

# Critical Tech Support Escalation

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Urgent Escalation: Critical Issue with [System/Application Name]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally escalate a critical issue that has been affecting [briefly describe the system/application] since [insert date/time]. Despite previous attempts to resolve the matter through standard support channels, the issue persists and requires immediate attention.

## **Issue Description:**

[Provide a detailed description of the issue, including any error messages, impact on operations, and steps taken for resolution]

## **Impact:**

[Explain the impact of the issue on teams, projects, or operational processes]

## **Previous Support Interactions:**

[Summarize any prior communications with support teams, including ticket numbers and response times]

Given the urgency of this matter, I kindly request your immediate assistance in prioritizing this issue. Please let me know a suitable time for a follow-up call or meeting to discuss further actions.

Thank you for your prompt attention to this critical situation.

Best regards,

[Your Name]

[Your Job Title]

[Your Company]

[Your Contact Information]