# Follow-Up Email

*This document serves as a template to follow up with customers after their issues have been resolved, ensuring satisfaction with the resolution and maintaining ongoing positive relationships.*

Dear **{name}**,

I hope this message finds you well. We wanted to follow up regarding your recent support request (Ticket ID: {ticketId}) to ensure that everything has been handled to your satisfaction.

Issue Summary:

* **Subject:** {issueSubject}
* **Reported on:** {issueDate}
* **Resolved on:** {resolutionDate}

Resolution Details:

{resolutionSummary}

{#satisfied}

We’re glad to hear that you’re satisfied with the resolution! Thank you for allowing us the opportunity to assist you. If there’s anything more we can help with, please don’t hesitate to reach out.

{/satisfied}

{^satisfied}

We’re sorry to hear that you're not fully satisfied with the resolution. We want to make things right.

{/satisfied}

Here is a summary of the actions taken:

{#actions}

* **{date}:** {description}

{/actions}

If you'd like to provide feedback on your experience, please take a moment to fill out our short survey:

{&surveyLink}

Thank you again for choosing **{company}**. We value your business and look forward to serving you in the future!

Best regards,

**{agentName}**  
Customer Support Specialist  
{company}