

[Your Name]
[Your Position]
[Your Company]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]
[IT Support Manager's Name]
[IT Support Team/Department]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [IT Support Manager's Name],

Subject: Evaluation of IT Support Services

I hope this message finds you well. I am writing to evaluate the IT support services provided by your team over the past [specific time period].

Overall, I would like to highlight the following key points:

1. ****Response Time:**** [Briefly describe your experience regarding the response time to support tickets.]
2. ****Technical Knowledge:**** [Evaluate the technical competency of the support staff.]
3. ****Resolution Effectiveness:**** [Discuss the effectiveness of the solutions provided.]
4. ****Customer Service:**** [Comment on the communication skills and professionalism of the IT support team.]
5. ****Areas for Improvement:**** [Mention any suggestions or areas where improvements can be made.]

In conclusion, I appreciate the hard work and dedication of your team in resolving our IT issues. Thank you for your continued support.

Sincerely,

[Your Name]
[Your Job Title]
[Your Company]