

Sample Helpdesk Ticket Response

Subject: Re: File Access Error

Hi [User],

Thank you for taking the time to present the file access issue you currently face. I understand how frustrating and, of course, inconvenient it would be not to be able to access something so important. I can completely understand how this situation can be rather inconvenient and frustrating when you cannot access essential resources, particularly when you are under pressure to meet deadlines or need specific data urgently.

To address any potential issues with your access, I have also submitted a request to the server to conduct a review of the file permissions. Typically, access issues arise from outdated permissions or incorrectly associated user groups, and they can be resolved promptly.

Suppose the issue falls beyond those parameters and is deemed a complex issue with a backend configuration or database-level issue. In that case, I will escalate the issue further and assign the proper Tier 2 support individual for technical expertise.

I am dedicated to restoring your access as quickly as possible. I will submit an update to you within 20 minutes regarding the current state of the situation (Hardianto et al., 2021). I appreciate your patience and level of cooperation.

Thanks for your patience and cooperation.

Sincerely,

IT Support Desk

Reference

Hardianto, H., Shofi, I. M., Khairani, D., Subchi, I., Ginanto, D. E., & Hidayati, A. (2021, September). Integration of the helpdesk system with messaging service: a case study approach. In *2021 9th International conference on cyber and IT service management (CITSM)* (pp. 1-5). IEEE. <https://ieeexplore.ieee.org/abstract/document/9588843/>