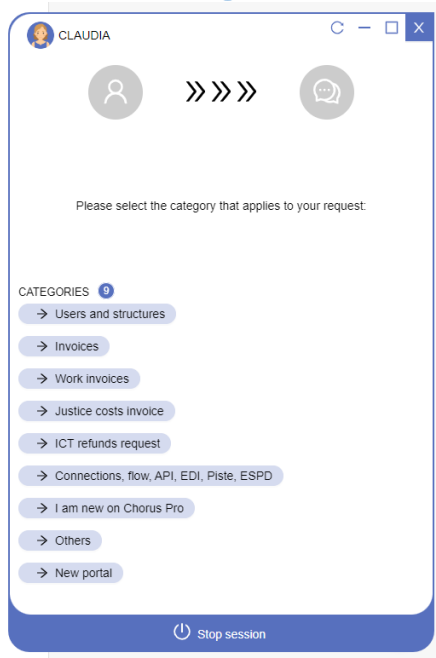
# CALLING FOR CHORUS PRO ASSISTANCE

## 2. Access the LiveChat via ClaudIA

If necessary, ClaudIA can offer you a LiveChat conversation with a support consultant :

- select the category to chat with our agents
- At the end of two misunderstood answers, or at the time of a negative opinion, ClaudIA proposes to you to be put in relation with an adviser
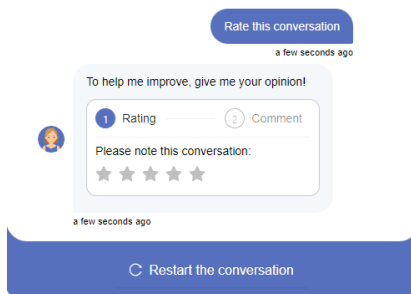- Schedule: Monday to Friday from 8:30am to 6:30pm (working days)

**1** **Enter your question** by indicating your login in order to facilitate the answers of our consultant



CLAUDIA

Please select the category that applies to your request:

CATEGORIES 9
→ Users and structures
→ Invoices
→ Work invoices
→ Justice costs invoice
→ ICT refunds request
→ Connections, flow, API, EDI, Piste, ESPD
→ I am new on Chorus Pro
→ Others
→ New portal

Stop session

CLAUDIA

You are connected to livechat server. please wait for an agent.

Stop session

**2** Feel free **to rate the answers** of the chat by putting stars

Rate this conversation
a few seconds ago

To help me improve, give me your opinion!

1 Rating     2 Comment

Please note this conversation:
☆ ☆ ☆ ☆ ☆

a few seconds ago

↻ Restart the conversation

## 3. Send a ticket

If the ClaudIA or LiveChat channel did not meet your need, you can send a ticket to :
- Tool support (if your problem concerns the use of Chorus Pro)
- The business department (if your question concerns a file (invoice, memorandum, DR,...) and its follow-up
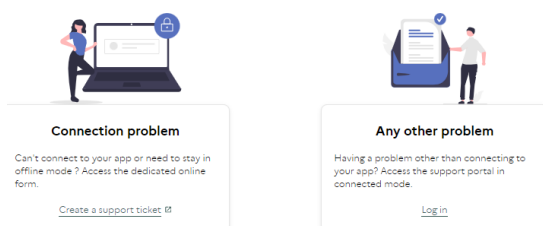
# CALLING FOR CHORUS PRO ASSISTANCE

