09 Support Macros

Variables legend:  
[INCIDENT\_NAME], [SEVERITY], [START\_TIME], [CURRENT\_STATUS], [IMPACT\_SUMMARY], [AFFECTED\_SYSTEMS],  
[CUSTOMERS\_AFFECTED], [ROOT\_CAUSE\_STATUS], [ETA], [NEXT\_UPDATE\_TIME], [IC\_NAME], [CONTACT],  
[LEGAL\_NOTICE], [LINK\_STATUS\_PAGE], [JURISDICTION], [$IMPACT], [TICKET\_ID], [RUNBOOK\_LINK]

## Templates

### Support Macro – Acknowledgement

Thanks for reaching out. We’re currently addressing an incident causing [symptom]. Our status page: [LINK\_STATUS\_PAGE]. We’ll update there by [NEXT\_UPDATE\_TIME]. Sorry for the inconvenience.

### Support Macro – Workaround

We have a temporary workaround: [steps]. We’ll notify you when a permanent fix is in place.

### Support Macro – Post-Resolution

Service has been restored. If you still see issues, please reply with [logs/screenshots]. Thank you for your patience.