

Sample Helpdesk Ticket Response

Subject: RE: Email Not Working Since Morning

Dear [User Name],

Thank you for reaching out. I apologize for the issues you are experiencing with your email. I can relate to the frustration and inconvenience you are experiencing with this problem, especially during work hours when clear communication is crucial. Rest assured that we are taking your concern very seriously and want to resolve your issue as quickly as possible (Lindblom, 2024).

First, restart your email application and ensure your internet connection is stable as well.

These are basic steps, but they can sometimes resolve fundamental connectivity issues.

For more extensive troubleshooting, I have escalated your ticket to our Tier 2 Support team, which will conduct an in-depth investigation into the potential causes of your issues. They will even check the back end or server-related issues/issues if that has to do with things on our tier 1 side.

We strive to have your issue resolved within the next two calendar hours. I will follow up with you with a response as soon as I have that information.

Thank you for your patience and understanding.

Best regards,

Bhavya Pentyala

IT Support Technician

Reference

Lindblom, R. (2024). The impact of a ticketing system on the efficiency of help desk.

<https://www.theseus.fi/handle/10024/868113>