Incident Resolution Confirmation and Feedback Notification
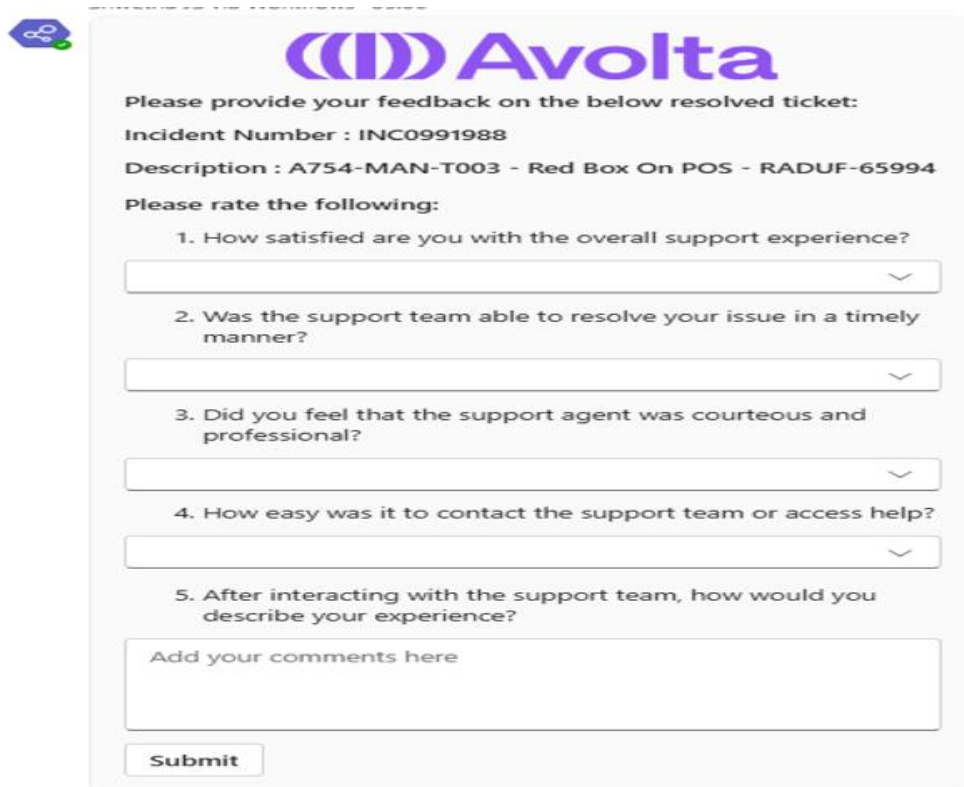
- This communication serves as a formal notification to the user regarding the resolution of the reported incident.
- Upon resolution, user will receive a confirmation message outlining the steps taken by our support team.

- 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.

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

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

- 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.