Hi Sam,

We sorry for the inconvenience, this is a major issue for us, and we worked to solve it ASAP.

This is what happened:

Yesterday our AI scoring algorithm went down because the server where it runs, in Amazon Web Services, also went down. Sadly, this means we breached our threshold of 2,8 hours to deliver the score for the customer.

We have reset the server in AWS to fix the problem. All future leads should be scored correctly.

For the leads that come in since 7 am this morning, we get our backup to re-run them manually and give the missing scores to the latest leads between 7 am and now. This should be done in 1 hour on your platforms.

We will also review the amount of lead per unit of time that we are having and check if the server capacity is enough, so we will prevent any problems in the future.

Is there anything else I may do for you?

Sincerely,

Joaquín G.

***Madkudu- Support***

Notes:

Read the notes, identify the client's needs; to be able to have a score as soon as possible of all your leads.

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Greet him, apologize for the inconvenience, answer his questions, explain as clearly as possible what happened, reassure him that the problem will not happen again. Be available in case you need anything else