

Inquiry Regarding Software Performance Issues

[Your Name]
[Your Position]
[Your Company]
[Your Email]
[Your Phone Number]

[Date]

[Recipient's Name]
[Recipient's Position]
[Recipient's Company]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to inquire about some performance issues we have been experiencing with [Software Name]. Over the past [duration], we have noticed that [describe specific performance issues, e.g., slow response times, application crashes, etc.].

These issues have been impacting our productivity and overall user experience. We have attempted [briefly describe any troubleshooting steps taken], but unfortunately, we have not seen any improvements.

Could you please provide any insights or potential solutions regarding these performance issues? Additionally, if there are any updates or patches we should be aware of, that information would be greatly appreciated.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]
[Your Position]