

Feedback on Technical Support Response Time

Dear [Technical Support Team/Manager's Name],

I hope this message finds you well. I am writing to provide feedback regarding the response time I experienced during my recent interaction with your technical support team.

On [Date of Interaction], I submitted a request for assistance with [brief description of the issue]. While I appreciate the efforts of your team, I noticed that the response time was longer than I expected, taking [insert time frame] before I received a reply.

I understand that technical issues can be complex and may require time for resolution, but I believe that improving response times can significantly enhance customer satisfaction.

Thank you for considering my feedback. I look forward to your continued efforts to improve your support services.

Best regards,

[Your Name]

[Your Position/Title]

[Your Company Name]