

Communication History

Response Minde Erickson via Email 02/06/2012 04:57 PM

Hello Amanda,

This incident was recently escalated to me for further investigation. Thank you for your patience while I have been investigating this issue!

This issue has been identified as a software defect and has been assigned to our product development department. The defect will be scoped and corrected in an upcoming version of RightNow CX.

After scoping the fix, development will schedule the work and determine the target release. The target release depends on the severity of the defect and the significance of the necessary code changes.

In this case, we have not yet identified a target release and therefore do not yet have a date on which you can expect a fix. During this time, please use the workaround James provided in his response on 02/01/12 (NOTE: Please do not append the standard text via a workspace rule as you will encounter the same behavior).

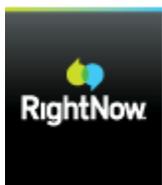
If you have any further questions about this issue and/or an expected delivery date, please update this incident or contact your RightNow Technologies Sales Account Manager.

Thank you again for your patience and understanding, Amanda!

Sincerely,

Minde Erickson
Customer Care Agent
RightNow Technologies Customer Care Center - USA
US: 1-800-806-6592
Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Response james.jong via Email 02/01/2012 03:46 PM

Hello Amanda,

I appreciate your update and providing an incident example. An incident will open in either Rich Text or Plain Text mode, depending on the format of the initial email that was received when the incident was created.

So for your example that you provided, incident # 120131-000021, the original email message received to create this incident was in Plain Text format so when you open that incident, it will open in the Plain Text format. Looking at incident # 120125-000105 for example, this email message was received in a Rich Text format so this format is used when opening that incident.

I do see the issue that occurs when you are utilizing a signature within a Staff Account in the Signature field and when an incident opens in Plain Text format. For this reason, as a temporary workaround, I would suggest that you use the Standard Text feature to create both HTML and Text format signatures for your Staff Accounts. You can then append them via a shortcut hotkey into your response.

I am escalating this incident to our Escalation Support team for further investigation into this behavior when utilizing signatures within a Staff Account. We apologize for any inconvenience that this issue is causing you and want to assure you that we are working to resolve it.

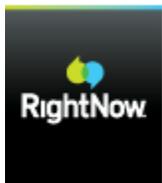
Due to the complex nature of the investigation it is not possible for us to give you an ETA on when you can expect a fix, however, we are working your issue according to the severity of impact, support package purchased, and age of incident.

Again, please accept our apologies for the inconvenience.

Kind regards,

James Jong
Customer Care Agent
RightNow Technologies Customer Care Center - USA
US: 1-800-806-6592
Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Customer Amanda Davidson via Web 01/31/2012 07:11 AM

1. Run Queues 2 or My Inbox 3
2. Open incident (120131-000021 - is one I created, if you'd like to take a look)
3. The incident automatically comes up in Plain Text. (see attached screenshot)

Response james.jong via Email 01/30/2012 04:36 PM

Hello Amanda,

Thank you for contacting RightNow Customer Care.

Can you provide me with the exact steps to reproduce this issue?

- 1.
- 2.
- 3.

When I open an existing incident using a clone of your account, I am able to see your signature automatically appended into the response thread without any HTML tags. If I click on Plain Text within the incident editor, I do not see any HTML tags appear either. So I must be missing a step here. Can you elaborate and provide some further details into how I can see the HTML tags you are reporting? Please also provide full uncropped screen shots of the issue.

Thanks Amanda. I appreciate the additional information to help us look into this issue. If you have follow-up questions or need further assistance with this issue, please update this incident.

Kind regards,

James Jong

Customer Care Agent

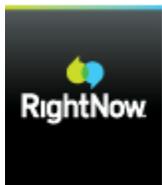
RightNow Technologies Customer Care Center - USA

US: 1-800-806-6592

Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Response Chris Gough via Email 01/27/2012 08:16 AM

This plain text related incident is with our Primary Support team.

I could not get to the bottom of the html request but our experts are looking into it and will update you as soon as they have new information.

