

COMMUNICATE

Intermediate

20 MIN

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# Draft outage and incident communications fast.

Speed up and standardize service disruption messaging so end users hear about an outage quickly and consistently.

MICROSOFT 365

Outlook

Teams

WORKS WITH

ChatGPT

Claude

Copilot

## Business Outcome

Users get consistent, timely incident updates instead of delayed or conflicting messages from different responders.

## Workflow Steps

### Step 1: Gather the known facts about the incident

Teams

Before drafting anything, confirm what's actually known right now: what's affected, since when, and what the current workaround (if any) is. Don't let the draft get ahead of confirmed facts.

## Step 2: Draft the notification from your standard template

Copilot

ChatGPT

Claude

### PROMPT

Draft an outage notification for a service disruption affecting [what's affected], ongoing since [start time], with [current workaround, or "no confirmed workaround yet"]. Follow our standard incident communication format and keep the tone calm and factual, not alarming.

## Step 3: Verify every technical detail before sending

Teams

Have the incident commander or the engineer closest to the issue confirm the affected systems, start time, and any workaround mentioned in the draft — a wrong detail in an incident message erodes trust fast.

## Step 4: Send through the standard channel and log it

Outlook and Teams

Send via your usual incident communication channel (status page, mass email, Teams broadcast) and keep a copy for the post-incident review.

## Step 5: Draft the follow-up once resolved

Copilot

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Once the incident closes, use the same approach to draft the resolution notice, including a brief root-cause note if one's confirmed.

## ✓ Check the work

- Confirm every technical detail (systems affected, start time, workaround) with the incident owner before sending.
- Check the tone doesn't overstate or understate the actual severity.
- Verify the message goes out through the channel your users actually expect incident updates on.



## Expected Outcome

A drafted outage notification ready to send, following your standard incident communication format.

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Want help rolling this out across your team? [Go to Liminals.Tech](#) ■