**Subject:** New Support Ticket Submitted [Ticket ID]

**Body:**  
Dear MyShipFlex Admin,

A new support ticket has been submitted on your platform. Below are the details:

* **Ticket ID:** [#TicketID]
* **Submitted By:** [Customer Name] ([Customer Email])
* **Issue Type:** [Issue Type]
* **Submitted On:** [Submission Date and Time]

Please log in to the admin dashboard to view the full details and respond: [link to redirect admin to tickets section].

Regards,  
MyShipFlex Team