Kind regards,

Chris Gough

RightNow Technologies

Customer Care

Customer Amanda Davidson via Web 01/27/2012 06:56 AM

Chris,

Can you give me an update on this? The issues that I outlined in my last response are still causing problems.

If you can please update me today, weather you know anything or not, that would be great. We're rolling this out to a larger group next week and I need to know what to tell them as far as the plain text emails having an HTML signature (that looks horrible).

Customer Amanda Davidson via Web 01/25/2012 07:04 AM

Can I get an update on this, please?

This continues to be an issue that is causing either A. more work for agents or B. a bad looking email signature being sent to our clients.

Response Chris Gough via Email 01/19/2012 03:20 AM

Hi Amanda.

Please let me speak with some experts in this field. We will get back to you as soon as we have more information for you

Kind regards

Customer Amanda Davidson via Web 01/18/2012 02:10 PM

I'm sorry, I need to reopen this.

For Rich text emails, the signature is working just fine.

For plain text emails our signatures have html code in them and it looks horrible (that's how the customer see's it)

How come the signatures that look to be plain text when I look at my profile, are coming up with html code?

Example:

Plain text signature: <p></p><p>Regards,

Amanda Davidson | Customer Service Consultant | Hallmark Business Connections
HallmarkBusinessConnections.com
Meaningful. Memorable. Measurable.</p>

Rich text signature:

Regards,

Amanda Davidson | Customer Service Consultant | Hallmark Business Connections
HallmarkBusinessConnections.com
Meaningful. Memorable. Measurable.

Response Chris Gough via Email 01/17/2012 09:07 AM

That's excellent, thank you for updating me.

As always please contact RightNow if you have any more questions.

Many thanks,

Chris Gough

RightNow Customer Care

Customer Amanda Davidson via Web 01/17/2012 08:56 AM

That seems to have done it, thanks!

Response Chris Gough via Email 01/17/2012 08:34 AM

Hi,

When I tested this, the signature did appear automatically. Providing the include signature box is ticked.

So just for continuity: Ensure the email signature box is ticked > cancel out of any incidents opened > Re open an incident and click Add > response.

Does this show up with the signature auto response?

I have attached a video for reference.

Kind regards,

Chris Gough

Customer Amanda Davidson via Web 01/17/2012 08:27 AM

Ah, I see - we automatically have the response pane open. It doesn't automatically include the signature when the pane is opened automatically. However, when I close the automatically opened pane, and manually add the response, the signature shows up.

This still doesn't seem right.

Response Chris Gough via Email 01/17/2012 08:24 AM

Hi Amanda.

The text editor should work for you.

Please see a new screen shot attached. When I go in on your site and view an incident thread, I can tick the email signature box and the Signature you have created appears when I add a response thread.

Please could you give me steps you are taking to ensure I am doing the same to replicate your issue.

Many thanks,

Chris Gough

RightNow Customer Care

Customer Amanda Davidson via Web 01/17/2012 07:44 AM

So to clarify - with the Rich text editor, there is not a way to use the include signature functionality, as there was with the previous editor?

This doesn't seem right.

In the options, for the editor, there is a check box for Include signature. What is that for, if not to include the signature associated with the agent profile?

Response Chris Gough via Email 01/17/2012 07:34 AM

My apologies, I forgot to append the screen shot.

Best regards,

Response Chris Gough via Email 01/17/2012 07:33 AM

Hi Amanda,

Thank you for contacting RightNow Customer Care.

I have had a look at your set up on your hallmarkbusinessconnections interface:

From the Configuration menu, select Service > Standard Text.

1. Click New in the top ribbon to add a new standard text.
2. Enter a response name in the Name field, i.e. Bill *signature*.
3. Enter a shortcut in the ID field, the initials of the staff member, for example.
4. For the Type, select Incident Text.
5. In the Value field, with the Text radio button selected, enter the *signature* text.
6. Click Add.

From the Edit Incident page, the staff member can append their personal response at the end of each response that is sent.

Note: You can add a shortcut ID in the ID field. Then, from the Edit Incident page, press ALT + r and enter the shortcut ID in the pop-up window. The response is appended automatically.

Please try this and also see my screen shot attached for further reference. If you have any further questions please contact us via this incident.

