Communication Templates

Template: Problem Determination

Email: We are currently experiencing a problem with X that is affecting access to X services. Technicians are currently working to determine the problem. An update will be provided (provide specific timeframe - on or before X time)

Web: We are currently experiencing a problem with X that is affecting access to X services. Technicians are currently working to determine the problem. An update will be provided (provide specific timeframe - on or before X time)

Portal: System outage: system name - click here for more details (link to web message)

Facebook: System outage: system name - click here for more details (link to web message)

Twitter: System outage: system name - click here for more details (link to web message)

Template: Intermediate Notification

Email: We apologize about the inconvenience, technicians continue to work on resolving problem X. If the outage is not resolved in X additional information will be provided.

Web: System outage: system name - click here for more details (link to web message)

Portal: Update upon resolution.

Facebook: Update upon resolution.

Twitter: Update upon resolution.

Template: Minor Outage Resolved

Email: Problem X has been resolved. All systems are now functional.

Web: System Outage Resolved: system name - click here for more details (link to web message)

Portal: System outage resolved: system name - click here for more details (link to web message)

Facebook: System outage resolved: system name - click here for more details (link to web message)

Twitter: System outage resolved: system name - click here for more details (link to web message)

Template: Resolution

Email: Problem X has been resolved.

Web: System Outage Resolved: system name - click here for more details (link to web message)

Portal: System outage resolved: system name - click here for more details (link to web message)

Facebook: System outage resolved: system name - click here for more details (link to web message)

Twitter: System outage resolved: system name - click here for more details (link to web message)

Template: Text Message

IT Alert: System X outage, visit mualert.com for additional details.