

IT Support Follow-Up

Dear [Recipient's Name],

I hope this message finds you well. This is a follow-up regarding your support ticket #[Ticket Number] which was submitted on [Submission Date]. We wanted to check in to see if your issue has been resolved or if you require any further assistance.

Our records indicate that the ticket is still unresolved, and we apologize for any inconvenience this may have caused. Please provide us with any updates or additional details so we can assist you more effectively.

Your satisfaction is important to us, and we are committed to resolving this matter promptly. You can reply to this email, or contact us at [Contact Information].

Thank you for your patience and understanding.

Sincerely,

[Your Name]
[Your Position]
[Company Name]
[Contact Information]