Kind regards,

Chris Gough

RightNow Customer Care UK

US: 1-800-806-6592

UK: 0808 234 1099

Europe (excluding Finland): 00800 6333 4357

Finland: 990 800 6333 43570

Other Regions: login and see http://crm.rightnow.com/app/answers/detail/a_id/1573

Customer Amanda Davidson via Web 01/17/2012 06:07 AM

Organization: Hallmark Business Connections

Contact: Amanda Davidson (amanda.davidson@hallmarkbusinessconnections.com)

Subject: Email signatures in Rich Text editor

Details: We just upgraded and try as I might, I can't find the proper place to add a signature to an incident response.

I have checked the knowledge base and that hasn't helped either.

Can you please provide assistance?

Interface Name: hallmarkbusinessconnections

CC:

Additional Details

Email Address

amanda.davidson@hallmarkbusinessconnections.com

Reference Number

120117-000048

Status Type

Waiting

Created

01/17/2012 06:07 AM

Updated

02/06/2012 04:57 PM

Product

- November 2011
- Service
- Incidents

HTML code makes email nearly impossible to read

Communication History

Response Vicki Crawford via Email 02/28/2012 08:39 AM

Hello Amanda,

Thank you for your response.

Due to the timing of Service Packs and the closure date to test included items in a Service Pack, a fix for this issue is currently scheduled to occur in May. A new service pack will be delivered next week and this issue could not be included due to when fixed and it has not gone through the confirmed fixed cycle.

Regards,

Vicki Crawford

Technical Support Engineer

RightNow Technologies Customer Care Center - USA

US: 1-800-806-6592

Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Customer Amanda Davidson via Web 02/28/2012 07:54 AM

Thank you for the information.

Please let us know as soon as whatever update is needed, is ready.

We will not be changing reopen deadline. This has worked well for us and we would like to keep it that way.

Response Vicki Crawford via Email 02/23/2012 04:04 PM

Hi Amanda,

As noted in a previous thread this issue occurs when Visual Email for incoming email is enabled (EGW_VISUAL_EMAIL_ENABLED) and the incident is created as an expired incident based on the setting in MYQ_REOPEN_DEADLINE.

To work around the issue until a fix is available, Visual Email for incoming email would need to be disabled. This would mean setting EGW_VISUAL_EMAIL_ENABLED to disabled.

If you wanted to continue using incoming Visual Email, you could reduce the number of occurrences by setting MYQ_REOPEN_DEADLINE to a higher value. Currently it is set to default which is 168 hours or 7 days. If desired, this could be set to 336 hours (14 days), 504 hours (21 days), 672 hours (28 days), etc. This would reduce the number of occurrences and fewer incidents would be created due to expired incident.

This issue has been identified as a software defect and has been assigned to our product development department. The defect will be scoped and corrected in an upcoming version of RightNow CX.

I also proposing this for a fix in a service pack for your version. The next eligible Service pack would be May.

After scoping the fix, development will schedule the work and determine the target release. The target release depends on the severity of the defect and the significance of the necessary code changes.

In this case, we have not yet identified a target release and therefore do not yet have a date on which you can expect a fix.

If you have any further questions about this issue and/or an expected delivery date, please update this incident or contact your RightNow Technologies Sales Account Manager.

Regards,

Vicki Crawford

Technical Support Engineer

RightNow Technologies Customer Care Center - USA

US: 1-800-806-6592

Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Response james.jong via Email 02/16/2012 01:34 PM

Hello Amanda,

I just completed some testing on this behavior and as I mentioned previously, there does seem to be an issue with recognizing the thread type when a new incident is created from an expired one. I was able to reproduce this issue consistently on a same version test site.

In my testing, I set the MYQ_REOPEN_DEADLINE value to only 1 hour. I sent in an email in Plain text format to the service mailbox to allow an incident to be created. Once the incident was created, I confirmed that the incident opened in Plain text format and sent an incident response to my email address.

I then set that incident to a Solved status and allowed an hour to pass. After an hour passed, I replied to that incident response in HTML format. Since the incident "expired," a new incident was created and the incoming email was appended with all the HTML tags in it. I do not believe this is correct behavior and I am escalating this to our Escalation Support team for further investigation.

