**DELIVERABLE #4**

**Saleem Mohammed**

**Information Technology Field Experience-EX20**

**Michael Moifolley**

**21st June, 2025**

**Sample Helpdesk Ticket Response**

I am delighted that you came to chat with me, and I regret informing you that you are undergoing this problem with your email address. I am aware of how frustrating it can be, especially in instances when it affects your mode of communication and how to conduct your work. I have tried to verify the system and assure you that everything works and there are no outages at the time. In the second step, restart your unit and log in again. Whilst the problem persists, I will elevate the ticket to the second level (Tier 2) of our support team to further investigate the problem as being either part of the server or part of the configuration. Your patience drives me, and I will pursue your case to a complete stop. Meanwhile, you need to have no fear of asking me for any other help that you may want.