



Incident Resolution Confirmation and Feedback Notification

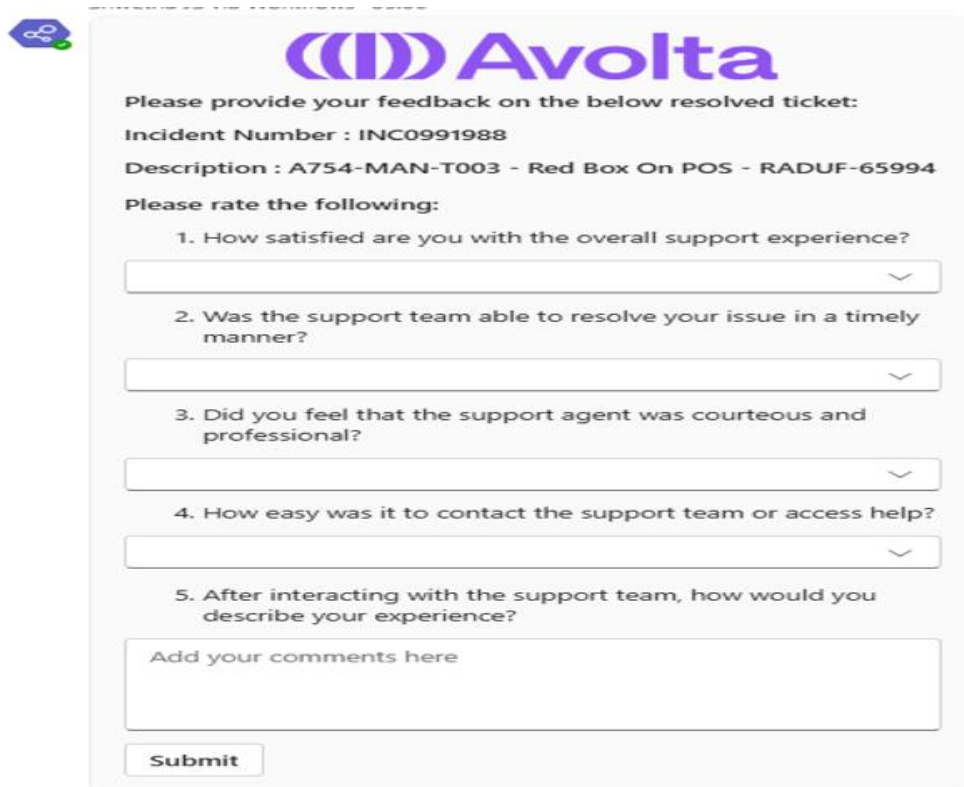
- This communication serves as a formal notification to the user regarding the resolution of the reported incident.
- Upon resolution, user will receive a confirmation message outlining the steps taken by our support team.
- User is requested to review the resolution and indicate your response by selecting one of the following options:
 - Accept
 - Reject
- **Accept** - If the issue has been satisfactorily resolved, please click 'Accept' to confirm and authorize the closure of the support ticket.

A screenshot of the "Incident Resolution Confirmation" form. The form has a light gray background and a dark gray border. At the top is the Avolta logo. Below it, the text "Incident Resolution Confirmation" is centered. The form contains the following text: "Incident Number : INC0996765", "Description : Password reset", "Do you accept the resolution of this incident?", "If your issue is resolved, please click 'Accept' to close the ticket. If not, click 'Reject' to reopen the ticket and continue working on it.", and "Please remember, If there is no response from you this incident will automatically close after 10 days". At the bottom, there are two buttons: "Accept" and "Reject". The "Accept" button is highlighted with a red rectangular box.

- **Reject** - If the issue remains unresolved, please click 'Reject' to reopen the ticket and allow further investigation and support.

A screenshot of the "Incident Resolution Confirmation" form, identical to the one above. It contains the same text and layout. At the bottom, there are two buttons: "Accept" and "Reject". The "Reject" button is highlighted with a red rectangular box.

- Following user's response, a subsequent notification will be issued requesting their feedback on the support experience.



The image shows a feedback form from Avolta. At the top left is a small logo. The Avolta logo is in purple. Below the logo, the text reads: "Please provide your feedback on the below resolved ticket:", "Incident Number : INC0991988", and "Description : A754-MAN-T003 - Red Box On POS - RADUF-65994". Then it says "Please rate the following:". There are five numbered questions, each with a dropdown menu: 1. "How satisfied are you with the overall support experience?", 2. "Was the support team able to resolve your issue in a timely manner?", 3. "Did you feel that the support agent was courteous and professional?", 4. "How easy was it to contact the support team or access help?", 5. "After interacting with the support team, how would you describe your experience?". Below these is a text box labeled "Add your comments here". At the bottom is a "Submit" button.

Avolta

Please provide your feedback on the below resolved ticket:

Incident Number : INC0991988

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

Please rate the following:

1. How satisfied are you with the overall support experience?
2. Was the support team able to resolve your issue in a timely manner?
3. Did you feel that the support agent was courteous and professional?
4. How easy was it to contact the support team or access help?
5. After interacting with the support team, how would you describe your experience?

Add your comments here

Submit

- User can provide ratings based on the following criteria:
 - Overall satisfaction with support
 - Timeliness of resolution
 - Professionalism and attitude of the support agent
 - Ease of contacting support
- Additionally, user may include any further remarks or suggestions in the comments section provided.