**WSP Standard Email Templates**

**For advising Business Partner that ticket would be routed to another support group**

Hi <business partner>,

Thank you for contacting the Global IT Service Desk.

We received your issue about <insert issue here>. After reviewing the details, we determined that this issue needs to be addressed by <*insert general term of the Support Group, e.g Level 2, Onsite Support*), and we will route the ticket accordingly so your issue can be addressed as soon as possible.  Please take note of your Ticket <insert ticket# here>.

 Have a good day.

<first name of analyst>

Global IT Service Desk

[Servicedesk@help.wsp.com](mailto:Servicedesk@help.wsp.com)

**For advising Business Partner for redirecting to Canada Digital Tools**

Hi <name of business partner>

Thank you for contacting the Global IT Service Desk.

We received your concern about <insert issue here>, and we verified that this request needs to go through the Canada Digital Tools..

Please go to [https://digitaltools-ca.wspgroup.com/default.aspx](https://digitaltools-ca.wspgroup.com/default.aspx" \t "_blank).

* Requests that need to go through Procurement:
  + **ANY** (including freeware) software installation
  + order new cellular equipment, add a roaming travel package, upgrade a plan or request for port-in of mobile numbers
  + order new/replacement/upgrade hardware
* ***Instructions***:
  + If you are requesting hardware and software, submit two separate orders.
  + If what you need is not in the catalog, click on ‘Special Items’ to place your order.
  + Based on the first product added to requisition cart, the catalog will adjust to show products only from the selected vendor.

This Incident ticket <insert ticket#> will be set to “resolved” as an information ticket. For other immediate issues, please give us a call at 1-855-WSP-ITSD (977-4873) or 1-514-399-0420 from outside Canada, and we will be glad to assist you.

<name of SD analyst>

Global IT Service Desk

[Servicedesk@help.wsp.com](mailto:Servicedesk@help.wsp.com)

**For Email Contact Follow-up**

**1st Follow-up**

Good day!

We have an open ticket<insert ticket# here> logged under your name, for the issue about <insert issue here>. May we know if you still need help? If yes, please provide us more information by answering the questions below?

<list probing questions related to issue>.

For assistance over the phone, please give us a call at <insert Regional SD phone# here>, and quote your ticket number <insert ticket#>.

<name of SD analyst>

Global IT Service Desk

[Servicedesk@help.wsp.com](mailto:Servicedesk@help.wsp.com)

**2nd Follow-up**

Hi <name of user>

Good day!

We have not received a call from you about your concern with <insert issue here>.

We would like to verify if your concern has been resolved. For further assistance, please give us a call at <insert Regional SD phone# here>, and quote your ticket number <**insert ticket# here**>.

<name of SD analyst>

Global IT Service Desk

[Servicedesk@help.wsp.com](mailto:Servicedesk@help.wsp.com)

**3rd Follow-up**

Hi <name of user>

Good Day!

Your ticket, (Ticket Number) about (issue/request) is still open for status verification. We would like to verify if this specific concern has been completely resolved and that the ticket can be closed.

Since we have tried contacting you multiple times, we may need to close this ticket if we still don’t receive your response in the next 24 hours. In the event your ticket get closed and you still need further assistance, please do not hesitate to contact us back and we will be happy to assist

<name of SD analyst>

Global IT Service Desk

[Servicedesk@help.wsp.com](mailto:Servicedesk@help.wsp.com)