Email Templates – IoT L1

1. **Where logs show that connectivity is up on sample numbers.**

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke to XXXX // XXXX on XXXX.

We checked logs for the Sample Number 51xxxxxxxxxxxxxx that was provided by you. According to the logs, we observed that connectivity has been established with the device and there is existing data communication with the number.

We request you to confirm upon this and check if the same is true for other impacted numbers.

In case you continue to face issues with your connectivity, please write back to us with relevant logs that can help us to understand the issue better.

We value your relationship with Vi ™ and are committed to providing you with the highest level of service simply because our customers deserve the very best.

Regards,

**Amartya Sarkar**

**IoT Team**



**Vodafone Idea Limited** (formerly Idea Cellular Limited)

E-mail: [Vbs.Customerservice@vodafoneidea.com](mailto:Vbs.Customerservice@vodafoneidea.com)

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Calling from Non-Vodafone numbers: 9920055666 (Option 2)

Website: myvi.in

**Customer not contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We reached you on phone number XXXX on 12th Aug 2022 at 12:05 PM however, no luck.

Through this email, we wish to inform you that we checked logs for your provided Sample Number 51xxxxxxxxxxxxxx. According to the logs, we observed that connectivity has been established with the device and there is existing data communication with the number.

We request you to confirm upon this and check if the same is true for other impacted numbers.

In case you continue to face issues with your connectivity, please write back to us with relevant logs that can help us to understand the issue better.

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2. **When assigning case to Switch team for profile checks or purging.**

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke with XXXX on phone number XXXX on XXXX.

As discussed on call, we have sent the details of the impacted numbers to the network team to analyze the fault and take necessary action to resolve the issue.

We will continue to keep you updated with the progress of their action. The next progressive update on this ticket will be provided to you in 24 hrs.

Please reach out to us in case you have any further feedback or any support required.

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We reached you on phone number XXXX on XXXX however, no luck.

Through this email, we wish to update you that we have sent the details of the impacted numbers to the network team, for them to analyze the fault and take necessary action to resolve the issue.

We will continue to keep you updated with the progress of their action. The next progressive update on this ticket will be provided to you in 24 hrs.

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**3. When assigning case to RF team for network issue.**

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke with XXXX on phone number XXXX on XXXX.

As discussed on call, we have assigned this ticket to the regional network team, for them to analyze the existing network coverage in the area and take necessary action to resolve the issue.

We will continue to keep you updated with the progress of their action. The next progressive update on this ticket will be provided to you in 24 Hrs.

Please reach out to us in case you have any further feedback or any support required.

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We reached you on phone number XXXX on XXXX however, no luck.

Through this email, we wish to update you that we have assigned this ticket to the regional network team, for them to analyze the existing network coverage in the area and take necessary action to resolve the issue.

We will continue to keep you updated with the progress of their action. The next progressive update on this ticket will be provided to you in 24 Hrs.

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**4. When assigning case to L2 team for data not working issue.**

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke to XXXX on phone number XXXX on XXXX.

As discussed on call, we have assigned this ticket to the L2 Technical team, for them to troubleshoot the issue and to take necessary action to resolve the issue.

We will continue to keep you updated with the progress of their action. The next progressive update on this ticket will be provided to you in 4 Hrs.

Please reach out to us in case you have any further feedback or any support required.

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We reached you on phone number XXXX on XXXX however, no luck.

Through this email, we wish to update you that we have assigned this ticket to the L2 Technical team to troubleshoot the issue and take necessary action to resolve the issue.

We will continue to keep you updated with the progress of their action. The next progressive update on this ticket will be provided to you in 4 Hrs.

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**5. Progressive Update Assurance - When pending with sec teams(L2, GDSP, Switch, 6D…)**

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke to XXXX on phone number XXXX on XXXX.

As discussed on call, we are working closely with the L2 Technical team, for them to troubleshoot the issue and to take necessary action to resolve the issue.

We will continue to keep you updated with the progress of their action. The next progressive update on this ticket will be provided to you in 4/12/24 Hrs.

Please reach out to us in case you have any further feedback or any support required.

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**6. When resolution is getting delayed.**

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke to XXXX on phone number XXXX on XXXX.

As discussed on call, we are working closely with the L2 Technical team to troubleshoot the issue and to take necessary action to resolve the issue.

We observe a delay in resolving the issue and are following up internally to expedite this by involving relevant stakeholders.

Please accept our sincere apologies for this delay and we thank you for your patience

We will continue to keep you updated with the progress of their action. The next progressive update on this ticket will be provided to you in 4/12/24 Hrs.

Please reach out to us in case you have any further feedback or any support required.

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7. Weak Coverage/High site distance/New site/Booster required cases.

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke to XXXX on phone number XXXX on XXXX.

As discussed on call, we had assigned this ticket to the regional network team to analyze the existing network coverage in the area.

As per their inputs, there is low network coverage in the area where you are trying to use your IoT service and this could impact on your services.

Please reach out to us in case you have any further feedback or any support required.

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8. No response from customer > 48 hours, closer template

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke to XXXX on phone number XXXX on XXXX.

As discussed on call, we are awaiting your inputs on the queries raised by our team. We have not received any update from you in the last 48 Hrs.

Basis on this, we are placing the ticket on hold and will close the ticket in the next 48 Hrs if we do not receive the necessary inputs.

Please reach out to us in case you have any further feedback or any support required.

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**9. When refresh/Purging activity done as per customer’s request.**

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke to XXXX on phone number XXXX on XXXX.

As discussed on call, we have implemented the Service Refresh on the numbers requested by you.

Request you to confirm if the services are working as per expectations post the activity

Please reach out to us in case you have any further feedback or any support required.

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**10. When refresh/Purging activity done for troubleshooting**

**Customer contacted on call:**

Dear XXXX,

This email is with reference to a ticket number XXXX raised for XXXX Issue.

We spoke to XXXX on phone number XXXX on XXXX.

As discussed on call, we have implemented certain backend changes on the impacted numbers.

Request you to confirm if the services are now working post the activity.

Please reach out to us in case you have any further feedback or any support required.

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