# First Response Email

This template serves as a quick acknowledgment email sent to a customer upon receipt of their support request. It provides reassurance that their issue is being reviewed and outlines any next steps while maintaining a professional tone.

## Dear {name},

Thank you for contacting our support team.

We have received your request regarding **{issueSummary}** and our team has started reviewing it. Your case number is {ticketNumber}.

Our goal is to respond to all customer queries within **{responseTime}**. A member of our support team will reach out to you if we need more information or once we have an update.

{#hasAdditionalInstructions}

**Additional Instructions:**

{additionalInstructions}

{/hasAdditionalInstructions}

### Details You Submitted

|  |  |
| --- | --- |
| **Field** | **Information** |
| {#submittedDetails}{fieldName} | {fieldValue}{/submittedDetails} |

If you need to update or provide additional information regarding your request, please reply directly to this email and include the ticket number **{ticketNumber}** in the subject line.

We appreciate your patience and look forward to resolving your concern as quickly as possible.

*Best regards,*  
**{agentName}**  
Customer Support Team  
{companyName}