# Feedback Request Email – During the Hypercare Phase

## Subject:

We Want Your Feedback – Freshservice Is Live

## Message Body:

We’re gathering feedback during our Hypercare phase to enhance functionality, improve user experience, and optimize automation.

Please take a moment to tell us:

* What’s working well?
* What’s confusing?
* What improvements would you like to see?

Submit feedback directly using this form: [Feedback Link]

Or send suggestions to: [freshservice-feedback@yourcompany.com]

Your insights help us continue to improve.

## ITIL Alignment Notes:

* Continual Improvement – Gathers actionable input to refine service delivery.
* Service Desk – Enables two-way communication between users and the implementation team.
* Service Validation and Testing – Captures real-user feedback post-launch to address early-stage usability issues.
* Customer Experience Management – Prioritizes the user voice to optimize satisfaction and engagement.