**FOLLOW-UP EMAILS**

**Requirements:**

* *Automated follow-up emails will be sent for tickets with no activity/update after the outage notification has been sent.*
* *The follow-up email will be sent after 2 hours for Omni and after 3 hours for other brands.*
* *Reporting on follow up items. Once the follow up hits the third system notification we need a report notification for the ESM, Brand team, Leads and Tier2 Escalations to focus attention on the case.*
* ***1st FOLLOW-UP EMAIL***

*Hello [Customer Name],*

*We are actively working to resolve the offline [type of equipment] at your property. Our Engineers are remotely working to identify the root cause and resolve as soon as possible.*

*If you need immediate assistance, please reply to this email or call us at one of the following support numbers:*

* *Support Phone # 1*
* *Support Phone #2 (if applicable)*
* *Support Phone #3 (if applicable)*

*Our Helpdesk is committed to serving you 24 X 7 X 365.*

*We appreciate your patience and understanding.*

* ***2ND FOLLOW-UP EMAIL***

*Hello [Customer Name],*

*Please be advised that our Senior Engineers are still actively working to confirm and resolve the offline [type of equipment] at your property****.*** *We will continue to update you on the progress.*

*If you need immediate assistance, please reply to this email or call us at one of the following support numbers:*

* *Support Phone # 1*
* *Support Phone #2 (if applicable)*
* *Support Phone #3 (if applicable)*

*Our Helpdesk is committed to serving you 24 X 7 X 365.*

*We appreciate your patience and understanding.*

* ***3RD FOLLOW-UP EMAIL***

*Hello [Customer Name],*

*. Our Senior Engineers are diligently working to get the issue resolved. They will continue to work on this remotely and are continuously making efforts to resolve this with urgency.*

*If you need immediate assistance, please reply to this email or call us at one of the following support numbers:*

* *Support Phone # 1*
* *Support Phone #2 (if applicable)*
* *Support Phone #3 (if applicable)*

*Our Helpdesk is committed to serving you 24 X 7 X 365.*

*We appreciate your patience and understanding.*

**TICKET CLOSURE**

*Hello [Customer Name],*

*We are pleased to inform you that this case with reference # 123456, has been successfully addressed and resolved. As a result, we are closing the corresponding ticket.*

*Should you require immediate assistance, feel free to contact us at the following support numbers:*

* *Support Phone # 1*
* *Support Phone #2 if applicable*
* *Support Phone #3 if applicable*

*Our Helpdesk is committed to serving you 24 X 7 X 365.*

*Thank you and have a great day!*