Software Issue Escalation

Date: [Insert Date]

To: [Recipient's Name]

Title: [Recipient's Title]

Company: [Recipient's Company]

Email: [Recipient's Email]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally escalate an ongoing software issue that we have been experiencing with [Software Name]. Despite multiple attempts to resolve this matter through our standard support channels, we have yet to receive a satisfactory solution.

Issue Description:
[Briefly describe the issue, including any error messages and impact on business operations.]

Attempts to Resolve:
[List the steps taken to resolve the issue, including reference numbers of any previous support tickets.]

Given the severity of this issue and its impact on our operations, I would greatly appreciate your immediate attention and assistance in resolving this matter. It would be helpful if we could schedule a meeting to discuss this further at your earliest convenience.

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

Sincerely,

[Your Name]
[Your Title]
[Your Company]
[Your Email]
[Your Phone Number]