

Delayed request notifications

SUPPORT BULLETIN / SB-014 / ILLUSTRATIVE SERVICE SCENARIO

Recognize the symptom

A request appears in the portal, but its email acknowledgement arrives later than expected. Check the request record before asking the user to submit it again.

Check in this order

- Confirm the request identifier and submission time.
- Check whether the notification is queued, delivered or rejected.
- Record the delivery result and route unresolved cases to the messaging owner.

Record enough evidence

Field	Why it matters
Request ID	Finds the original service record
Submission time	Matches the notification event
Delivery result	Separates delay from rejection

Close the loop

Tell the user whether the request was received and when to expect the next update. Avoid including personal message content in the support record.