

# IT Support Escalation Status Update

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Escalation Status Update for Ticket #[Ticket Number]

Dear [Recipient's Name],

I am writing to provide you with an update on the status of your IT support escalation regarding ticket #[Ticket Number].

## Current Status:

[Current Status - e.g., "In Progress", "Resolved", "Awaiting Feedback"]

## Details:

[Brief description of the issue, actions taken, and any relevant updates]

## Next Steps:

[Outline the next steps that will be taken and the estimated timeline]

Please feel free to reach out if you have any further questions or need additional information.

Thank you for your patience.

Best Regards,

[Your Name]

[Your Job Title]

[Your Contact Information]

[Company Name]