Anthony Giancaterina

Wednesday, September 18, 2025

**Email Assignment**

**Email to Boss:**

Subject Line: Missing SLA on service call due to parts delay

Dear Mr. Ahrari,

This morning, I visited the TD Bank branch 0038 regarding a service ticket for a CRU with error codes 303 and 401. Through testing, I noticed that the feeder was running extremely slow, and I discovered an elastic band jammed in between the feeder belts and rollers. This resulted in one of the rollers to crack in half causing the belts to continuously slip while counting notes.

I had to order a new feeder through the parts channel on slack and I was notified that the feeders are currently on backorder. It will take approximately one week for the new feeder to arrive which I understand is far too long. I just wanted to give you a heads up that I will be missing the SLA on this ticket and that the case will be escalated by the dispatch team.

I’ve spoken to the branch manager, notifying her of the situation and she understands that the CRU will be slowing down the service of the front-line tellers until the new feeder arrives and is installed.

Best Regards,

Anthony

Anthony Giancaterina

System Support Representative

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**Email to customer**

Subject Line: On-site Lenovo laptop repair

Good morning Amir,

My name is Anthony Giancaterina, and I am contacting you regarding a Lenovo service ticket which was submitted on Wednesday, September 11th. I am a Lenovo technician with IBM and I will be handling this service ticket.

I understand that you’ve been having issues with your keyboard, and I’ve been notified that the new keyboard was delivered to your office at 153 King Street. I am available to come by to install the new keyboard this afternoon between 12:30pm and 3:00pm or any time tomorrow morning after 8:30am.

Please contact me through email or mobile to let me know what time works best for you, and if I will be meeting with you or a colleague.

Best Regards,

Anthony

Anthony Giancaterina

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**Email to Coworkers**

Subject Line: Meeting regarding service territories

Good morning Team,

It has come to my attention that we have been crossing paths frequently due to service tickets in certain territories not being distributed efficiently. The dispatch team does not know where each of us are day to day, so they’ve been assigning tickets to us based on availability and not based on location.

Yesterday afternoon, I was on-site at BNS for a Lexmark service ticket. On my way out, I noticed that Adam was on his way in to work on a Lenovo service ticket. Having two of us at the same location working on two different tickets is not ideal, as Adam could have been at his next service ticket at the other end of the city, and I could have completed that Lenovo ticket.

We should work as a team to efficiently resolve service tickets in our region by assigning territories to each one of us, and manually moving tickets accordingly. I’ve divided our region into 5 territories of Kitchener/Waterloo, Cambridge, Guelph, Milton and north remote locations.

I set up a Microsoft Teams meeting for tomorrow morning at 10:00am. Please let me know if you cannot make it to the meeting so we can reschedule. We will talk about this situation amongst each other and decide who will be covering which territories so we can efficiently cover our entire region without crossing paths.

Anthony Giancaterina

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