Support Email Template: Successful Resolution

Template Name: CS-EMAIL-001 (Resolution Confirmed)
Usage: To be sent after a bug is fixed, a configuration issue is resolved, or a feature query is answered.
Subject: NexaCore Ticket #[TICKET_ID] Resolved: [Brief Summary of Resolution]

Dear [Client Name],

I am pleased to confirm that the issue referenced in your ticket, **#[TICKET_ID] - [Brief Summary of Issue]**, has been successfully resolved.

Root Cause & Fix:

The issue was traced back to [**1-2 Sentence Root Cause, e.g., a momentary API rate-limit breach on the data ingestion gateway**]. Our Engineering team has deployed a patch / made a configuration adjustment to [**State the Action Taken, e.g., increase the rate limit threshold for your specific tenant ID**].

Verification:

The fix has been tested on our Staging environment and confirmed to be stable. Please verify the following on your side:

1. [**Specific Step 1: e.g., Run Workflow #457 again.**]
2. [**Specific Step 2: e.g., Check if the reporting dashboard loads data past 10:00 AM GST.**]

Your workflow activity should now return to normal.

We value your partnership and apologize for any disruption this may have caused. Please reply to this email if you encounter any further issues with this specific item, and we will immediately reopen the ticket.

Best regards,

[Agent Name]
[Agent Title - e.g., Technical Support Specialist]
NexaCore Solutions