



Incident Resolution Confirmation and Feedback 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 from Avolta. The header features the Avolta logo. Below it, the title "Incident Resolution Confirmation" is centered. The body text provides details about the incident (Incident Number: INC0991988, Description: A754-MAN-T003 - Red Box On POS - RADUF-65994) and informs the user that their ticket has been resolved. It then prompts the user to click on "View Ticket" to review the resolution. Below this, it asks the user to either "Accept Resolution" or "Reject Resolution" to close or reopen the ticket. The "View Ticket", "Accept Resolution", and "Reject Resolution" links are highlighted with red rectangular boxes. At the bottom, a small note states: "Please remember, if there is no response from you this incident will automatically close after 10 days".

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](#)

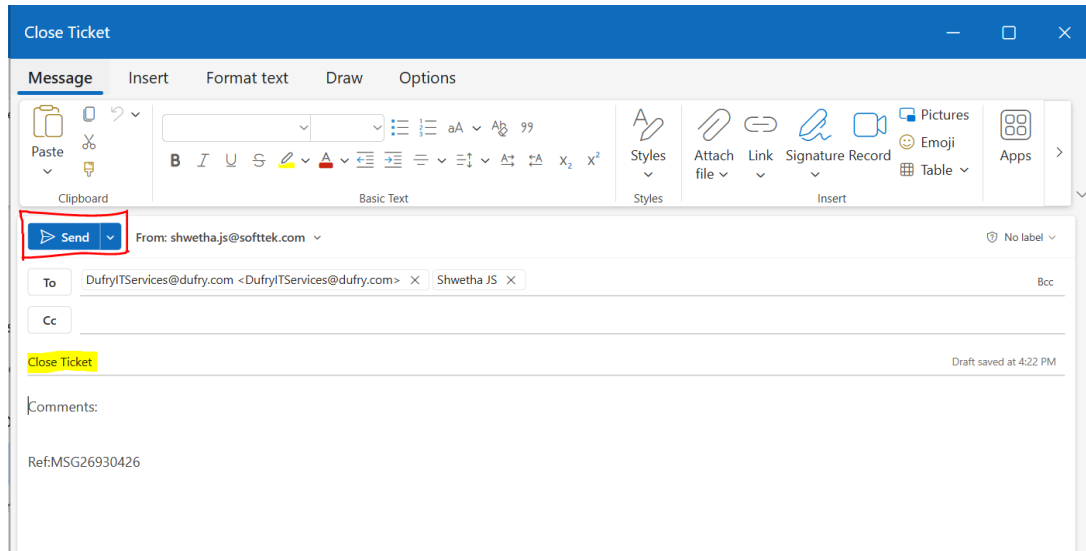
If the issue persists, please click on Reject Resolution below to reopen the ticket.

[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.

