

Follow-Up on Unresolved IT Support Issue

Dear [Recipient's Name],

I hope this message finds you well. I am writing to follow up on the IT support ticket #[Ticket Number], which was submitted on [Submission Date] regarding [Brief Description of the Problem]. As of today, the issue remains unresolved.

We appreciate your attention to this matter and would like to know the current status of the resolution process. It is critical for our team to have this issue addressed as it impacts [describe how the issue affects your work or team].

Please let us know if there are any updates or further information needed from our side to expedite the resolution.

Thank you for your prompt attention to this matter. We look forward to your response.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]

[Your Company]