

# Service Desk Escalation Procedures

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Escalation of Urgent Issue

Dear [Recipient Name],

I hope this message finds you well. I am writing to formally escalate an urgent issue that has been reported to the service desk. The details of the issue are as follows:

- **Issue Description:** [Brief description of the issue]
- **Ticket Number:** [Ticket Number]
- **Priority Level:** Urgent
- **Date Reported:** [Date]
- **Impact:** [Describe how it affects operations]

Given the urgency and impact of this issue, I kindly request a prompt response and resolution. Please let me know if there is any additional information you require to expedite the process.

Thank you for your immediate attention to this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]