

Sample Helpdesk Ticket Response

Subject: Re: Access Denied to Shared Folder

Dear [User],

Thank you for promptly addressing the issue with access to our shared folder. I understand that you have a project you are working on, and I realize the importance of these files. Please accept my apologies for the inconvenience that this may have caused you. Maintaining seamless uptime is one of our top priorities in production. Upon further review, I found that a recent security policy update revoked the group you belong to. I apologize for the inadvertent change. I have since reactivated your access and verified that all policy changes are currently in sync.

At this time, please try reaccessing the folder. If you are still experiencing the same issue, please let me know, and I will create a ticket with our Tier 2 Support to investigate any inconsistencies in the backend (Gumarang et al., 2022).

Your patience and understanding are greatly appreciated. I will follow up with you in 30 minutes, regardless of whether your issue has been resolved by then. I will either confirm that the issue is no longer happening or let you know the next steps.

Best regards,

Sadaf Fatima Lnu

IT Service Desk

Reference

Gumarang, S., Palig, G., & Tumbali, B. J. (2022). ICT HELPDESK TICKETING MANAGEMENT SYSTEM. <https://www.the-glow.ph/wp-content/uploads/2023/03/The-Glow-Volume-3-2021-2022-Article-8-1.pdf>