From: Luke Anderson luke.anderson@amazon.com

To: Senior Tech Team senior.tech@amazon.com

Subject: Request for Guidance on Service Timeout Issues in Microservices Architecture

Dear Senior Tech Team,

I hope this message finds you well. This is Luke Anderson from the Checkout Optimization project team. We’re currently experiencing a persistent issue related to service timeouts in our microservices setup that we’d greatly appreciate your input on.

Specifically, we’ve observed intermittent timeout errors when the checkout microservice attempts to retrieve user discount data from the promotions microservice. These timeouts are causing delays and, in some cases, failed transactions for customers. We've reviewed the network latency logs and load balancer configurations, but haven't been able to fully isolate the root cause.

Given your team's deep expertise in distributed systems, we’d love your thoughts on how to best approach diagnosing this issue. Are there diagnostic tools or architectural adjustments you’d recommend to improve reliability and responsiveness under load?

Your insights would be incredibly valuable as we work to ensure a seamless checkout experience.

Thank you for your time and support.

Best regards,

Luke Anderson