**A. If you do not have an account or if you are unable to connect to Chorus Pro, click on the menu " " SUPPORT " and " Contact us ", then Send a support request.**
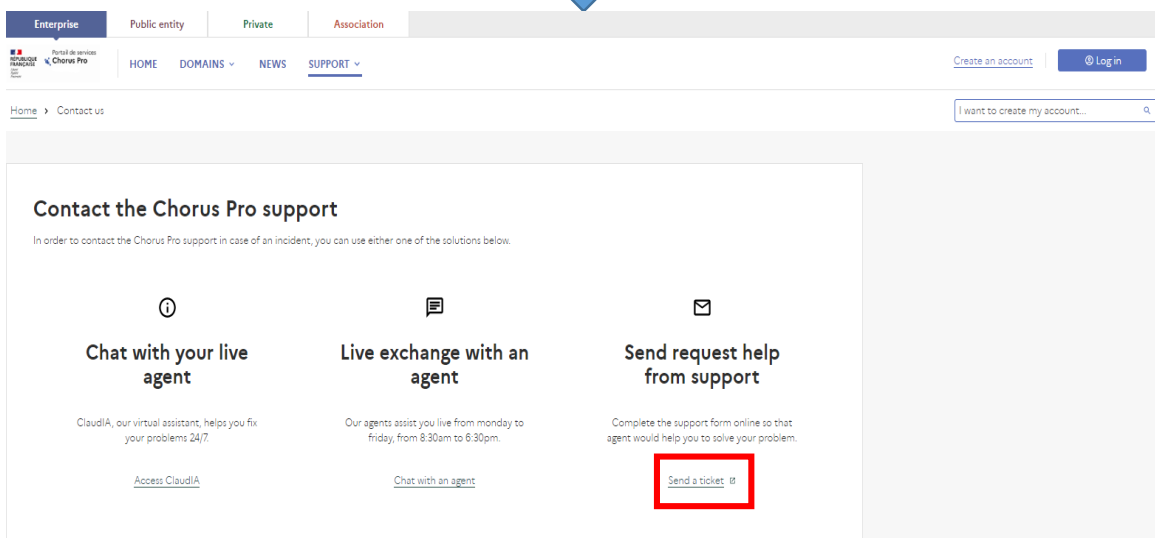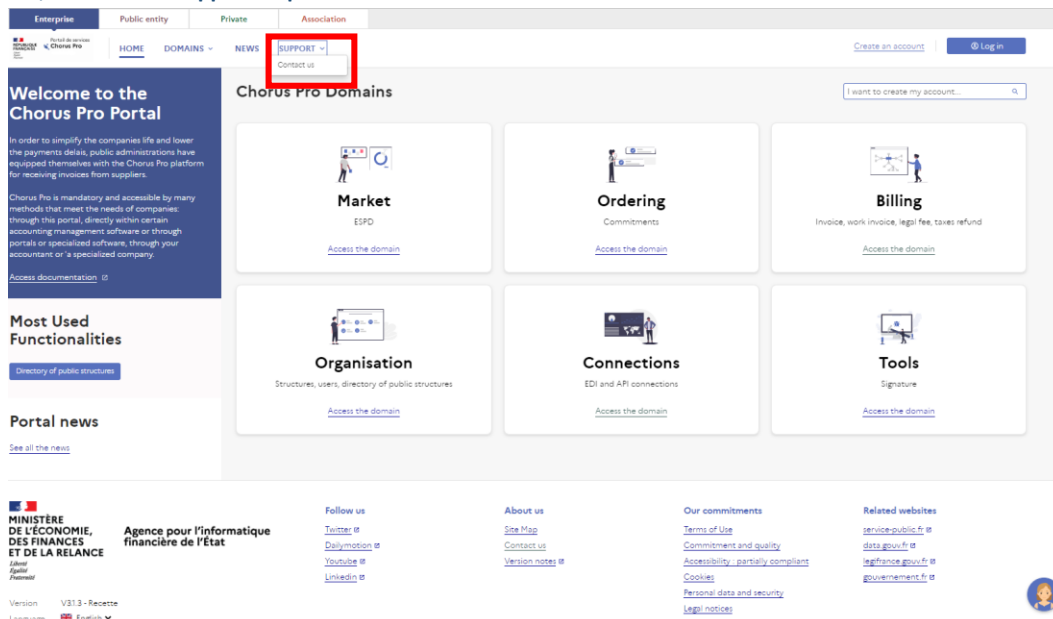


On the following page, in offline mode, you are invited to select the solution corresponding to the problem encountered.
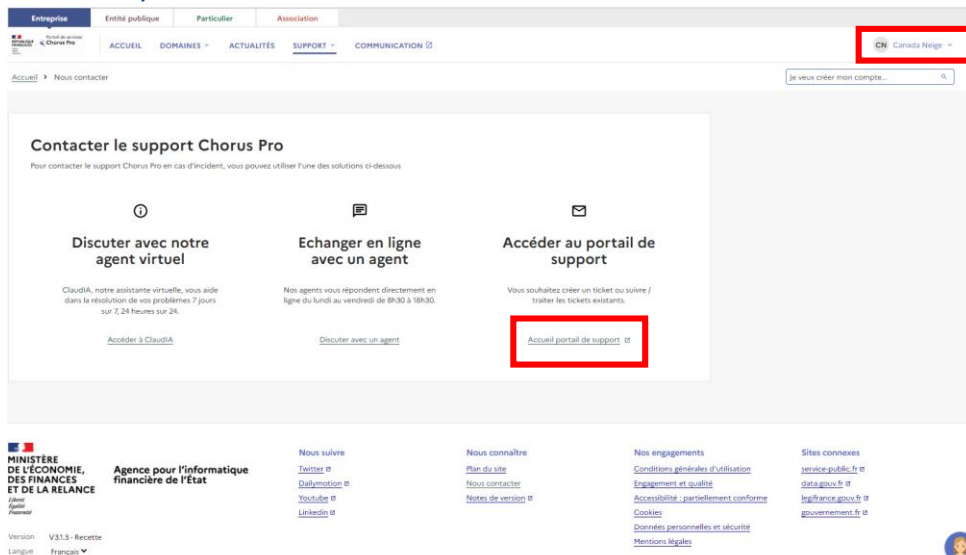
# FAIRE APPEL À L'ASSISTANCE CHORUS PRO

**B. If you already have a Chorus Pro account, log in and access the support portal by clicking on the "support" tab of the Chorus Pro services portal.**





- **General information**

Depending on the category and subcategory entered, the solicitation will be sent to:

✓ **Chorus Pro support** in charge of assisting users
✓ **To the business unit** responsible for processing invoices, legal briefs or ICT claims (*). Depending on the subcategory chosen(it always starts with an "M"), the information of the invoice or memorandum number in the "Object N°" field may be mandatory

*(*) : For more details on categories and S/categories (see user guide "Enter a ticket and follow its processing")*

- **Emitter** : Select the organization on behalf of which you are issuing your ticket from the drop-down list in the "Account" field. By default, the contact email address is pre-filled and the "Account Name" field is automatically filled in.

- **Recipient organization** : If the category and subcategory entered are related to support, this block is automatically filled in. If the ticket is addressed to a public entity, the recipient's information must be completed or is pre-filled according to the chosen sub-category.

- **Encountered issue :** Give your ticket a title in the "short description" field and describe your problem more precisely, giving as much detail as possible. The more information you give us, the more efficiently support can respond. Finally, don't hesitate to attach a screenshot illustrating your problem using the "Add attachments" section.

**Submit**   Then click on **Submit** to send your ticket

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