

# Situations that may arise at workplace :

## 1. Confirmation Email

Scenario: After getting the requirements and understanding it, send a confirmation email to the client that we are ready to start the project and ask him if there is any change in the requirement or tell him if there's any change from our side.

From : Team

To : Client

Subject : Confirm project requirements- Graffiti | WebOccult Technologies Pvt Ltd.

Body :

Dear Mike,

Greetings of the day!

I am delighted to receive all your requirements on the project- Graffiti. As per our last conversation, you have mentioned your requirements as below:

- Customizable themes and templates
- Customer support Chatbots
- Provide Multi Language support
- Recommending the right item at the right time
- Average load speed being bellow 2 seconds
- Secure and flexible payment via PayPal, Wallets and Credit card

Take a look, if there is anything I missed out or misunderstood, kindly, let me know. Once you approve, I'll start the project and you'll be able to review and track the timeline for completion and approvals.

Thank you and Have a nice day.

Regards

Astha Makavana

Business Analyst Trainee | BA department

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## 2. Issue Resolution Email

Scenario: While working on a project, we faced an issue regarding something and we are asking the client to clarify something regarding the requirement.

From : Team

To : Client

Subject : Clarity on project- Shoppex | WebOccult Technologies Pvt. Ltd.

Body :

Dear John,

Greetings of the day!

I am writing this email regarding our project, 'Shoppex'. We are facing little issue in understanding your requirement on the shopping cart feature and I need to clarify that with you to avoid any future complications.

The assigned project is indeed important to us and we are eager to deliver our best. For the mentioned purpose, it is necessary to understand all the requirements correctly, to yield positive results.

It would be really great if we can have you on board by this week so that we can discuss the functionalities and clarify it. If it works out well for you then I can schedule the meeting as soon as possible.

We, as a team, thank you for your valuable input and time.

Regards

Astha Makavana

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### 3. Reminder for meeting

Scenario: To remind the client about the meeting that is going to happen in the next few days.

From : Team

To : Client

Subject : Reminder for meeting on 24th March | Project- Graffiti

Body :

Dear Mike,

Greetings of the day!

I am writing this email to remind you of a meeting we have scheduled for this Friday, March 24 which is regarding the on-going status update of our project, 'Graffiti'.

I hope you have your calendar marked for the day.

Here are the details for the upcoming meeting:

- Meeting name - Graffiti Status 4
- Date and Time - 24th March at 11:00 AM
- Location - Fortune Park, Ahmedabad
- Meeting agenda - Discuss on progress in project

I'm looking forward to talking with you then. In the meantime, feel free to reach out if you have any questions.

Regards

Astha Makavana

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#### 4. Indicating a role for meeting

Scenario: To inform the employee about the upcoming meeting and tell him to conduct a meeting in absence of higher authority and also inform him about the details of the meeting.

From: Team Lead

To: Senior Developer

Subject : Request to conduct meeting on behalf | Project- Shoppex

Body :

Dear Raj,

I hope you enjoyed your weekend. I am writing this email in regard to the Wednesday meeting, March 3rd. We are supposed to discuss the recent project, 'Frolly' from the Canadian client, Mr Campbell.

I am caught up with some client urgency that needs my attention, due to which I could not make it to the meeting and I hope you could address the meeting on my behalf as you are already aware about all the progress on the project.

Here are the details for the upcoming meeting:

- Meeting name - Frolly Status
- Meeting agenda - Discuss workflow of the project
- Date and Time - 3rd March at 10:00 AM
- Location - Novotel, Ahmedabad

If there are any other work commitments from your side, then do enlighten me. Feel free to ask if you have any questions regarding the same.

Regards

Astha Makavana

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## 5. Scheduling meetings

Scenario: To ask the client about scheduling a meeting in the next few days on a recent requirement change to understand it properly and take measures accordingly.

