<p style="text-align:center">**Email Templates- Webex Cases**</p>

Initial Customer Email:

Hi *Customer name,*

My name is _____ and I am the engineer assigned to assist you with Service Request number_____. I am sending this email as an initial point of contact.

Problem Description:
Repeat customer problem description

Analysis:
My understanding is…
Paraphrase your understanding of the problem

Action Plan:
Ask clarifying questions of provide the customer with the steps to resolve their issue.

I have included my contact details below. If you have any questions, please feel free to contact me. When you send an email, please include attach@cisco.com in CC. This way, the email will be automatically attached to the case notes and please remove the previous email to avoid confusion on the case notes.

Strike 1:

Hi *Customer name*,
I am checking in to see if you need any assistance with my previous email as I have not heard back from you. I also wanted to follow up about whether your case has been resolved. Are there any lingering questions I can answer for you?

Strike 2:

Hello *Customer name*,
I am following up to see if you received my most recent email and if you are still looking for assistance on this case.

Strike 3:

Hi *Customer name*,
I am reaching out a final time to see if you need any assistance or questions answered. Due to Cisco policy on case inactivity, I will be closing this case today. You will have 14 days to reopen it if you find that this case needs further attention.

I would like to thank you for contacting Cisco TAC. It has been a pleasure working on this service request (SR) number: _____.

Please remember, if you need any further assistance, do not hesitate to contact Cisco TAC Center.

Thank you for choosing Cisco. It is always a pleasure to help you.

Case Closure:

Hi *Customer name*,

I would like to thank you for contacting Cisco TAC. As requested, I will now close this case. It has been a pleasure working on this Service Request number: _____.

Please remember, if you need any further assistance, do not hesitate to contact Cisco TAC Center.

Thank you for choosing Cisco. It is always a pleasure to help you.