

Reseller Support Communication Strategy

Date: [Insert Date]

To: [Reseller Name]

From: [Your Company Name]

Subject: Reseller Support Communication Strategy

Dear [Reseller Name],

We are excited to share with you our communication strategy that aims to enhance our collaboration and support for our resellers. Our goal is to ensure that you receive timely and effective assistance, enabling you to serve your customers better.

Communication Channels

- Email: [support@yourcompany.com]
- Phone: [Customer Support Phone Number]
- Web Portal: [Link to Support Portal]

Support Availability

Our support team is available from [Insert Days] between [Insert Times].

Response Times

We aim to respond to all inquiries within [Insert Time Frame] during business hours.

Regular Updates

We will provide regular updates on product releases, changes in policies, and other relevant news through our monthly newsletter.

Feedback Mechanism

Your feedback is invaluable to us. Please reach out via email or through our feedback form on the support portal.

Thank you for being a valued partner. We look forward to supporting you and enhancing our collaboration.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]