We apologize for any inconvenience that this issue is causing you and want to assure you that we are working to resolve it.

Due to the complex nature of the investigation it is not possible for us to give you an ETA on when you can expect a fix, however, we are working your issue according to the severity of impact, support package purchased, and age of incident.

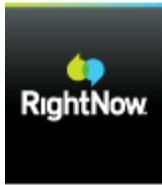
Again, please accept our apologies for the inconvenience.

James Jong

Customer Care Agent
RightNow Technologies Customer Care Center - USA
US: 1-800-806-6592
Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Response james.jong via Email 02/16/2012 10:15 AM

Hello Amanda,

Thank you for your update. I do notice that in example [120214-000134](#), this was also created from an expired incident just like your original example [120119-000016](#). I will need to do some further testing to see if there is an issue with recognizing the thread type when creating an incident from an expired incident. If you have any further examples to provide, this will also assist us.

I hope this information is helpful. If you have follow-up questions or need further assistance with this issue, please update this incident.

Kind regards,

James Jong

Customer Care Agent

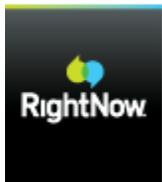
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Customer Amanda Davidson via Web 02/14/2012 02:11 PM

Here is another, better example:
120214-000134

Customer Amanda Davidson via Web 02/14/2012 12:21 PM

Here is one example:
120214-000114

I will still look for others, where the HTML code is actually in the body of the message thread, instead of as an attachment.

Customer Amanda Davidson via Web 02/14/2012 11:08 AM

Shoot, I could have sworn that I updated this yesterday. I will get you an example as soon as possible.

Response james.jong via Email 02/14/2012 11:00 AM

Hello Amanda,

I just wanted to check in and follow up with you on this incident and see if you have had any recent examples of the occurrence of this issue.

Thanks Amanda!

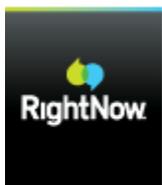
Kind regards,

James Jong

Customer Care Agent
RightNow Technologies Customer Care Center - USA
US: 1-800-806-6592
Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Response james.jong via Email 02/10/2012 01:31 PM

Hello Amanda,

Thank you for your quick update. I have turned this configuration on. Yes, please update this incident when you have received another example of this occurrence and we will look into that example along with the raw message file. Once again, I appreciate your patience and assistance with this issue and I do hope to get to the bottom of this and get this resolved for you.

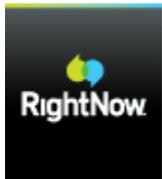
Kind regards,

James Jong

Customer Care Agent
RightNow Technologies Customer Care Center - USA
US: 1-800-806-6592
Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Customer Amanda Davidson via Web 02/10/2012 01:27 PM

That's fine, I'll let my agents know.

Do we need to then wait to receive another incident like this and have you all take a look at it?

Response james.jong via Email 02/10/2012 01:25 PM

Hello Amanda,

We would like to take a look at the raw message file that is actually being received by CX. We are trying to determine if the message being sent is in HTML format and is being appended into the thread "literallyas Plain Text or if the message is in Plain Text already with the HTML formatting being read "literally."

I would like to turn on the `EGW_SAVE_ORIG_MESSAGE` configuration temporarily on your site so that the original email used to create a new incident is saved as an attachment to the incident.

This will allow us to take a look at the raw format of the incoming email used to create the incident and determine exactly if there is an issue with CX or if it is just due to the original format of the message.

Please let me know if this is OK and I will go ahead and turn this on and continue investigating this issue.

Kind regards,

James Jong

Customer Care Agent

RightNow Technologies Customer Care Center - USA

US: 1-800-806-6592

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Response james.jong via Email 02/10/2012 01:04 PM

Hello Amanda,

Thank you for contacting RightNow Customer Care and your patience with this incident. I have not been able to reproduce this issue with opening an incident in Plain Text when the email being received is in Rich text. Each time, I was not able to get the HTML tags to display like in your example incidents.

