| **To: coreteam@officegreen.com.** | |
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| **Subject: Meeting invitation to discuss the main points from test batches survey** | |
| **Opening:**  **Hello everyone. First, thank you all for your efforts and concerns. Second, congratulations for being able to deliver from 80% to 90% orders on-time and increasing customer satisfaction after fixing the customer service software issues.** | |
| **Body:**  **First, we achieved solid improvements, but that was short of our target. That's why we are holding this meeting to celebrate our great work and investigate the reasons for not reaching our goal. Second, due to the helpful materials and guids, a number of customers volunteered that a live chat option would further improve customer support. Third, after surveying the customers for the best time for delivery, we need to discuss how we can manage to deliver at these times to avoid late delivery.**  **The meeting will be on July 21st at 10:00 AM in the conference room. A link will also be shared for anyone who can’t attend in person. If this time doesn’t work, please let me know so I can set a new one that works well with everyone’s schedule** | |
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| **Closing:**  **Attached is a copy of the most common feedback received, please go through this as we would love to hear suggestions on how to further improve. Prepare your ideas,notes, and lessons you’ve learned and want to share within the meeting.**  **See you soon!** | |
| **Signature:** Esraa, Project Manager    **Attachments:** [**Meeting Agenda**](https://docs.google.com/document/u/0/d/14y1uwSTp08bL8sX0JEDT6CoubRKlNaJCrAVFDDYYAG4/edit?resourcekey=0-9DJHQ10h3Wo_7mZH2RR_Kg) | |