

# Acknowledgment with Follow-Up Promise Email Templates

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# Template 1: Standard Acknowledgment with Promise to Update

**Subject:** We've Received Your Feedback

Hi [Customer Name],

Thank you for bringing [specific issue] to our attention. We understand the importance of this matter and want to assure you that our team is currently reviewing it.

While we don't have an immediate solution, we've logged your concern and will provide you with an update as soon as we have more information.

We appreciate your patience and understanding.

Best regards,

[Your Name]

[Your Position]

[Company Name]

## Template 2: Acknowledgment for Technical Issues

**Subject:** We're Investigating the Technical Issue

Hi [Customer Name],

Thank you for reporting the technical issue you've encountered with [specific feature or service]. Our technical team is actively investigating the problem to identify the root cause.

We will keep you informed of our progress and notify you once the issue has been resolved.

Your feedback is invaluable, and we appreciate your patience as we work to fix this.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

## Template 3: Acknowledgment for Feature Requests

**Subject:** Your Feature Request Has Been Noted

Hi [Customer Name],

We appreciate your suggestion regarding [feature request]. It's always helpful to hear from users like you who are looking to enhance their experience with our product.

We've documented your request and will consider it in our future development plans. While we can't guarantee immediate implementation, we will update you if this feature becomes available.

Thank you for your valuable input.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

## Template 4: Acknowledgment for Service Delays

**Subject:** Update on Your Service Request

Hi [Customer Name],

Thank you for reaching out about [specific service or issue]. We apologize for the delay in addressing your concern. Our team is currently working on it, and we aim to resolve it as promptly as possible.

We will keep you updated on our progress and notify you once the issue has been resolved.

We appreciate your patience and understanding.

Best,

[Your Name]

[Your Position]

[Company Name]

## Template 5: Acknowledgment with Interim Solution

**Subject:** Temporary Workaround for [Issue]

Hi [Customer Name],

Thank you for informing us about [specific issue]. Our team is currently working on a permanent solution. In the meantime, we recommend the following workaround:

[Provide detailed steps for the interim solution.]

We will notify you once a permanent fix is in place.

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]