

Support Email Template: Critical Incident Communication

Template Name: CS-EMAIL-003 (PO/P1 Update)

Usage: To be sent by the CSM or Head of Support during a verified PO/P1 incident to multiple affected clients.

Subject: CRITICAL INCIDENT UPDATE: [INCIDENT-ID] - Partial/Full Service Disruption

Dear NexaCore Client,

We are writing to provide a mandatory update on a confirmed critical incident affecting the availability/performance of the NexaCore platform.

Incident Details

- **Incident ID:** [INCIDENT-ID, e.g., INC-2025-11-05-DB-SHARD]
- **Status:** [Active Investigation / Resolution in Progress / Monitoring Stability]
- **Affected Service:** [e.g., Core Workflow Engine, Data Ingestion Gateway, AI Prediction Service]
- **Impact:** [State the impact clearly, e.g., New workflows cannot be created, existing workflows are executing at normal speed.]
- **Geographic Scope:** [e.g., All MENA clients, or only the KSA Regional Cluster]

Actions Taken and Next Steps

Our SRE and R&D teams are fully engaged and working on this with the highest priority.

- **Current Action:** [e.g., Engineering is currently rolling back the latest microservice deployment and isolating the affected database shard.]
- **Estimated Next Update:** We commit to sending the next status update by [Time, e.g., 14:00 GST].
- **Estimated Time to Resolution (ETR):** [Provide a realistic estimate, e.g., 3-4 hours, or Pending Diagnosis.]

We sincerely apologize for the disruption and appreciate your patience as we restore full service. Your assigned Customer Success Manager will be in direct contact shortly.

Sincerely,

NexaCore Solutions Operations Team