

Feature Request Automated Case Closure Email

New Communication Template

Use case: Support case goes through Triage process and is determined to be a feature or enhancement request. Case is transferred to Product, closed, and automated template goes out.

Subject: Case {{Case Number}}: Your Request Has Been Reviewed

Hi {{First Name}},

Case Subject: {{Case subject}}

Thank you for your feedback. After review, our team determined the software is working as intended and that your request is for new or expanded functionality. We've documented your enhancement or feature request and shared it with our product team.

To see what we're building next, please visit our live product roadmaps. They give you direct visibility into what our teams are working on, planning, and releasing, and let you provide feedback on which initiatives matter most to your business:

[Managely roadmap](#)

[Manitou roadmap](#)

[SedonaOffice roadmap](#)

[Stages roadmap](#)

We're now closing this case, and you won't receive further updates on it.

Please continue to submit enhancement and feature requests through the Bold Group [support portal](#). Your feedback is important to us, and input like yours directly influences our product roadmap.

Thank you,
Bold Group Product Team