Your incident has been escalated to our Escalation Support Team. We apologize for any inconvenience that this issue is causing you and want to assure you that we are working to resolve it.

Due to the complex nature of the investigation it is not possible for us to give you an ETA on when you can expect a fix, however, we are working your issue according to the severity of impact, support package purchased, and age of incident.

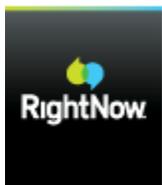
Again, please accept our apologies for the inconvenience.

James Jong

Customer Care Agent
RightNow Technologies Customer Care Center - USA
US: 1-800-806-6592
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Customer Amanda Davidson via Web 02/09/2012 11:38 AM

Sorry I meant CX, not CS

Customer Amanda Davidson via Web 02/09/2012 11:38 AM

While this is a great description of what is happening, it doesn't really help me.

Is there a way for CS to not process the message literally?

Response james.jong via Email 02/09/2012 10:54 AM

Hello Amanda,

Thank you for contacting RightNow Customer Care. I believe via a previous incident, I mentioned that an incident will open in either Rich Text or Plain Text depending on the format of the initial email used to create the incident. I actually was mistaken and actually an incident will open in Rich Text or Plain Text depending on the format of the last Customer Entry. For example, if the last email from the customer that is received is in Plain Text, then that incident will open in Plain Text format. If the last email from the customer is in Rich Text, then the incident will open in Rich Text format.

Your customer has their email set to be in Plain Text. It appears that they were replying to an email that was in the Rich Text format but since they are using Plain Text, that email they are replying to has the HTML tags showing within it and did not render since their email is set to be in plain text. Since they sent their response in plain text, CX processes the message "literally" to show all the HTML formatting and sets the incident to open in Plain Text format.

I hope this information is helpful. If you have follow-up questions or need further assistance with this issue, please update this incident.

Kind regards,

James Jong

Customer Care Agent

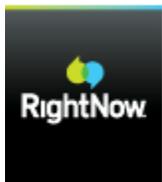
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Customer Amanda Davidson via Web 02/07/2012 06:14 AM

Another, recent example: 120206-000147

Can you please look into this further?

Response james.jong via Email 01/25/2012 01:30 PM

Hello Amanda,

Thank you for contacting RightNow Customer Care. There was a configuration setting, EWG_VISUAL_EMAIL that was enabled. For sites that have upgraded, this setting should be set to 0 and I noticed that it was set to 1. This may have been causing the issue. I have set it back to 0 and have randomly opened up some of your incidents created via email today and do not see the HTML tags any longer?

For your example incident, the html tags were committed to the thread "literally" so they will not be rendered, retroactively after this change. Can you confirm that you are no longer seeing this issue for any incidents created after this moment today?

If you are still seeing this issue, can you please provide some further incident examples and we will continue to investigate/troubleshoot this issue?

If you have follow-up questions or need further assistance with this issue, please update this incident.

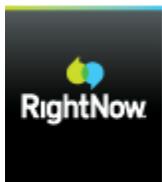
Kind regards,

James Jong

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Customer Amanda Davidson via Web 01/25/2012 06:51 AM

What is the status on this, please? Any updates?

Response Peter Baker via Email 01/22/2012 11:08 PM

Hi Amanda,

Thank you for contacting RightNow Technologies Customer Care.

I have examined your issue with the display of HTML tags in email messages. Whilst, I have been able to replicate the issue as you described it, I have not, as yet, been able to determine the its cause.

As such, I am forwarding this issue to our Visual Email specialists for deeper investigation.

I hope this information is helpful. If you need further assistance with this issue, please update this incident.

Sincerely,

Peter Baker

Customer Care Agent
RightNow Technologies Customer Care Center - Australia
US: 1-800-806-6592
Australia: 0011.800.8008.0025 or 0011.800.6333.4357
Other Regions: login and see http://cx.rightnow.com/app/answers/detail/a_id/1573

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Customer Amanda Davidson via Web 01/19/2012 07:51 AM

Organization: Hallmark Business Connections
Contact: Amanda Davidson (amanda.davidson@hallmarkbusinessconnections.com)

Subject: HTML code makes email nearly impossible to read

Details: Since our upgrade, when customers reply to previously solved incidents (before the upgrade for sure) they come through very hard to read.

