**Assessment 2 – Communication Skills**

**1. Notice Email to Customers**

**Subject:** Important: Genotype Data Temporarily Missing from CSV Export

Dear Customer,

We’ve identified a temporary issue where the “Genotype” column is missing from CSV exports in the Animal List.

Our team is actively working on a fix, which we expect to deploy within the next 12 hours. In the meantime, genotype data remains accessible directly within the Animal List in the application.

We sincerely apologize for the inconvenience this may cause, especially with upcoming mating setups. If you need assistance retrieving the data manually, please don’t hesitate to contact us at **support@iseehear.com**.

Warm regards,  
Iseehear Support Team

**2. Slack Alert to Support Team**

**🚨 URGENT BUG ALERT: Genotype Column Missing from CSV Export 🚨**

Heads-up, team — the **"Genotype" column is currently missing** in CSV exports from the Animal List.

Labs rely on this data for matings scheduled **tomorrow**, so this is high priority.  
Root cause investigation is underway. Please forward any related tickets or queries to me directly.

– Roshini

**3. Bug Report for Developers**

**Title:** Genotype Column Missing from Animal List CSV Export

**Environment:**

* Affected: Staging & Production
* Browser: Chrome v125
* User Role: Lab Admin

**Steps to Reproduce:**

1. Login to the app
2. Navigate to Colony > Animal List
3. Click Export to CSV
4. Open the CSV file – “Genotype” column is missing

**Expected Result:** Genotype column appears in the exported file  
**Actual Result:** Genotype column is missing

**Impact:** High – Labs are unable to export required data for scheduled matings  
**Priority:** High

**Notes:**

* Genotype data is visible in the UI
* Likely an issue in CSV export logic
* Possibly introduced in recent build (please verify)

**4. Summary for CEO/Leadership**

**Subject:** Critical: Genotype Data Missing in CSV Exports – Fix in Progress

Hi Kelly,

We’ve identified a critical issue where the **Genotype column is missing from CSV exports** in the Animal List. This affects labs preparing for mating procedures scheduled for tomorrow.

The development team is currently investigating, and a fix is expected within 12 hours. Affected users have been notified, and the genotype data is still accessible within the application. We’ve also offered support for manual data access.

I’ll share a further update once this is resolved.

Best regards,  
Roshini Jalaludeen  
QA Engineer | Iseehear Inc.