

Revision

Version No	Date Updated	Description of Change	Updated By <name, dept=""></name,>	Reviewed By <name, dept=""></name,>
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



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

Attachment 2: Email Template Rev.01





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	
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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.

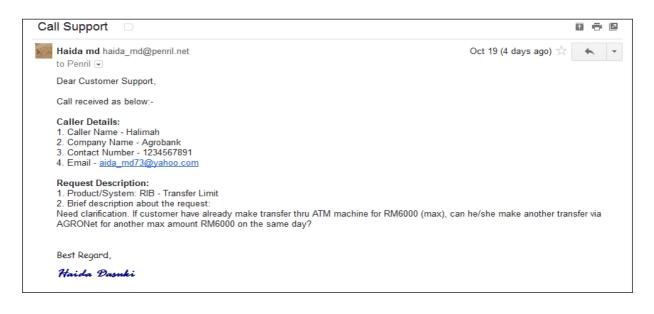


E-Mail primary contact when a request is closed

<u>Subject:</u> 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 <u>\$RequestLink</u> .
Best Regards, Penril Customer Support Team
E-Mail Escalation to Team Lead to follow-up on Un-Resolved Open Issue
<u>Subject:</u> Follow-up Issue on #Redmine ID# [Issue Title]
<u>Message:</u> 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



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



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

Dear <contact customer="" name="">,</contact>
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</tel.>
Thank you and regards,
<customer name="" support=""> Penril Customer Support Team</customer>

Notes:

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