

IT Support Request Escalation

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: IT Support Case Escalation - [Case ID]

Dear [Recipient Name],

I am writing to request the escalation of an IT support ticket that has been ongoing for [duration of the issue]. The details of the case are as follows:

- **Case ID:** [Case ID]
- **Reported Issue:** [Brief description of the issue]
- **Current Status:** [Current status of the ticket]
- **Impacted Users:** [Number of users affected]
- **Priority Level:** [Current priority level]

Given the impact this issue is having on our operations, I believe it is necessary to escalate this case for quicker resolution. Your assistance in addressing this matter promptly would be greatly appreciated.

Thank you for your attention to this urgent request. I look forward to your swift response.

Best regards,

[Your Name]

[Your Job Title]

[Your Contact Information]