



Client Meeting

Date: 10 July 2023 - 11am
Venue: Virtual - MS Teams
Version 7.0

MEETING ATTENDEES

- Jordan Green
- Cameron Pillay

ABSENTEES

- Akhona Mfeka
- Candice Mchunu
- Mishra Mohammad
- Daylin Shadrach
- Philani Khumalo

AGENDA

- Client Consultation
- Escalation procedure

REMINDERS

- Clarify with client if needed.
- PB needs to be in order for SB.
- Sprint Backlog is per sprint and contains user stories from product backlog that indicates each user story's allocation to its sprint.

OPEN ISSUES

- 1 Product Backlog that contains stories throughout the project, with the allocated sprint.
- Technical Lead should assign tickets to technicians and inform user who is handling their query.
- Client wants priorities assigned
- High priority (8 - 24 hrs) should be dealt with first. If unable to be solved by technician or TL, then it's escalated further.
- Medium priority = 1 - 3 days
- Low priority = 4 - 7 days
- User needs to be notified if any action is needed to be taken on their side for ticket resolution.
- Technicians need to be able to signal on system that they await user-action for a ticket.
- Only if ticket isn't solved within time limit, escalation will take place.
- Add dashboard for technicians to view currently solved and unsolved tickets and history.
- Escalation takes place per user, if needed, and NOT to just "pass off" ticket.
- User needs to be notified ticket has been escalated.
- "MVP" - Minimum level required is automatic response to ticket, assigning and closing off the ticket.
- Record interactions onto website.
- Tickets submitted through chat needs to be manually added by technician.