Incident Ticket Template

[Consolidated Remote Support SOP](https://docs.google.com/document/d/1javosA2YRpzsbm8ee7VE0-7n_pN_Gg1w3RwL1o1wKgY/edit?usp=sharing)

**Ticket Title: Site | Bank, Cell, Robot | Problem Issue**

**Under Description (Please Fill before resolving incident):**

**On\_site Tech / Point of Contact: [add call back number with POC name to this field]**

**Symptoms**: [Clear, concise description of what the issue is, including any error messages or error codes]

**Impact**: [Description of the impact on operations or business processes if any] [Could also be named as operation impact] [eg: DA rate is affected]

**Steps to Reproduce: [ for incidents that are reoccurring ]**

**Initial Troubleshooting:   
Resolution:**

**Mandatory Fields To Fill( BEFORE closing ticket) :Affected Service/Component, Product Config, Attach logs and screenshots or images, Title Of Ticket, Adjust Priority, Street/Station/-Bank, Resolved By, If Hardware fix required pick “yes” which will create a Limble unplanned “WO”**

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**“Good Examples”  
  
Common incident calls:**

1. **Vision**

**Affected Service/Component:** Upstream and/Or Downstream Vision

**Symptoms**: Robot goes for a pick but does not pick, UI shows a T-117 error

**Impact**: Unable to continue Production

**Steps to Reproduce:**

**Initial Troubleshooting:**

* **Restarted Vision Pods**
* **Did a Pcie Reset**
* **Replugged the cameras**

**Resolution: replugging the cameras resolved the issue**

1. **Conveyor Not Moving**

**Affected Service/Component:**

**Symptoms**: Pick Conveyor Not Moving, Packages are on the conveyor

**Impact**: Slows Down Production

**Steps to Reproduce:**

**Initial Troubleshooting:**

* **Restarted Chute Conveyor or Infeed Conveyor Pod**
* **Restarted the physical control box**

**Resolution: Restarting conveyor resolved the issue**

**Bad Ticket : https://dexrobo.atlassian.net/browse/PROD-3163**

**Notes:**