# Freshservice Email Template Samples

## 1. New Ticket Created

Subject: [Ticket ID: {{ticket.id}}] We've received your request

Hello {{ticket.requester.name}},

Thank you for reaching out to {{company.name}} Support. We've received your request and assigned it ticket ID #{{ticket.id}}.

Our team will review your request and get back to you shortly.

Summary:

- Subject: {{ticket.subject}}

- Description: {{ticket.description}}

To view your ticket or add more information, click below:  
{{ticket.url}}

Best regards,

{{agent.name}}

{{service\_desk\_name}} Support Team

## 2. Agent Reply Sent

Subject: [Ticket ID: {{ticket.id}}] Update on your support request

Hello {{ticket.requester.name}},

{{ticket.agent.name}} has posted a new reply on your support request:

"{{ ticket.latest\_public\_comment }}"

You can respond or check the status of your ticket at:  
{{ticket.url}

Best regards,

{{service\_desk\_name}} Support Team

## 3. Ticket Resolved

Subject: [Ticket ID: {{ticket.id}}] Your request has been resolved

Hello {{ticket.requester.name}},

We're happy to let you know that your request (Ticket #{{ticket.id}}) has been marked as resolved.

If you feel the issue isn’t completely resolved, you can reopen the ticket by replying to this message.

Thank you for contacting {{{service\_desk\_name}} Support.

Sincerely,

{{ticket.agent.name}} and the Support Team

## 4. Satisfaction Survey

Subject: [Ticket ID: {{ticket.id}}] How did we do?

Hello {{requester.name}},

We'd love your feedback on how we handled your support request (Ticket #{{ticket.id}}).

Please take a moment to rate your experience:

{{ticket.satisfaction\_survey}}

Your feedback helps us improve and serve you better.

Thanks again,

{{service\_desk\_name}} Support Team