Scenario: 2

A customer contacts your technical support team with ideas on how you can improve your product. You know for the fact that this feature is being planned to be implemented. How would you respond to the customer? Please draft an email reply to the below:

I have been using your software for the international payments for quite a while now and in general I do not see any issues with it. I would love to have a possibility to view the live exchange rates in the platform itself so I do not need to go to another platform in order to constantly check that. Is it something that you are planning to develop in any near future? I am sure it would benefit lots of customers as your competitors provide this.

Dear Lucia Esteban,

Thank you so much for sharing your thoughts and for being a loyal user of our software. Your feedback is really valuable to us.

I'm pleased to tell you that we are indeed working on a feature to display live exchange rates directly within our platform. We know how much easier this will make things for our customers, and we're excited to bring this improvement live.

While I can't give you an exact date just yet, I want you to know that this is a top priority for us. We're putting in the effort to make sure it's available as soon as possible. We will let you know once we release this update.

Thanks again for your great suggestion! If you have any more ideas or questions, I'd love to hear from you.

Best regards,

Mikel Garcia
Customer Support Specialist
Fortris