ISSUE REPORTING AND RESOLUTION WORKFLOW

WHITE LABEL IQ™

Step 1

ISSUE REPORTED

Issue reported by client via Lariat/Email/Phone Call/Bugherd

Acknowledge & record issue in Lariat/Bugherd

PM assesses issue in Lariat and ask questions as needed

Identify billing and payment method

Step 2

TRIAGE ASSIGNMENT

Assign triage team

Estimate sent as needed or if possible

Determine severity level & move into production queue

Step 3

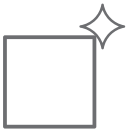
VERIFY

Can Dev Team verify and replicate the issue?

If no, ticket issue is rejected and reassigned to PM for further clarification or closure

If yes (and if estimate is approved) issue continues to resolution

Step 4



RESOLUTION

Testing: Dev Team tests locally and confirms fix

Fix: Fix is implemented to Staging or Production

Verify: Dev Team confirms fix in Lariat or Bugherd

Client notified, reviews and confirms fix

If rejected, then issue is reassigned to PM for further clarification

If approved, issue is resolved and closed

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