

How To Tag Tickets

Tag	Description
Hub	<p>The hub from which the client/partner is managed from. Can be one off East-Africa, Europe, West-Africa, Asia, Americas.</p> <p>The following tags are available on Re:amaze for the regions partners are managed from:</p> <ul style="list-style-type: none">• #Submit-Asia:• #Submit-EastAfrica• #Submit-Americas• #Submit-Europe• #Submit-WestAfrica
Partner	<p>The partner/client name. The partner tag beings with a “#instance-” followed by the partner name e.g. for Nuffic the partner tag is "#instance-nuffic" for Wemos "#instance-wemos" etc.</p>
Category	<p>Groups tickets by whether it is a question, bug or feature request. When triaging a ticket the support office the following tags are available for this:</p> <ul style="list-style-type: none">• #question• #bug• #feature
Escalation Status	<p>Flags whether the ticket required additional input from L2. This is for tickets that are not resolved by L1 usually bugs or feature requests. The available tag options for this are:</p> <ul style="list-style-type: none">• #escalated• #not-escalated
Impact	<p>Categorizes tickets by the severity of the impact. The description of each of this can be found here.</p>
Issue	<p>A brief tag that describes the issue being reported by the user e.g. data import or export, user management etc. No standard classification. But be mindful of reusing existing tags as much as possible.</p>

Revision #3

Created 20 July 2023 09:50:59 by Guillaume Deflaux

Updated 3 August 2023 10:07:04 by Guillaume Deflaux