

Ship & operate · Runbooks

Runbook: support inbox

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The public support address used in the App Store listing and on the website, and how it is handled.

<https://docs.gurbanisoul.com/process/runbooks/support-inbox/>

The address in the App Store listing, on /support and in the EU trader declaration is public. Use a dedicated, monitored alias rather than a personal mailbox, and keep all three in step.

Targets

- Acknowledge within **2 working days**; scripture-text reports the same day if at all possible.
- Reply to App Store reviews that describe a defect; never argue, never ask for a rating change.

Triage

The message says	Do
“A word / line is wrong”	Thank them; ask for the Ang, the line, and a photo of their printed page. Open an issue with the scripture-fidelity template. Never edit the text. A person compares the report with the source edition and the printed Bir; most reports are an edition difference, the traditional-saroop rendering, or transliteration (which is a reading aid, not scripture). Only a confirmed, reviewed correction is ever logged — in sggs-data’s editorial ledger — and reaches the app and site as a new dataset release.
“Scripture integrity check failed”	Ask for the device, iOS version and the screen in More → About → Integrity. Reinstalling fixes a corrupted download. More than one report for the same build → halt criteria in the app repository’s app-store-submission runbook.
Crash / freeze	Ask for device, iOS version, app version (More → About) and what they were doing. If they are willing, the diagnostics the app keeps locally can be shared from About. Check Xcode Organizer for the same signature.
Reminders do not appear	Settings → Notifications → Gurbani Soul must allow alerts; Focus / Sleep can silence them by design. Builds up to 1.3.0 delivered reminders silently — turning the reminder off and on again raises the real permission prompt.
Widgets are empty	Open the app once, open a Hukam, wait a minute; then remove and re-add the widget.
“Why is there no English?”	The translation’s licence does not yet cover App Store distribution; it will arrive as a separate, labelled layer if that changes. See /support.

The message says	Do
A request about a feature or a bani	Log it as an issue; do not promise dates.
Anything about another person's data	The app collects nothing and has no accounts — say so, and point to privacy .

Tone

Plain, brief, respectful. Refer to the scripture as **Sri Guru Granth Sahib Ji**. Never describe the app's search as "AI", and never suggest the app generates or interprets Gurbani.

Sri Guru Granth Sahib Ji — Knowledge Base wiki. Generated from commit c3d9360. Updated 25 September 2026. Verified against f25ab97 on 2026-09-25. This copy may be out of date; the page is at <https://docs.gurbanisoul.com/process/runbooks/support-inbox/>