Support Email Template: Follow-Up (Inactive Ticket)

Template Name: CS-EMAIL-002 (Awaiting Client Response)
Usage: To be sent when an L1/L2 agent is blocked, requiring input or action from the client to proceed.
Subject: Follow-up Required: NexaCore Ticket #[TICKET_ID] - [Brief Summary of Issue]

Dear [Client Name],

I hope this email finds you well.

I am writing regarding your active ticket, **#[TICKET_ID]**, where we are currently investigating [**State the general problem area, e.g., the failure of your custom Python module to execute**].

To proceed with our diagnostic steps, we urgently require the following information from your end:

- **Required Action 1:** [**e.g., The raw JSON payload of the last successful workflow execution.**]
- **Required Action 2:** [**e.g., A screenshot of the exact error message displayed in the browser console.**]
- **Required Action 3:** [**e.g., Confirmation that your corporate firewall allows outbound traffic to our required IP range.**]

Please note: If we do not receive a response from you within **48 hours** (2 business days), this ticket will be automatically moved to a **"Pending Closure"** status. We will gladly re-open the ticket if you provide the requested details later.

Thank you for your cooperation.

Best regards,

[Agent Name]
[Agent Title]
NexaCore Solutions