From: Team member

To: Client

Subject: Schedule meeting on project- Shoppex | WebOccult Technologies

Body:

Dear John,

Greetings of the day!

I am writing this email regarding our project, 'Shoppex'. There has been a recent change in the requirement from your end. I need to understand it on proper grounds to avoid any future complications.

The assigned project is indeed important to us and we are eager to deliver our best. For the mentioned purpose, it is necessary to understand all the requirements from you to yield positive results.

It would be really great if we can have you on board by this week so that we can discuss the functionalities clearly. If it works out well for you then I can schedule the meeting for this Monday, July 17th.

We, as a team, expect your valuable input and time. Thank you.

Regards

Astha Makavana

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## 6. Keeping conversation records (Minutes of Meeting)

Scenario: After a phone conversation with client, email to client for informing about the conversation on the phone and keeping the track of the information discussed on the phone.

From: BA

To: Client

Subject: Minutes of meeting | Project- Trello

Body:

Dear John,

Greetings of the day!

As per our recent conversation, you have addressed me to make prior changes to your website.

The mentioned updation includes :

- Change in the font style
- Addition of new themes
- Addition of internal links

I will ensure, providing you with your expected changes. For that matter, do let me know if I misunderstood or missed anything.

Regards

Astha Makavana

Business Analyst Trainee | BA department

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## 7. Announcement Email

Scenario: To inform all the employees about the trip that has been planned and requesting their active participation in it.

From: HR

To: Employees

Subject: Announcement on upcoming trip

Body:

Dear WebOccultians,

I hope everyone is fit and fine. The past few months have been really hectic due to the overload of work commitments. Now, as we are in a better state, we have planned a trip for all the employees to relax and rejuvenate. So here is the news of the most exciting trip of the year.

Details of the trip are as followed :

- Dates - 18 March to 20 March
- Location - Nathdwara
- Cost - 3000 Rs per head

We know everyone must be excited to be a part of the event, So quickly fill-up the confirmation form : <https://forms.gle/8MJDmkvdLigVx7a97>. Additional details will be shared soon.

We seek your strong support for this event to make it a successful and memorable one.

Regards

Astha Makavana

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## 8. Status Update

Scenario: To inform the higher authority about the status of the project, how much work is done and how much is pending.

From: Employee

To: Project Manager

Subject : Status update on project- Shelby

Body :

Hello Mark,

Greetings of the day!

I am writing this email regarding the status of the on-going project - Trello. The team is highly motivated to deliver the product before the deadline. I would like to share the project status with you.

The key points to be highlighted are :

- Project requirements were revised in the first phase.
- Demo was organised.
- Designing phase has been completed in the previous sprint.
- Currently, the team is working on the development phase.
- Development is likely expected to be completed by June 12.

Issues: There was a slight delay in the designing phase due to the revised requirements from client's end. But it was coped up on the later part.

If there's anything more you need, do let me know.

Summary: Great progress this week! We are in the development phase.

Avinash is leading the team.

Thank you and Have a nice day!

Regards

Astha Makavana

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## 9. Feedback Email

Scenario: Asking the client to provide their feedback on the recent meeting (agenda: Demo on project).

From: Manager

To: Client

Subject : Feedback on recent meeting | Project- Graffiti

Body :

Dear Mark,

I hope you're having a great week. The purpose behind writing this mail is to know your feedback on the demo session we had for the project- Graffiti.

The key points we'd like you know from you, are :

- How did we help you with the product?
- Are the requirements very versed?
- Is there anything we misunderstood or missed in the demo?
- How did you feel about the demo?
- Any suggestions from your side?

I would appreciate your honest review on it that may help us in future to yield better results. If there's anything more you need, feel free to contact us.

Thank you and Have a nice day!

Regards

Astha Makavana

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## 10. Appreciation Email

Scenario: To appreciate the efforts they put in the recently completed project.

From: Manager  
To: Employees  
Subject : Well done Team | Project- Shelby  
Body :

Dear Team,

I hope you are having a productive day.

