# Customer Queue Notification

*This document provides information about the customer's current position in the support queue and estimated wait time. It helps manage expectations and offers transparency in support communications.*

## Hello {name},

Thank you for contacting our support team. We appreciate your patience while we assist all of our customers as quickly as possible.

### Your Queue Information:

* **Ticket Number:** {ticketNumber}
* **Queue Position:** {queuePosition}
* **Estimated Wait Time:** {estimatedWaitTime}

{#hasHighPriority}

**Status:**High Priority

*Your request has been marked as a priority. We'll do our best to reach out to you as soon as possible.*

{/hasHighPriority}

{^hasHighPriority}

**Status:** Normal Priority

*Your request is being handled in the order it was received. We appreciate your understanding and patience.*

{/hasHighPriority}

### Contact Details:

|  |  |  |
| --- | --- | --- |
| **Name** | **Email** | **Contact Number** |
| {#contacts}{name} | {email} | {phone}{/contacts} |

### Additional Notes:

{notes}

### Team Contact Times:

{#workingHours}

* **{day}:** {hours}

{/workingHours}

We will notify you once your request is being actively addressed. If you have any additional information to provide or want to update your request, feel free to reply to this message.

**Thank you,**  
The {companyName} Support Team