

Follow-Up on Technical Assistance

Dear [Recipient's Name],

I hope this message finds you well. I am writing to follow up on the ongoing technical issues that we have been experiencing with [specific system or product]. I wanted to assure you that we are dedicated to resolving this problem as swiftly as possible.

As of our last conversation on [date], I understand that [brief summary of the issue]. Our team has been actively working on a solution and we appreciate your patience during this time.

Please let me know if there have been any changes or if you have noticed any progress on your end. If there's anything further you need from us to assist in this matter, don't hesitate to reach out.

Thank you for your understanding and cooperation.

Sincerely,
[Your Name]
[Your Position]
[Your Company]
[Your Contact Information]