I am writing this email in regard to your active involvement and performance throughout the ecommerce project, 'Shelby'. As we all know, how important the project was to us and what makes me more delighted is to share with you the client's positive feedback.

During my recent conversation with the client, we were offered yet another project. Your innovation and persistence made all the difference in making this achievement possible.

Client satisfaction is our primary goal and it makes me proud that we have always lived by it. I genuinely appreciate the hard work we, as a team, have put to it.

Thank you for your continued efforts.

Regards  
Astha Makavana  
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## 11. Marketing Email

Scenario: Informing a client about the recently started service in our company.

From: Business Development Executive

To: Clients

Subject : New services introduced | WebOccult Technologies Pvt. Ltd.

Body :

Dear John,

Hope all has been well since we last spoke. I'm reaching out to you regarding the new services we are now offering that might be of interest to you.

As we were already providing web development services for every field, recently, we have introduced mobile application development to our list.

New services introduced in mobile application development are :

- UI/UX Design
- Custom Application Development
- Application Test Automation
- Application Modernization
- Application Support and Maintenance

If this new offering is something you are interested in learning more about, please let me know so we can get a call scheduled to discuss details and answer any questions you may have.

Thank you and Have a nice day,

Regards

Astha Makavana

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## 12. Introduction Email

Scenario: Giving the client a brief introduction of our company and the services provided.

From: Business Development Executive

To: Client

Subject : Know more about us | WebOccult Technologies Pvt. Ltd.

Body :

Dear John,

I wanted to take a moment to introduce our company and provide you with details on our service list and the benefits it has to offer you.

WebOccult Technologies Pvt Ltd. is one of the leading designing and development companies in Ahmedabad, Gujarat. It was started in 2015 and we pride ourselves on the advanced services we offer our customers.

The services we offer, include :

- AI ML Development
- CMS Development
- Web Development
- Mobile Application Development
- Ecommerce Development
- Digital Marketing

If you'd like to request a quote or want to learn more about these services, feel free to contact and do visit our website.

Thank you and Have a nice day,

Regards

Astha Makavana

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### 13. Sending a file or document

Scenario: Sending a report to the Manager and asking him if there is any change.

From: Employee

To: Manager

Subject : Review on the project report - Streeny

Body :

Mr.Dev,

I hope you're having a wonderful day. The purpose behind writing this email is with regard to the new project, 'Shellby'. As per our previous discussion, we will be starting with this new project by next week. Hereby, I am sharing the report on the project with you.

I want to make sure if the report is well versed with all the features and functionalities of the product.

I request you if you could spare some time to review it before the final meeting. So if changes are to be made, I can update it.

Waiting for your acknowledgement on the same. Thank you.

Regards

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## 15. Advice team for change in requirements

Scenario: Informing the team lead about the recent change in requirements and requesting him to plan the future work accordingly.

From: BA  
To: Team lead  
Subject : Project Plan Update - Trello  
Body :

Mr. Tirth,

Greetings of the day!

I am writing this email to inform you about the recent updates on the project, 'Trego'. Recently, I had a conversation with our client, Mr. John, on what additional features and functionalities he wants to add to the Ecommerce site.

After understanding the requirements, I think we need to make certain changes to our current working plan. I kindly request you to go through the update details and reschedule our workflow to effectively complete the project on time.

If you need anything else, I'm here to help. Thank you.

Regards  
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## 16. Mistake Acceptance mail

Scenario: Informing the client about the mistake that has been done and apologising for it.

From: Team Member

To: Client

Subject : Apology for the misinterpretation | WebOccult Technologies Pvt. Ltd.

Body :

Hello Mark,

Greetings of the day!

I am writing this email to apologise to you for letting you down. We were unable to fulfil your expectations with the product. It was likely caused due to the miscommunication in understanding the functionalities, it has changed the expected outcome. Regardless, we should have handled this better.

