

Support: support@piano.io

CC your Piano team for visibility

Subject: [ClientName]: Experience Issue during launch

Example of email

Hi dear support team,

I am reaching out we [Client Name] (dashboard aid/sandbox AID: [dashboard/sandbox ID]) have the following issue.

We have an experience [experience name] (experience ID: [experience ID]) that aims to [brief description of the experience's purpose] running on [websiteURL].

However, we are experiencing the following issue [detailed description of the issue as well as desired behavior]:

The experience [experience name/experience ID] doesn't work for [user branch/scenario: ie. Logged in users], the [experience name/experience ID] for logged in users should only be displayed on [specific condition/expectation] and its currently not being displayed at all.

This happened in Chrome and iOS [Specify device and browser where issue is happening]. I tested with the following user [test user email] (PW: [password]).

To reproduce the behavior [send detailed explanation]:

1. Go to <https://www.website.com/>
2. Login with the following credentials / Create an account
3. Open the following article [link to article]
4. You should see a banner and its not visible.

I have attached a video recording /screenshot [Include screenshots/recordings if possible] of the issue as well as a HAR file for further investigation [Include HAR if possible].

Can you please review and let us know your thoughts on this? Thank you and best regards,

[Your Name]