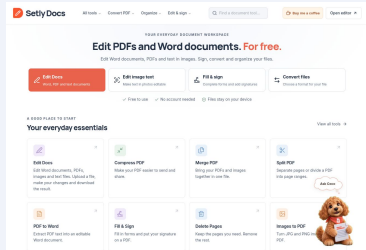


Contact form specification

Make enquiries usable for customers and your team.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Ask only for information needed to route or answer the enquiry.
- 2 Define required fields, useful labels and helpful validation messages.
- 3 Choose the destination inbox or CRM and the person responsible for replies.
- 4 Test success, invalid input, spam handling and delivery failure without real customer data.

EXAMPLE - ILLUSTRATIVE

An initial website enquiry asks for the goal and preferred contact method, not a full postal address.

CHECK YOUR RESULT

Does a submitted enquiry arrive with enough context for a useful response?

Contact form specification

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Fields:**Required information:****Destination:****Reply owner:****Confirmation text:****Failure fallback:****DONE WHEN**

Does a submitted enquiry arrive with enough context for a useful response?

FURTHER READING

[W3C accessibility development tips](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.