We are aware of what happened and will take extra care in future. Our team tries to offer the best service in the market and we have always lived up to that. While we know we can't change what happened, we hope to resolve the issues as soon as possible.

My sincere apologies to you, we are looking forward to making it up to you.

Regards

Astha Makavana

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## 17. Mail to Client for recommending you to others

Scenario: Requesting a client to recommend our company to others who are looking for software services.

From: Team Lead

To: Client

Subject : Recommendation Request | WebOccult Technologies Pvt. Ltd.

Body :

Hello Mark,

Greetings of the day!

I am writing to you today to thank you for your dedication to our company. We value you as a client and have enjoyed the time we've spent working with you. To gain more valuable clients such as you, we would appreciate it if you would take the time to create a client testimonial for us.

The key points we'd like you to cover in this testimonial are :

- How did we help you with the product?
- How are our services better in this competitive market?
- How was your experience working with WebOccult Technologies?

This testimonial can be submitted in a written document or on our website. If there's anything more you need, feel free to contact us.

Thank you and Have a nice day!

Regards

Astha Makavana

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## 18. Issue Regarding project with client

Scenario:- Discuss the issue regarding the project with client

From : Team

To : Client

Subject : Clarity on Project requirements - Streeny

Body :

Dear John,

Greetings of the day!

I am writing this email regarding our project, 'Streeny'. There is a little issue in understanding your requirement regarding the shopping cart feature and I need to clarify that with you to avoid any future complications.

The assigned project is indeed important to us and we are eager to deliver our best. For the mentioned purpose, it is necessary to understand all the requirements from you to yield positive results.

It would be really great if we can have you on board by this week so that we can discuss the functionalities and sort the issue. If it works out well for you then I can schedule the meeting as soon as possible.

We, as a team, expect your valuable input and time.  
Thanks and Have a nice day.

Regards

Astha Makavana

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## 19. Follow Up Request for the meeting to the lead

Scenario:- Lead has delayed the meeting before and you have to send mail for the urgent meeting

From : Employee

To : Team Lead

Subject : Reschedule urgent meeting | Tomorrow Morning | Project- Shellby

Body :

Respected Sir,

Greetings of the day!

I am writing this mail to schedule an urgent meeting regarding the on-going project. Although, I'm aware that you had delayed the meeting but it is the need of hour. There is some serious issue that the team has encountered in the developing phase, we need your attention on the same.

It would be really great if we can have you on board by tomorrow morning so that we can discuss the same. If it works out well for you then I can reschedule the meeting as soon as possible.

Thanks and Have a nice day.

Regards

Astha Makavana

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## 20. Promotional Email

Scenario:- Sending the promotional mail to employee with the salary increment

From:- HR

To:-Employee

Subject : Job Promotion Notification

Body :

Dear John,

I hope you are going great. I am writing this email to update you with amazing news. So based on your performance over the period of time as well as our assessment of your readiness to take up higher responsibilities, we are glad to promote you as a Senior. Software Developer.

Accordingly, your compensation is revised and your package will now be updated from 3 lakh per annum to 5.4 lakh per annum.

Consequent on the change in designation and increase of your salary, you are advised to execute a bond for three years. We hope for a similar performance from you in the coming years.

Good wishes to you.

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## 21. Health Issues

Scenario:- Due to some health issues you are not able to come office for few days

From:- Employee

To:- HR

Subject : Sick leave for 2 days | Astha Makavana

Body :

Dear Mark,

Greetings of the day!

I am writing this email to inform you that I cannot make it to the office today, 24 April, as I have come down with a case of flu. I am assuming the flu will take at least 2 days to go away. Thus, I will join back on 26 April.

Although, I will be available to answer emails and phone calls if there is any urgent requirement. However, I have asked Richa Jhaveri to handle my workload for the day to ensure all deadlines are met and she agreed to do so.

