🏁 #23 Multiple Product Interruptions Disrupting Services

Submitted	**Received via**	**Requester**
May 10, 2025 at 19:56	Web Form	Customer <example@zendesk.com>

Status category	**Ticket status**	**Type**	**Priority**	**Group**	**Assignee**
Solved	Solved	Problem	Normal	Support	Aleeza Tabassum

Topic
Order

Aleeza Tabassum May 10, 2025 at 19:56

Customer reached out through Google Chat with concerns about service disruptions due to multiple product interruptions, hence raising a incident ticket for the same

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Aleeza Tabassum May 10, 2025 at 20:06

Subject: Resolution for Multiple Product Interruptions

Dear Customer,

Thank you for reaching out to us regarding the multiple product interruptions disrupting your services. We apologize for the inconvenience and are committed to resolving the issue.

Our team has investigated the issue and identified the root cause. We're working to implement a fix and prevent similar incidents.

-Interim Solution
In the meantime, we recommend:

- [Workaround 1, e.g., using an alternative product feature]
- [Workaround 2, e.g., adjusting settings]

We'll provide a detailed update on the resolution progress by [specific date]. If you have any questions or concerns, please don't hesitate to reach out.

-Preventing Future Incidents
We're taking steps to enhance our product stability and prevent similar incidents.

Thank you for your patience.

Best regards,

Aleeza Tabassum
Roco IT Support Team

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