**Clarification sample**

Hi xyz

Hope you’re doing well!

Considering on your previous mails & me and my team are doing everything we can resolve this as fast as possible

In order to support you we need some more information from you so could you please tell me [info to be asked]

You can update the information by replying to this email or by calling us. Once we get this information, we will be able to resolve this case soon.

Thanks

Name

**Follow up sample**

Issue: xyzzy

This is to follow up and understand the status of this resolution and confirm if there are any updates on this case.

However, this was to understand if you have any further issues or any updates on this case. Please do respond to this email with details if you have any further issue and we will look into the same for the resolution.

Awaiting your response. Thank you for choosing Zinovate cloud

Name

**Resolution mail sample**

Hi xyz

Thanks for reaching out! this are steps you can solve the issue

In order to work on resolution [details answer providing helpful insight into why an issue happened and steps to resolved them]

If you have any more concerns or come across any issue, let me know ,I’ll be happy to help

Have a great day

{name}

**Closing email**

Hi xyzzy

Hope you are doing Good!

Thank you for your quick response with an update on the status of the case. I am glad that the case has been resolved.

I request you to please respond if any further concerns on the case with the details and I will assist you further. If no further concerns, please confirm if we can proceed with the closure of the case.

Awaiting your response. Thank you for choosing Zinovate.

**Closing confirmation**

Greetings of the day!

Thank you for your response with the closure permission. It was my pleasure to work with you on this case.

Based on our last communication, it appears that this case is ready to be archived. If this is premature or if you need additional assistance with this issue, please let me know as soon as possible.

Issue: #######

As per your email today you have confirmed that the case is resolved, and you have no further concerns and questions on this case. With your permission I will proceed to archive the ticket, If you need any help please contact us and we will be happy to help you!

Thanks

Mohd Sohaib

Hello XYZ,