Hey [Customer],

Thank you again for reaching out to customer service about [describe issue].

I wanted to follow-up on our conversation to see if the situation was fully resolved. Is [issue] working now? Did you run into any issues since we last spoke?

If something’s still not right, please let me know so we can resume finding a proper solution. If the situation is resolved, please let me know so I can mark the matter as resolved.

Thank you, and please don’t hesitate to reach out to support again in the future!

All the best,

[Your name]