Example below.

See: 120119-000016

Message text:

```
<html><body><div style="color:#000; background-color:#fff; font-family:tahoma, new york, times, serif;font-size:10pt"><div><span>can a gift card be mailed to me???</div><div><span><br></span></div><div><span>at </span></div><div><span>><br></span></div><div><span>Ezra Macapugay</span></div><div><span>410 McAllister
```

Ave.

Sugar Land, TX 77479

<div style="font-size: 10pt; font-family: tahoma, 'new york', times, serif; "> <div style="font-size: 12pt; font-family: 'times new roman', 'new york', times, serif; "> <div dir="ltr"> <hr size="1"> From: Ezra Macapugay <ezz101@yahoo.com>
 To: Hallmark Business Connections <hallmarkinsights@mailwc.custhelp.com>
 Sent: Monday, November 28, 2011 10:56 AM
 Subject: Re: Your Electronic Certificate is Enclosed [Incident: 111128-000108]
 </div>
 <div id="yiv533245330"><div><div style="color: rgb(0, 0, 0); background-color: rgb(255, 255, 255); font-size: 10pt; font-family: tahoma, 'new york', times, serif; "><div>a message stating the number ID is invalid will appear.</div><div>
</div> <div style="font-size: 10pt; font-family: tahoma, times, serif; "> <div style="font-size: 12pt; font-family: times, serif; "> <hr size="1"> From: Hallmark Business Connections <hallmarkinsights@mailwc.custhelp.com>
 To: ezz101@yahoo.com
 Sent: Monday, November 28, 2011 10:52 AM
 Subject: Your Electronic Certificate is Enclosed [Incident: 111128-000108]

