



Incident Resolution Confirmation Notification

- This communication serves as a formal notification to the user regarding the resolution of the reported incident.
- Upon resolution, user will receive a confirmation message outlining the steps taken by our support team.
- User is requested to review the resolution and indicate your response by selecting one of the following options:
 - Accept Resolution
 - Reject Resolution

Incident Resolution Confirmation notification looks like below:

A screenshot of an email notification template for incident resolution confirmation. It features the Avolta logo at the top, followed by the title "Incident Resolution Confirmation". The template includes fields for "Incident Number" and "Description". A paragraph explains that the ticket has been resolved and asks the user to confirm the resolution or request additional support. Below this, there are three blue buttons: "View Ticket", "Accept Resolution", and "Reject Resolution", each highlighted with a red rectangular box. The "View Ticket" button is positioned above the "Accept Resolution" button, and the "Reject Resolution" button is positioned below the "Accept Resolution" button. A final paragraph at the bottom states that the incident will automatically close after 10 days if there is no response.

Avolta

Incident Resolution Confirmation

Incident Number : INC0991988

Description : A754-MAN-T003 - Red Box On POS - RADUF-65994

Your ticket has been resolved. Please take a moment to review and confirm whether you accept the resolution or require additional support. Your feedback will allow us to proceed with ticket closure.

Please click on View Ticket below to view your ticket.

[View Ticket](#)

If your issue is resolved, please click on Accept Resolution below to close the ticket.

[Accept Resolution](#)

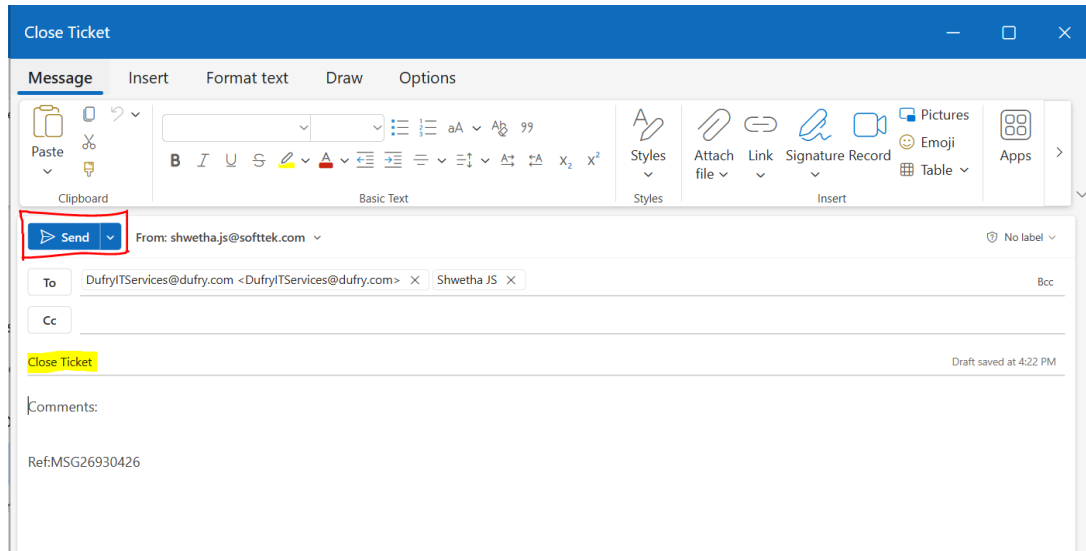
If the issue persists, please click on Reject Resolution below to reopen the ticket.

[Reject Resolution](#)

Please remember, If there is no response from you this incident will automatically close after 10 days

- **View Ticket** – By clicking on View Ticket, user can view his ticket in service-now.
- **Accept Resolution**- If the issue has been satisfactorily resolved, please click on 'Accept Resolution' to confirm and authorize the closure of the support ticket.

- On clicking Accept Resolution, an email will be composed [subject: 'Close Ticket', To: Dufry service-now & Agent]
- User needs to just click on Send option to send the email.



- **Reject Resolution** - If the issue remains unresolved, please click on 'Reject Resolution' to reopen the ticket and allow further investigation and support.
 - **On clicking Reject Resolution, an email will be composed** [subject: 'Reopen Ticket', To: Dufry service-now & Agent]
 - User needs to just click on Send option to send the email.

