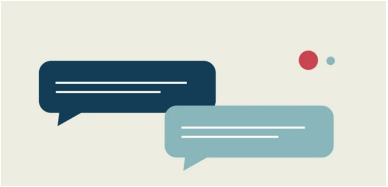
Error message rewrite



We rewrite up to 30 user-facing messages with a cause and a practical next step.

Who it helps

Product owners and technical support teams

The problem to solve

An error message can tell users a task failed without helping them recover or provide useful support information.

Working through the brief

1. **Review the supplied messages and triggers**

   Gather the agreed inputs. Representative support content, product behaviour and approved terminology.

2. **Draft cause and next step**

   Track “User-facing message” and “Known cause” together so the reviewer can connect the source information to the result.

3. **Check copy with the product owner**

   Use the rewritten messages to give users a clear cause and a practical next step where the product allows it.

4. **Check the scope at handover**

   Product fact approval stays with the client. Translation and third-party licences are separate.

Worked example

An error says “invalid input”. Identify the affected field and the accepted format so the user can recover.

Read the service scope / DOC-010

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