

Sample Helpdesk Ticket Response

Subject: Re: Wi-Fi Connectivity Issue in Conference Room

Dear [User],

Thank you for bringing the Wi-Fi issues in the conference room to our attention. I entirely agree with you that a bad internet connection is highly frustrating, especially when you are in the middle of an important meeting or working on a group project. Your patience in this matter is greatly appreciated as we work to resolve this issue. After running one of our diagnostic checks, we found out that the access point nearby was dropping the signal, which is an indication that this could be part of the problem. At this stage, we are resetting the router and recalibrating the range to serve the zone more or less affected. Connecting the support and other components of the network through technical means will often increase productivity (Mendieta, 2021). In the meantime, I recommend using the guest network, which is more stable. If the connection does not improve, we will escalate the issue to involve our engineering team for further diagnostics and investigation. I hope this helps, and I will provide a further update within 45 minutes.

Kind regards,

Mohith Kumar Kilari

IT Support Services

Reference

Mendieta, J. J. (2021). *Wi-Fi Customer Service Support of Faculty: A Qualitative Descriptive Design Study* (Doctoral dissertation, Grand Canyon University).

<https://search.proquest.com/openview/d2c9ebb334270b2e636c65718a7f8400/1?pq-origsite=gscholar&cbl=18750&diss=y>