* *I understand your frustration.*
* *I am transferring your ticket to the corresponding team and will introduce them to your case – please expect a reply from them shortly.*
* *Such behavior is expected with the current logic.*
* *Indeed, I verified that the issue exists in the current version of the controls.*
* *We will make sure to address the issue in the near future.*

Intro

* State your thesis
* Indicate how the problem will be resolved
* Name any resources/tools/options/approaches that participate in the resolution
* List any aspects that the customer has to consider

Exposition

* Each part on new paragraph
* Use connecting phrases
* Step by step instructions
* Provide hyperlinks to resources

Conclusion

* Summarize
* Ask for feedback