
Penril Customer Support: Email Template

Revision

Version No	Date Updated	Description of Change	Updated By <Name, Dept>	Reviewed By <Name, Dept>
00	23/7/2012	Initial Release	Haida Dasuki QA Manager	Tan Lee Yong Director, Professional Service
01	22/10/2012	To add Email Template for Call Support & Email to Customer (Unable to reach)	Haida Dasuki QA Manager	Tan Lee Yong Director, Professional Service

Penril Customer Support: Email Template

E-Mail self-service login information to contact (client).

Subject:

Your self-service login details for \$ProductName

Message:

Dear \$ContactName,

Please find your self-service login details for \$ProductName, a Customer Support Software. Using this you can submit your queries, track their statuses and can search knowledge base to find solutions to frequent queries.

Login name : \$LoginName

Password : \$LoginPassword

The application can be connected at [\\$ServerAliasURL](#) .

Best Regards,
Penril Customer Support Team

E-Mail acknowledgement to contact on submitting a new request

Subject:

Your request has been logged with request ID ##\$RequestId##

Message:

Dear \$ContactName,

This is an acknowledgement mail for your request. Your request has been created with ID \$RequestId. The title of the request is \$Title. The status of the request can be tracked at [\\$RequestLink](#)

Please get back to us for any further clarifications.

Best Regards,
Penril Customer Support Team

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E-Mail acknowledgement to primary contact on submitting a new request

Subject:

Request has been logged by \$ContactName with request id ##\$RequestId##

Message:

This is an acknowledgement that the request has been created by \$ContactName with request id \$RequestId. The title of the request is : \$Title. The status of the request can be tracked at [\\$RequestLink](#) .

Best Regards,
Penril Customer Support Team

E-Mail notification to contact when a request is resolved

Subject:

Your Request with ID :##\$RequestId## has been Resolved.

Message:

Please be informed, your Request [ID:\$RequestId] has been resolved.

Title : \$Title

Description : \$Description

Resolution is : \$Resolution

Click here [\\$RequestCloseLink](#) to Close/Re-open the Request. Also you can re-open the request by sending a reply to this mail.

This Request will automatically be closed after \$RequestAge days.

Best Regards,
Penril Customer Support Team

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E-Mail primary contact when a request is closed

Subject:

Request : ##\$RequestId## raised by \$ContactName was closed

Message:

This is an acknowledgement that the request raised by \$ContactName was closed. The title of the request is :

\$Title

Resolution is : \$Resolution

Complete details of the request can be viewed at [\\$RequestLink](#) .

Best Regards,
Penril Customer Support Team

E-Mail Escalation to Team Lead to follow-up on Un-Resolved Open Issue

Subject:

Follow-up Issue on #Redmine ID# [Issue Title]

Message:

Dear #Team Lead#

Please be informed that above issue has been pending for more than #Days. Kindly assist to update on the finding and resolution in order for us to acknowledge customer on the progress.

Best Regards,
Penril Customer Support Team

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E-Mail Escalation to Customer Support Team on Request Received by Call Support

Call Support

Haida md haida_md@penril.net
to Penril

Oct 19 (4 days ago)

Dear Customer Support,

Call received as below:-

Caller Details:

1. Caller Name - Halimah
2. Company Name - Agrobank
3. Contact Number - 1234567891
4. Email - aida_md73@yahoo.com

Request Description:

1. Product/System: RIB - Transfer Limit
2. Brief description about the request:
Need clarification. If customer have already make transfer thru ATM machine for RM6000 (max), can he/she make another transfer via AGRONet for another max amount RM6000 on the same day?

Best Regard,

Haida Dasuki

E-Mail Send To Customer due to unable to reach them thru phone

Dear <Contact/Customer Name>,

We have attempted to contact you earlier today but failed to reach you. Kindly call us back pertaining to your request (_____).

For further enquiries, kindly contact us at <Tel. No.> or email at customer.support@penril.net

Thank you and regards,

<Customer Support Name>
Penril Customer Support Team

Notes:

1. Send email from Request ID# via SupportPlus System.
2. Add CC to related personal.