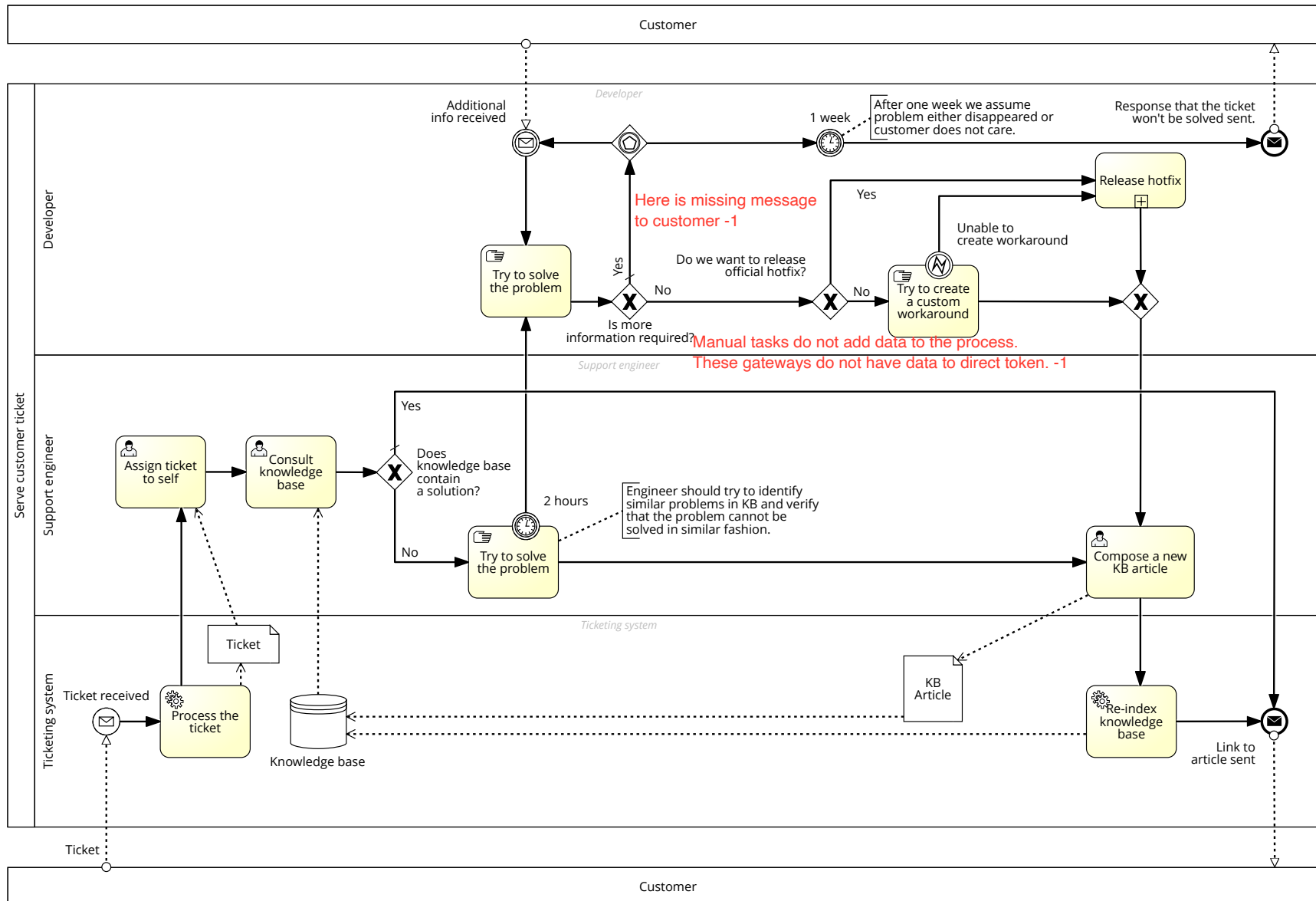


Ticketing process



Description

Diagram describes process for handling a bug submitted by a customer. When the ticket is received, system firstly updates required statistics and then notifies support engineers of it. A support engineer tries to solve it and if they are successful responds to the customer. If unsuccessful, they send the ticket to a developer. Developer then communicates with the customer if any more information is needed in order to resolve the issue. When the developer asks for more information and the customer does not respond within one week, the ticket is closed as "won't fix" and the customer is informed. Once the developer reproduced and fixed the issue a decision has to be made whether to release the fix as a hotfix for all customers or just create a workaround for this one customer. This decision is based primarily on the severity of the bug and its probability of affecting more customers. In either case, when it's done, a new KB article is created and sent as a response to the customer.