

Subject: Escalation of Technical Support Case - [Case Number]

Dear [Support Manager's Name],

I hope this message finds you well. I am writing to formally escalate a technical support case that has been pending resolution for an extended period. The details of the case are as follows:

- **Case Number:** [Case Number]
- **Date Opened:** [Date]
- **Summary of Issue:** [Brief description of the issue]
- **Current Status:** [Current status of the case]
- **Previous Actions Taken:** [Summary of actions taken so far]

Despite ongoing communication with [Support Team/Representative's Name], we have not seen any resolution, which is impacting our operations. Given the urgency of this matter, we would greatly appreciate your intervention to expedite the troubleshooting process.

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

Best regards,
[Your Name]
[Your Position]
[Your Company]
[Your Contact Information]