

Bug Fix & Feature Request Case Routing and Communications

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This article explains how support cases are routed after triage and what automated communications customers receive at each stage. Use the links below to jump to a specific section.

[Bug Fix Cases](#)

[Feature and Enhancement Request Cases](#)

Bug Fix Cases [Automated Email Cadence]

When a customer submits a support case and our technical support team determines it cannot be resolved directly, the case is transferred to triage for further review. If triage confirms the issue is an application bug, the case follows the bug fix process and the customer receives a series of automated emails at key stages.

How cases enter this process

A case enters the bug fix cadence when triage confirms it as an application issue and routes it to our development team. Cases identified as feature or enhancement requests do not follow this process — see Section 2 below.



What customers are told

Our communications are designed to be transparent about how the process works. Customers are told upfront that:

- Not every reported issue results in a development fix

- Development work is prioritized based on impact and value across our customer base
- Their case may be closed if the review determines it isn't actionable

The automated email cadence

Email	Trigger	What it communicates
Email 1	Case transferred to triage	Case is under review by product and development teams
Email 2	Triage confirms application issue	Issue confirmed; case documented by development team
Email 3	Development begins work	Fix is actively in development
Email 4	Fix is released	Fix is now available; includes release version number and link to release notes

About Email 4 — Fix Is Available: Released

Email 4 replaced the previous "Pending Release" notification. Rather than notifying customers when a fix is complete but not yet available, the email now fires when the release containing the fix is live.

The email includes the release version number so customers can search their product's knowledge base for the specific release notes related to their case. The case is automatically closed when Email 4 is sent.

Reference: View the full [customer email templates](#)

Feature and Enhancement Request Cases [Closure Process]

A feature or enhancement request is a case where the customer is asking for functionality that does not currently exist in the software. These differ from bug fix cases, where the software is not working as intended.

The previous process and why it changed

Previously, feature request cases were handled inconsistently. Cases often stayed open indefinitely, leaving customers without any communication about what happened to their request. This was a known pain point — cases that seemed to disappear into a "black hole." The new process gives every customer a clear, consistent response and closes the loop.

How the new process works

Once triage determines a case is a feature or enhancement request, the case is closed and the customer automatically receives an email notification. The email:

- Thanks them for their feedback
- Confirms their request has been documented and shared with our product team
- Directs them to the **Live Product Roadmaps**, where they can see current development priorities and submit feedback

Reference: View the [feature request closure email template](#)

What's Not Changing

The product team's process for reviewing and evaluating customer feedback is not changing. Customer input continues to inform our product roadmap — we evaluate feedback in aggregate and make roadmap decisions based on the broadest impact and value across our customer base. The Live Product Roadmaps are our primary tool for communicating those priorities to customers.

Live Product Roadmaps

Customers directed here can see the high-level strategic initiatives our product and development teams are working on, planning, and considering. Staff should be familiar with these pages, as customers will be directed here when their feature request cases are closed.

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