**Sample Helpdesk Ticket Response**

**Subject:** Re: Email Not Functioning – Urgent Ticket

**Dear [User Name],**

Thank you for reporting the issue. I understand how critical email functionality is for your day-to-day operations, and I sincerely apologize for the disruption this has caused.

After an initial assessment, the issue appears to be related to either mailbox synchronization or a potential server-side timeout. To ensure a swift resolution, I’ve escalated the ticket to our Tier 2 Technical Support Team for advanced diagnosis. In the meantime, I recommend using the Outlook Web Access portal at [insert link] as a temporary workaround while we investigate further.

You can expect a status update within the next hour. Please feel free to reply to this message if you experience any additional symptoms or need assistance with the workaround.

Thank you for your patience and understanding as we work to restore your access promptly.

**Best regards,**  
**Sai Ravi Teja Garikipati**  
IT Support Supervisor  
SaiGarikipati\_ITSupport@wilmustudents.edu

***Communication Context***

This ticket response follows the core pillars of IT service excellence: **empathy, clarity, and accountability**. It ensures the user feels heard while providing clear direction and timeline expectations. According to HDI (2020), timely follow-up and respectful tone are key drivers of user satisfaction in helpdesk environments.

**Reference**

HDI. (2020). *The HDI practices guide: How to deliver excellent IT service and support*. <https://www.thinkhdi.com>