

To: coreteam@officegreen.com

Subject: To discuss these insights, solicit feedback, and discuss your proposed next steps

Opening: Good Morning everyone

I'm writing this mail to inform you about the current status of our project. Recently our team surveyed 50 customers over a period of four weeks to gauge customer satisfaction with the product and the service. After two weeks, the survey revealed three major issues concerning product quality, delivery timelines, and customer support.

Body: The few insights we received from the survey conducted are:

- **On-time deliveries rose from 80% to 90% by the end of the survey—a solid improvement, but still short of our 95% target.**
- **Customers overwhelmingly prefer deliveries before normal business hours and early in the day.**
- **Satisfaction with support increased once we fixed the customer service software problem, but there is still room for improvement.**
- **Many respondents found the guides and tutorials helpful. A number of customers volunteered that a live chat option would further improve customer support.**

Closing: Atlast I would like to tell the project is on track and is going as per the schedule. Kindly attend the meeting scheduled on 24th Jan 2023 and be prepared for the meeting. The meeting agendas has already been shared. Thanking you.

Yours Faithfully

Signature: Srijan, Project Manager



Attachments: Meeting agenda