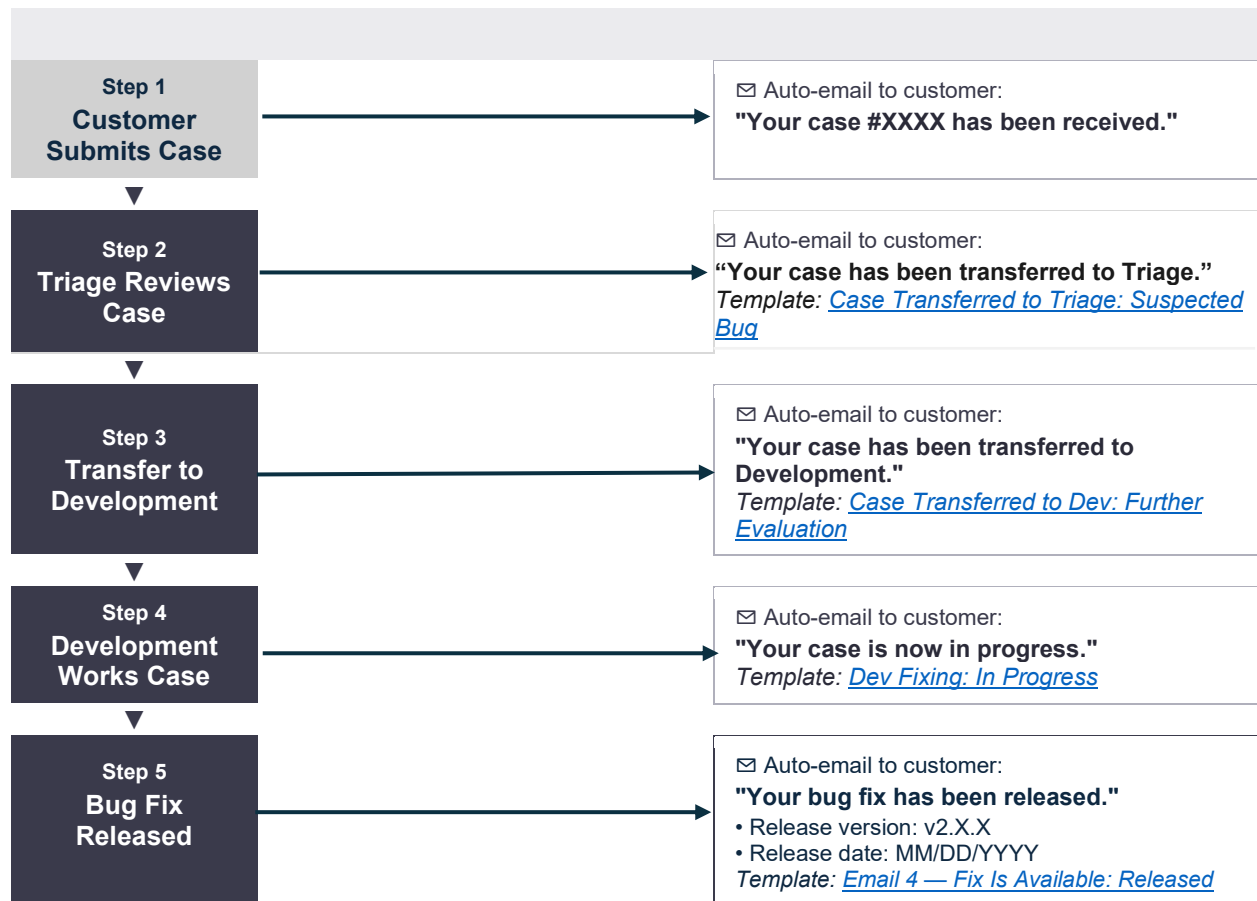


Bug Fix Automated Emails

Updated Communication Templates

Customer Ticket — Bug Fix Workflow

Automated email touchpoints at each stage of the bug fix lifecycle



5 automated emails total

Email 1 — Case Transferred to Triage: Suspected Bug

Use case: Customer submits a standard support case and it is transferred to Triage for further review. Customer believes this may be a bug.

Trigger: Case transferred to Triage

Subject: Your Case ({{Case Number}}) Needs Further Review

Hi {{First Name}},

Thank you for submitting feedback regarding your Bold Group software.

Our support team has determined your case needs additional review and transferred it to our product and development teams for a closer look.

Reviews can take time depending on the complexity of the issue and current development priorities. While we may not have immediate updates to share, your feedback has been captured and is being evaluated by the appropriate teams. If the review results in action being taken, you'll hear from us again. If we determine the issue isn't something we're able to address, we'll close your case and notify you.

You can check the status of your case in the Bold Group [support portal](#). We appreciate your patience while we complete this review.

Thank you,
Bold Group Support

Email 2 — Case Transferred to Dev: Further Evaluation

Use case: Customer submits a bug/fix. We determine this is a bug and Dev will review further.

Trigger: Status value in Jira project changes to New

Subject: Update on Case {{Case Number}} – Development Has Reviewed

Hi {{First Name}},

We've completed our review and confirmed that what you reported is an application issue. Your case has been documented by our development team.

We prioritize development work based on the impact and value to our customers. If your issue is prioritized for development, you'll receive another update from our team.

Thank you for taking the time to report this issue. Customer feedback like yours plays a real role in shaping our product decisions.

To see our current product development priorities, you can view the live product roadmap for your product:

[Managely roadmap](#)
[Manitou roadmap](#)
[SedonaOffice roadmap](#)
[Stages roadmap](#)

Thank you,
Bold Group Development Team

Email 3 — Dev Fixing: In Progress

Use case: Development has reviewed the bug, committed to fixing it, and is actively developing a solution.

Trigger: Status value in Jira project changes to In Progress

Subject: Update on Case {{Case Number}} – Development in Progress

Hi {{First Name}},

Good news — our development team is actively working on a fix for the issue you reported. Work is currently underway, and we expect a resolution to be available in a future product release.

Development work can take time, so we appreciate your patience. You'll hear from us again once the work is complete.

Thank you,
Bold Group Development Team

Email 4 — Fix Is Available: Released

Use case: Development work has completed and the fix is now available in a released product update.

Trigger: BizOps custom configuration: Pull Fixed Version field in Jira (Phase II trigger) to trigger and auto-close case.

Subject: Your Fix Is Available — Case {{Case Number}}

Hi {{First Name}},

Great news — a fix for the issue you reported is now available. It's included in the latest release for your product: version {{Release Number}}.

You can find the full release notes in your product's knowledge base. Search by your case number ({{Case Number}}) or the release version ({{Release Number}}) to find the specific details related to your fix.

[AlarmBiller release notes](#)

[Managely release notes](#)

[Manitou release notes](#)

[SedonaOffice release notes](#)

[Stages release notes](#)

Since the fix has been released, we'll now close your case. If you run into any further issues, please open a new support case in the Bold Group [support portal](#).

Thank you for your patience and for taking the time to report this.

Thank you,

Bold Group Development Team