

From: sarah.johnson@acmecompany.com
To: ithelp@acmecompany.com
Subject: Re: Hardware Malfunction - Ticket #4729
Date: 2023-05-15 14:32:00

Thank you so much for your help! The new keyboard is working perfectly. I appreciate your quick response and resolution.

Best regards,
Sarah

From: ithelp@acmecompany.com
To: sarah.johnson@acmecompany.com
Subject: Re: Hardware Malfunction - Ticket #4729
Date: 2023-05-15 14:15:00

Hello Sarah,

I'm glad to hear the new keyboard has arrived. The issue you experienced was likely due to wear and tear on the old keyboard, which can happen over time with frequent use. If you experience any further issues, please don't hesitate to reach out.

Best regards,
Tom
IT Support

From: sarah.johnson@acmecompany.com
To: ithelp@acmecompany.com
Subject: Re: Hardware Malfunction - Ticket #4729
Date: 2023-05-15 13:45:00

Hi Tom,

The new keyboard just arrived. I'll set it up now and let you know if I have any issues.

Thanks,
Sarah

From: ithelp@acmecompany.com
To: sarah.johnson@acmecompany.com
Subject: Re: Hardware Malfunction - Ticket #4729
Date: 2023-05-14 09:30:00

Hello Sarah,

Thank you for reporting this issue. Based on your description, it sounds like your keyboard may be malfunctioning. This can happen due to various reasons such as wear and tear, dust accumulation, or internal component failure.

I've arranged for a replacement keyboard to be sent to your desk. It should arrive by tomorrow morning. Once you receive it, please connect it to your computer and let me know if the issue persists.

If you need any assistance setting up the new keyboard, don't hesitate to ask.

Best regards,
Tom
IT Support

From: sarah.johnson@acmecompany.com
To: ithelp@acmecompany.com
Subject: Hardware Malfunction - Ticket #4729
Date: 2023-05-14 08:45:00

Hello IT Support,

I'm having issues with my keyboard. Several keys are not responding when I press them, making it difficult to type. Can you please help?

Thank you,
Sarah Johnson
Marketing Department