Reply　　Reply All　　Forward

RE: Your Request with ID :##174715## has been Responded to by ##Bengaluru IT Helpdesk##

Sanal A R

To:　　　Madhusudhana Katla Chekke

Monday, July 30, 2018 4:39 PM

Hi Madhu,

When you are in Anchor, you should not write any emails. That will end up in some email fights between the departments or individuals. Also, don't say or never express that we are not capable to solve this issue. This tips is given to me by my Old manager.. Even I used to write up emails when I am in anchor then slowly I changed it ☺

Just go for a walk or tea break, calm down yourself and compose emails.

Here is one sample positive mail….

Hi Basavaraj,

Apologies for the inconvenience caused to you.

I have tried my level best to solve your reported system issue but didn't get any proper solution. I appreciate that you have solved this problem without any help from IT, If you don't mind can you share the steps which you executed so that we can apply the same in case if we get into similar kind of issues in future.

Thanks,
Madhusudhan

Thanks & Regards,
Sanal Radhakrishnan

From: Madhusudhana Katla Chekke
Sent: 27 July 2018 17:39
To: messaging_integra; Bengaluru IT Helpdesk
Cc: Sanal A R; Shiva Kumar
Subject: RE: Your Request with ID :##174715## has been Responded to by ##Bengaluru IT Helpdesk##

Dear Basavarj,

As per your confirmation only I closed the ticket. I tried myself and ran fsck also not worked.
I don't have that much capabilities to do the activity.
Kindly apologies.

Regards,
Madhu

From: messaging_integra
Sent: Friday, July 27, 2018 5:20 PM
To: Madhusudhana Katla Chekke; Bengaluru IT Helpdesk