# Appendix N: Email Notification Templates

## 1. New Ticket Acknowledgment

Subject: [Ticket #{{ticket.id}}] We’ve Received Your Request

Message Body:

Hi {{requester.name}},  
  
Thank you for reaching out to the {{ticket.group.name}} team. We’ve received your request and have created a new ticket for tracking:  
  
Ticket Number: {{ticket.id}}  
Subject: {{ticket.subject}}  
Submitted On: {{ticket.created\_at}}  
  
Our support staff will review your request and respond as quickly as possible. If you need to provide more details, simply reply to this email.  
  
Best regards,  
The IT Support Team  
{{company.name}}

Branding Suggestions:

Add logo to header; Use your corporate email footer; Optional tagline: "Keeping You Connected & Supported."

## 2. Ticket Resolved with CSAT Survey

Subject: [Ticket #{{ticket.id}}] Your Issue Has Been Resolved – Tell Us How We Did

Message Body:

Hi {{requester.name}},  
  
Your support request [#{{ticket.id}}] has been marked as resolved:  
  
Subject: {{ticket.subject}}  
Resolved On: {{ticket.resolved\_at}}  
  
We’d love your feedback on our support. Please take a moment to rate your experience using the survey link below:  
  
{{ticket.csat\_survey\_link}}  
  
If you feel your issue is not fully resolved, just reply to this email and we’ll reopen your ticket.  
  
Thank you for helping us improve!  
  
Warm regards,  
{{agent.name}}  
{{company.name}} IT Support

Branding Suggestions:

Add a feedback icon or banner; Embed CSAT link with bold CTA; Signature block with name, title, and support hours.

## 3. Onboarding Welcome Message

Subject: Welcome to {{company.name}} – We’re Here to Help!

Message Body:

Hi {{requester.name}},  
  
Welcome to {{company.name}}! We’re excited to have you onboard.  
  
To get you started, we’ve initiated the following setup:  
• Email and system accounts  
• Laptop and accessories  
• Access to key apps and tools  
  
Your onboarding ticket [#{{ticket.id}}] is being actively worked on, and we’ll notify you once everything is ready.  
  
In the meantime, if you have questions or need help, feel free to reply to this message.  
  
Cheers,  
{{agent.name}}  
IT Onboarding Coordinator  
{{company.name}}

Branding Suggestions:

Welcome banner or digital signature; Friendly tone and bullet formatting; Optional onboarding portal link.

## 4. Out-of-Office Auto-Reply for IT

Subject: Out of Office: Your Ticket Has Been Received

Message Body:

Hi {{requester.name}},  
  
Thanks for contacting {{company.name}} IT.  
  
This is an automatic response to let you know that our team is currently unavailable due to {{reason – e.g., holiday schedule, after-hours, or team meeting}}.  
  
Don’t worry—your ticket [#{{ticket.id}}] has been logged, and we’ll respond during our normal business hours:  
Monday to Friday, 8:00 AM – 5:00 PM  
  
If your request is urgent, please call our support line at {{support.phone}}.  
  
Sincerely,  
The {{company.name}} IT Team

Branding Suggestions:

Simple, professional layout; Include support number if available; Add business hours in footer.

## 5. Weekly Change Advisory Summary

Subject: Weekly Change Summary – {{date\_range.start}} to {{date\_range.end}}

Message Body:

Hello Team,  
  
Here’s a summary of all Change Requests processed by the CAB this week:  
  
🔁 Changes Approved:  
{{#each changes.approved}}  
• {{this.id}} – {{this.title}} (Planned: {{this.planned\_start}} to {{this.planned\_end}})  
{{/each}}  
  
⏳ Changes Pending Review:  
{{#each changes.pending}}  
• {{this.id}} – {{this.title}} (Owner: {{this.requester}})  
{{/each}}  
  
🚫 Changes Rejected or Postponed:  
{{#each changes.rejected}}  
• {{this.id}} – {{this.title}} (Reason: {{this.rejection\_reason}})  
{{/each}}  
  
If you have any questions about these changes, please reply to this message or visit the Change Management dashboard.  
  
Thank you,  
Change Management Office  
{{company.name}}

Branding Suggestions:

Include CAB team contact in footer; Add company logo or change calendar icon; Send Friday afternoons.