|  |
| --- |
| **Polite alternative ☺** |
| **I understand your frustration** |
| **I am transferring your ticket to the corresponding team and will introduce them to your case – please expect reply from them shortly.** |
| **Such behavior is expected with the current logic (Never accuse the customer directly)** |
| **Indeed, I verified that the issue exists in the current version of the controls** |
| **We will make sure to address the issue in near future (try to be more polite about issues that we do not know when we will fix)** |

Phrasing to

***Example:***

***Hello Ben,***

***I tried to reproduce the problem locally but to no avail – everything is working as expected on our side. Please provide the following details – hopefully they will help us pinpoint the exact reason for this behavior:***

1. ***What is the exact browser’s version that you are using?***
2. ***In the ticket info, you have noted that you are using version XXXX of RadXXX. Could you please confirm that?***
3. ***Please send us the exact steps to reproduce the problem. If possible, send us some screenshots of the observed behavior. .***

***For convenience I prepared a small sample, based on the information that you provided so far and attached it to this thread. Could you please check it and let me know how it differs from your real setup?***

***Thank you in advance for your patience and cooperation.***

Show Empathy

* + ***“I can see your point on the matter”***
  + ***“I can understand how this issue is frustrating you.”***
  + ***“I am sorry to see your disappointment.”***

Take action

* + ***“As we can see your point on the matter, we’ve decided to…”***
  + ***“Let me see how we can get this fixed.”***

Don’t indicate that the problem is caused by the customer

* + ***“How long have you had this problem?”***
  + ***“Thank you for your detailed report. The information helped us find the cause for the issue. Basically our controls…, this is why a better approach is to…”***
  + ***“Unfortunately we will have to further investigate the case to find the cause and fix it. However, in the meantime we’ve come up with the following workaround.***

Positive way to getting additional information

* + ***"Congratulations on your new business. To register your business name, we need some additional information. If you return the attached form, with highlighted areas filled in, we will be able to send you your business registration certificate within two weeks. We wish you success in your new endeavor."*** 
    - ***That is a good question. Let me find out for you.”***
    - ***“Yes”***

Instead of “we cannot do that”

* + **“What you can do is take a look at those sample projects and use them to start building your logic following these tutorials.”**

Instead of “you will have to”

* + **“One option would be for you to…”**
  + **“I want to get started on this right away and it would be great if you could send …”**
  + **“I would suggest trying …”**

Instead of “We can’t fix this now”

* + **“We will do our best to fix it as soon as possible.”**

Instead of “The control *doesn’t* support this functionality**”**

* + **”We will create a feature request based on your feedback and if it gathers enough popularity, we will definitely consider its implementation.”**
* **Initial Contact Template**

***Hello [NAME],***

***…***

***Thank you for contacting Telerik Support(us).***

***…***

***I hope this information helps. Please let me know if I can assist you any further. Thank you in advance.***

***…***

***Regards***

* **If Communication Continues**

***Hello [NAME],***

**…**

***Thank you for getting back to us.***

***…***

***I hope this information helps. I will be glad to assist you further.***

***…***

***Regards***

* **Ending Communication**

***Hello [NAME],***

**…**

***I am glad that the issue you were facing is now resolved. Please do not hesitate to contact us if you have any additional questions.***

***…***

***It was pleasure for me to assist you. Wish you a great day.***

***…***

***Regards***