Regards

Astha Makavana

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## 22. Email informing incident happened at work

Scenario : During the absence of Team Lead, the team had a heated argument on the current project. One of the team members informs the Team Lead about this incident.

From : Team Member

To : Team Lead

Subject : Minor conflict in the team | Project- Strello

Body :

Hello Mark,

Greetings of the day!

The purpose behind writing you this email is to bring to your notice about an incident that happened yesterday, April 12, in your absence.

Lately, we were informed of some dysfunctioning in the development of the product- Strello.

As a result of this, there was some tension among the team. Avinash started blaming Meet for the issue which led to an argument between them.

I met with them both in order to reflect on and resolve the conflict. Avinash has apologised for his behaviour. They have worked together on a plan to improve communication and therefore alleviate tensions within the team. I've also asked our team to resolve the issue as soon as possible.

There's no specific action for you to take, but I felt it important that you're kept in the loop.

I'll keep you posted.

Regards

Astha Makavana

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## 23. Milestones achieved by company

Scenario : There have been many recent achievements by the company that are delightedly shared to the team.

From : HR

To : Team

Subject : Milestones achieved by WebOccult Technologies Pvt. Ltd.

Body :

Dear WebOccultians,

Greetings of the day!

I hope this email finds you fit and fine. Our WebOccult Team has successfully completed 5years in the industry and has achieved various milestones that are worth praising.

Our recent endeavours are as followed :

- WebOccult Technologies received G9 an award
- We completed 500+ projects
- WebOccult team members won Hackathon winner for solving most challenges

We hope to contribute more to society and yield best outcomes in our field.  
Thank you.

Regards

Astha Makavana

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## 24. Postpone Meeting Email

Scenario : Project Manager has to postpone the meeting as he has an urgent requirement from the client that needs to be addressed prior.

From : Project Manager

To : Team

Subject : Important update on meeting | Project- Frolly

Body :

Dear Team,

Greetings of the day!

I am writing this email to let you know about the status of our meeting that is to be held on this Thursday, 13 June. Due to some urgent requirements from our client that needs my attention, I will not be able to lead the meeting.

I have to postpone our meeting until tomorrow. I apologise for the negative consequences this may have on your schedule.

My sincere apology to the team and thank you for your patience.

Thanks and Have a nice day.

Regards

Astha Makavana

Business Analyst Trainee | BA department

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## 25. Request Client Testimonial

Scenario : Manager asks for a Client Feedback after a successful delivery of their product in order to yield better outcomes.

From : Manager

To : Client

Subject : You know us. What do you think? | WebOccult Technologies

Body :

Hello Mark,

I hope you're having a great week. I am writing to you today to thank you for your dedication to our company. We value you as a client and have enjoyed the time we've spent working with you. To gain more valuable clients such as you, we would appreciate it if you would take the time to create a client testimonial for us.

The key points we'd like you to cover in this testimonial are :

- How did we help you with the product?
- How are our services better in this competitive market?
- How was your experience working with WebOccult Technologies?

This testimonial can be submitted in a written document or on our website. If there's anything more you need, feel free to contact us.

Thank you and Have a nice day!

Regards

Astha Makavana

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## 26. Apology Email

Scenario : Due to some reason, one of the team members was on leave for many days that he missed his work deadline. For the same, he writes an Apology Email to the Team Lead.

From : Employee

To : Team Lead

Subject : Apology for missed deadline | Project- Shellby | Astha Makavana

Body :

Dear Kevin,

Greetings of the day!

I am writing this email to apologise to you regarding missing my deadlines. Due to some health issues, I was at home for a week i.e. between May 1 to May 7, and I was unable to perform any tasks.

I'm truly sorry and very embarrassed about not finishing the report by the deadline. I know you are eager to have the entire project completed by June 1, So I'll be delivering my best to have this to you by May 25.

You can count on me. I will do everything I can to make this project a success. I appreciate the opportunity to work on it, and I thank you for your patience.

Regards

Astha Makavana

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