

To: [Department Name/All Staff]

From: [Name/Title]

Date: [Current Date]

Subject: Urgent: Customer Service Surge Support Staffing

Dear Team,

Due to [mention reason: e.g., seasonal peak, recent product launch, system outage], we are currently experiencing a significant increase in customer inquiry volume. To maintain our service standards and support our frontline representatives, we are implementing a temporary surge staffing plan.

Effective [Start Date] through [End Date], we will be implementing the following measures:

- **Overtime Opportunities:** Additional shifts are available for sign-up via [System/Manager Name].
- **Internal Reassignment:** Staff members from [Department A] and [Department B] will be assisting with [Specific Tasks, e.g., email tickets/live chat].
- **Shift Adjustments:** Some schedules may be adjusted to cover peak hours between [Time] and [Time].

We understand that peak periods can be demanding. We greatly appreciate your flexibility and hard work in ensuring our customers receive timely assistance during this busy time.

If you have any questions regarding your specific schedule or duties, please contact [Name/Supervisor] by [Time/Date].

Thank you for your dedication.

Best regards,

[Your Name]

[Your Title]

[Company Name]