Service Desk Escalation Protocol

Date: [Insert Date]

To: [Insert Recipient Name]

From: [Insert Your Name]

Subject: Escalation of Technical Glitch

Dear [Recipient Name],

I am writing to formally escalate a technical issue that has not been resolved through standard procedures. The details of the incident are as follows:

- **Incident ID:** [Insert Incident ID]
- **Reported Date:** [Insert Report Date]
- **Issue Description:** [Brief description of the glitch]
- **Steps Taken:** [Brief description of troubleshooting steps]
- **Current Status:** [Describe the current status]

Given the impact of this issue on our operations, I kindly request your immediate attention and assistance in resolving this matter as soon as possible.

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

Best regards,
[Insert Your Name]
[Your Job Title]
[Your Contact Information]