**Sample Helpdesk Ticket Response**

**Ticket Subject**: Re: Unable to Send or Receive Outlook Emails

**Response**:

Dear [User's Name],

Thank you for reporting the issue with Outlook. I understand how critical email is to your daily work, and I sincerely apologize for the inconvenience this has caused.

After an initial check, it appears there might be a synchronization issue between your Outlook desktop client and our Exchange server. As the next step, I’ve escalated this ticket to our Tier 2 support team, who will perform a deeper analysis. You should receive an update within the next 4 hours.

In the meantime, please try accessing your email through the Outlook Web App at webmail.example.com, which remains fully functional.

We appreciate your patience and will continue to keep you informed until the issue is resolved.

Best regards,  
**Krishna Vas Azimera**  
IT Support Specialist  
Kazimera24@students.cumberland.edu | ext. 1234