 <div id="yiv533245330">

```
<style type="text/css">
#yiv533245330 td.yiv533245330header {}
#yiv533245330 td.yiv533245330text {padding-left:4px;padding-right:4px;}
#yiv533245330 td.yiv533245330label {}
#yiv533245330 td.yiv533245330data {}
</style>
<title>Your Electronic Certificate is Enclosed</title>
```

```
<div>
<br>
<br><br><br><br><br><br><br><div><a rel="nofollow" target="_blank"
href="http://hallmarkbusinessconnections.custhelp.com/app/account/questions/detail/i_id/16658
8"><br></a></div><br>
<table cellpadding="2" cellspacing="0" border="0" width="100%">
<tbody><tr><td class="yiv533245330header" colspan="2"
bgcolor="#E0E0E0"><b> Subject</b></td></tr>
<tr><td class="yiv533245330text" colspan="2">Your Electronic Certificate is Enclosed</td></tr>
<tr><td colspan="2"> </td></tr>
<tr><td class="yiv533245330header" colspan="2" bgcolor="#E0E0E0"><b> Discussion
Thread</b></td></tr>
<tr><td class="yiv533245330text" bgcolor="#C6D3BA"><b> Response Via Email (Amanda
Davidson)</b></td><td class="yiv533245330text" bgcolor="#C6D3BA" align="right">11/28/2011
10:52 AM</td></tr>
<tr><td class="yiv533245330text" colspan="2">Ezra, <br><br>What happens when you enter
this in the gift card portion of the website?<br><br>Best Regards,<br><br>Amanda Davidson |
Customer Service Consultant | Hallmark Business Connections<br><a rel="nofollow"
target="_blank"
href="http://HallmarkBusinessConnections.com">HallmarkBusinessConnections.com</a>.
<br>Meaningful. Memorable. Measurable. Measurable.<br></td></tr>
<tr><td class="yiv533245330text" bgcolor="#CACAB5"><b> Auto-Response</b></td><td
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class="yiv533245330text" bgcolor="#CACAB5" align="right">11/28/2011 10:41 AM</td></tr>
<tr><td class="yiv533245330text" colspan="2">Suggested answers displayed at the website.
</td></tr>

<tr><td class="yiv533245330text" bgcolor="#A0C4DE"> Customer By Email (Ezra Macapugay)</td><td class="yiv533245330text" bgcolor="#A0C4DE" align="right">11/28/2011 10:41 AM</td></tr>

<tr><td class="yiv533245330text" colspan="2">hi,
my card is not working at the nike site.
6060107921056476776

From: Hallmark Business Connections <HallmarkBusiness@HallmarkBusiness.com>

To: ezz101@yahoo.com

Sent: Monday, November 7, 2011 9:48 PM

Subject: Your Electronic Certificate is Enclosed

Dear EZRA,

This email contains a link to your electronic gift certificate(s). Do not delete this email. You will need the following links to retrieve and redeem your electronic gift certificate(s). Here are the details regarding your selection(s):

NIKE® - \$100.00

How to use your electronic gift certificate(s):

1. Click on the link below.

2. Your gift certificate(s) contains your Gift Certificate Code, a link to the merchant Web site and step-by-step instructions for redeeming your gift certificate(s).

1. NIKE® gift certificate click here!

If you are unable to view your gift certificate(s) through the above link, simply copy and paste the following link into the address line of your Web browser. <a rel="nofollow" target="_blank"

href="https://www.HallmarkBusiness.com/Redemption/Pages/vcertificate.aspx?key=F53DD4A99C8166F01C16D54979A895B5CFC040D00BFA3DE9&M=5487">https://www.HallmarkBusiness.com/Redemption/Pages/vcertificate.aspx?key=F53DD4A99C8166F01C16D54979A895B5CFC040D00BFA3DE9&M=5487

If you have further

questions or would like additional assistance, please contact our Customer Service Consultants at <a rel="nofollow" ymailto="mailto:customer.service@HallmarkBusinessConnections.com" target="_blank"

href="mailto:customer.service@HallmarkBusinessConnections.com">customer.service@HallmarkBusinessConnections.com.

Enjoy your award!

Customer Service | Hallmark Business Connections
<a rel="nofollow"

ymailto="mailto:Customer.Service@HallmarkBusinessConnections.com" target="_blank" href="mailto:Customer.Service@HallmarkBusinessConnections.com">Customer.Service@HallmarkBusinessConnections.com | Meaningful. Memorable. Measurable.
7913121 1

TERMS AND CONDITIONS:
All purchases of gift card/certificates are final. Gift card/certificates are non-refundable. Expired gift card/certificates cannot be reissued. Expiration dates vary by retailer as noted on the actual gift card/certificate. Once issued, gift card/certificates are

like cash and cannot be replaced if lost or stolen.</td></tr>

<tr><td colspan="2"> </td></tr>

<tr><td colspan="2" bgcolor="#E0E0E0"> Question Reference #111128-000108</td></tr>

<tr><td colspan="2"><table cellpadding="0" cellspacing="0" width="100%">

<tbody><tr><td class="yiv533245330label" align="right" width="250px" nowrap="">Date Created: </td><td class="yiv533245330data">11/28/2011 10:41 AM</td></tr>

<tr><td class="yiv533245330label" align="right" width="250px" nowrap="">Last Updated: </td><td class="yiv533245330data">11/28/2011 10:52 AM</td></tr>

<tr><td class="yiv533245330label" align="right" width="250px"

nowrap="">Status: </td><td class="yiv533245330data">In Process</td></tr>
<tr><td class="yiv533245330label" align="right" width="250px" nowrap="">Award or
Tracking #: </td><td class="yiv533245330data"></td></tr>

<tr><td width="1%"> </td></tr>
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#</td></tr>
<tr><td class="yiv533245330text" colspan="2"></td></tr>
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</div>

</div>

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Interface Name: hallmarkbusinessconnections

CC:

Additional Details

Email Address

amanda.davidson@hallmarkbusinessconnections.com

Reference Number

120119-000083

Status Type

Waiting

Created

01/19/2012 07:51 AM

Updated

02/28/2012 08:39 AM

Product

- November 2011
- Service
- Incidents

Severity

3 - Some Business Impact

Interface Name

hallmarkbusinessconnections