

Technical Support Escalation Request

Date: [Insert Date]

To: [Manager's Name]

From: [Your Name]

Subject: Escalation of Technical Support Issue

Dear [Manager's Name],

I hope this message finds you well. I am writing to formally escalate a critical technical support issue that has not been resolved despite previous attempts to seek assistance from the support team.

Issue Summary:

[Provide a brief description of the issue, including relevant details such as error messages, affected systems, and impact on business operations.]

Previous Interactions:

[Briefly outline previous attempts for resolution, including dates, reference numbers, and responses received.]

Impact of Issue:

[Explain how the unresolved issue is affecting your operations or productivity, and any urgency associated with a resolution.]

Given the critical nature of this issue, I would appreciate your immediate attention and support in escalating this matter further with the technical support team. Please let me know if you need any additional information or documentation to facilitate this process.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]

[Your Job Title]

[Your Contact Information]