

Service Desk Escalation Communication

Date: [Insert Date]

To: [Stakeholder Name]

From: [Your Name]

Subject: Escalation of Service Desk Ticket #[Ticket Number]

Dear [Stakeholder Name],

I am writing to inform you of an escalation regarding the service desk ticket #[Ticket Number], which pertains to [brief description of the issue].

As of today, we have made the following attempts to resolve the issue:

- [Action 1 taken]
- [Action 2 taken]
- [Action 3 taken]

Unfortunately, despite these efforts, the issue remains unresolved. Therefore, we have escalated the ticket to [Name/Team], who will be taking the lead in addressing this concern.

Next steps include:

- [Step 1 - expected resolution timeline]
- [Step 2 - any necessary follow-ups]

We understand the importance of this issue and are committed to providing updates as we progress. Should you have any further questions or require additional information, please do not hesitate to reach out.

Thank you for your understanding and support.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]