

Tech Support Escalation Notification

Date: [Insert Date]

To: [Recipient's Name]

From: [Your Name]

Subject: Escalation of Support Ticket #[Ticket Number]

Dear [Recipient's Name],

I hope this message finds you well. I am writing to formally notify you of the escalation of support ticket #[Ticket Number], regarding [brief description of the issue]. Despite our previous efforts to resolve this matter, we have not achieved a satisfactory outcome.

Details of the ticket are as follows:

- **Ticket Number:** [Ticket Number]
- **Opened By:** [Your Name]
- **Original Issue Description:** [Description]
- **Current Status:** [Current Status]

We believe that escalating this ticket to [Name of the Escalation Contact/Department] is the best course of action to ensure a prompt resolution. We kindly request your assistance in this matter.

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

Best regards,

[Your Name]

[Your Job Title]

[Your Contact Information]

[Your Company Name]