# Go-Live Announcement Email – Freshservice for Requesters

## Subject:

Freshservice is Live! Submit IT Requests Online

## Message Body:

We’re happy to announce that Freshservice is now live!

You can use our new Support Portal to:

* Submit IT or Facilities requests
* Report issues
* Search the Knowledge Base for self-help articles

Portal Link: [Your Freshservice Portal URL]

Need help? Email [support@yourcompany.com] or click “Request Help” in the portal.

Thank you for your patience and feedback as we transitioned to this new system!

## ITIL Alignment Notes:

* Service Desk Communication – Supports clear user engagement at the time of platform launch.
* Knowledge Management – Encourages self-service through searchable articles.
* Continual Improvement – Invites user feedback for iterative enhancements.
* Service Request Management – Introduces users to structured request handling.