

Service Desk Escalation Notification

Date: [Insert Date]

To: [Recipient Name]

From: [Your Name]

Subject: Escalation of Unresolved Request - [Request ID]

Dear [Recipient Name],

I hope this message finds you well. I am writing to formally escalate the unresolved service request identified by Request ID: [Request ID], which was submitted on [Submission Date]. Despite our efforts to address this issue, it remains unresolved.

Details of the request are as follows:

- **Request ID:** [Request ID]
- **Submitted by:** [Submitter's Name]
- **Issue Description:** [Brief Description of the Issue]
- **Current Status:** [Current Status]
- **Previous Responses:** [Brief Summary of Communication/Responses]

Given the urgency of this matter, I kindly request your prompt attention and assistance in resolving this issue. Please let me know if there are any additional details or actions needed from my side to facilitate a resolution.

Thank you for your time and support.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]