Service Desk Escalation Follow-Up Actions

To: [Recipient's Name]

From: [Your Name]

Date: [Date]

Subject: Follow-Up on Escalation of Service Request #[Request ID]

Escalation Steps

1. **Identify the Issue:** Clearly define the problem that requires escalation.
2. **Document Initial Actions:** List all actions taken to resolve the issue prior to escalation.
3. **Notify Stakeholders:** Inform relevant team members and stakeholders about the escalation.
4. **Escalate to Next Level:** Forward the issue to [Next Level Support/Manager] with all supporting documentation.
5. **Set a Follow-Up Timeline:** Establish and communicate a follow-up timeframe.
6. **Monitor Progress:** Regularly check in on the status of the escalation and communicate updates.
7. **Document Resolution:** Once resolved, ensure proper documentation of the resolution steps.

Action Required

Please review the above steps and provide any feedback or additional information needed for this escalation.

Thank you for your attention to this matter.

Best Regards,

[Your Name]

[Your Position]

[Your Contact Information]