# Customer Inquiry Acknowledgment

*This message confirms receipt of your customer inquiry and outlines our response timeline and next steps.*

Dear **{name}**,

Thank you for reaching out to us on {inquiryDate} regarding **{inquirySubject}**. We have received your question and a member of our team is reviewing the details to provide you with a complete response.

We aim to respond to all inquiries within **{responseTimeframe}**. You can expect a follow-up from us no later than **{expectedResponseDate}**.

{#hasTicket}

For your reference, your ticket number is **{ticketNumber}**. Please mention this number in any future correspondence regarding this matter.

{/hasTicket}

{^hasTicket}

This message has been logged and assigned to the appropriate department. No further action is needed from your side at this point.

{/hasTicket}

Below is a summary of your original message:

|  |  |  |
| --- | --- | --- |
| **Inquiry Date** | **Subject** | **Message** |
| {#inquiryDetails}{inquiryDate} | {inquirySubject} | {inquiryMessage}{/inquiryDetails} |

If there is any additional information you would like to provide, please feel free to reply to this message or contact us directly at **{supportEmail}**.

Thank you for bringing this to our attention.  
**Customer Support Team**  
*{companyName}*