

Service Request Prioritization

Date: [Insert Date]

To: [Client Name]

From: [Your Company Name]

Subject: Service Request Prioritization for Escalated Issues

Dear [Client Name],

We want to thank you for bringing your concerns to our attention. We understand the importance of timely resolutions and would like to provide you with an update regarding the prioritization of your service request.

After reviewing your case and the impact it has on your operations, we have categorized your request as follows:

- **Priority Level:** [High/Medium/Low]
- **Escalation Reason:** [Brief Reason for Escalation]
- **Expected Resolution Time:** [Insert Timeframe]

Please rest assured that our team is actively working to resolve your issue as quickly as possible. We will keep you updated on the progress and notify you as soon as a solution has been implemented.

If you have any further questions or need immediate assistance, please do not hesitate to reach out to me directly at [Your Contact Information].

Thank you for your understanding and patience.

Sincerely,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]