😲 We had a problem with our contact form: we are sorry if we missed you!

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We promise never to (intentionally) ghost you. But we may have accidentally...

We received a distressing message from one of our customers. She reached out three times in the last couple of weeks and hadn't heard anything back from us. As you hopefully know, that is extremely unlike us. We pride ourselves on giving our customers quick responses and top notch help.

Well, the terrible news was that it turns out that the customer was not alone. After further investigation, we have discovered that there are 24 more conversations that were submitted that we cannot access.

We are so sorry if you were one of those impacted!

And please, **if you are waiting to hear back from us, reach out again**. We will help you as soon as we humanly can.

We don't have a way to track down the messages we didn't receive, so we wanted to post here in hopes that it will reach those who might be waiting for a reply from us.

How and why did this happen?

Well, if it weren't embarrassing enough that we were missing your conversations, it's because of a hiccup in one of our latest features.

We turned on our home-rolled honeypot feature in our KnowledgeOwl Support Knowledge Base contact form on March 19. It appears that there was a glitch with the loadContact method that was confusing honeypot and preventing messages from being sent (though if you had widget interactions before opening the Contact tab, those should have been properly sent).

We've confirmed ours is the only widget that was using honeypot that ran into these issues, so at least it's **not impacting anyone else** at this time!

For now, we've removed honeypot from our widget entirely to avoid any further submission glitches while our developers work on a fix.

This is a benefit of drinking our own champagne and using our own product - we are able to catch these edge cases that can be missed in our initial testing. But in this case, it's also meant that we have a few support messages

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that have gone astray.

What to do

If you reached out to us via the Contact tab in our widget between March 19th and today, we may not have received your message.

If you reached out during this time and didn't get a response from our team, please reach out again and we'll do our best to help you quickly!

Thank you so much to the customer who checked in with us about not hearing back!

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