

Hashtag flow & usage



1. Assess whether this ticket needs to be handled by Product Support
2. Fill the ticket header - Severity, Product, Version & Category, Customer Name
3. #Severity Justification# - Document as why chosen severity is appropriate



1. #Problem Statement# - To document Problem Description
2. #Problem Verification# - To document how the problem was verified
3. #Question(s)# - To document Question(s)



1. #Root Cause# - To document root cause of the problem
2. #RCA Justification# - To document how this root cause resulted in problem
3. #Data Collected# - To document data collected & inferences



4. #Update# - To document non-technical / progress updates (with ETA)
5. #Customer Discussion#- To summarise WebEx / Phone sessions
6. #Action Plan# - To document action for customers (to share log, sample app etc.,)



1. #Solution# #Solution Plan# - To document resolution & step-by-step instructions
2. #Answer# - To document answer(s) with references
3. #Knowledge Content# - To refer KB article, if not WHY (both unpub)