DO not email HELPDESK, WEB PROJECTS, or WEB FEEDBACK directly to report web errors! During business hours, follow the flowchart below. During evening/weekend hours, you may supersede this document in case of emergency as per your lead instructions.

ALL STAFF:
1. Is it user error? Enter a CSI. "Resolve" the CSI.
   a. Specify: What was the issue? (example: login error)
   b. Specify: How did you resolve the call? (example: sold tix, fixed dup acct)
   c. Specify: How did you educate the patron? (example: gave password)
   d. YOU'RE DONE.

2. Is it a bug in the system?   Not sure? Get as many details as possible and enter a CSI.
   a. Did it take place on the "informational" part of the website? Specify.
   b. Did it take place on the purchase path? Specify WHICH one.
        1. (http://tickets.kimmelcenter, tickets.philorch, etc)
   c. Can you reproduce the error? Include that in your details. Take a screenshot.
   d. Can't reproduce the error?
        i. Is it a specific error with an error message? Get details on messaging.
        ii. Is it an ambiguous error, such as "I couldn't complete my sale," etc?
   e. Do NOT "resolve" the CSI.
   f. Email Lead on Duty.
        1. Include the patron ID and copy of CSI details
        2. Include the screenshot, if available
        3. YOU'RE DONE.

CSI Category
- Website Issue

CSI Activity Type
- Email
- EZ Seat
- Forgot login/password
- Log-on Issue
- My Account – KC
- My Account – POA
- OP – My Account
- PIFA Website
- POA IODA
- Print at Home Tickets
- Search Engine
- Site Navigation/Usability
- Error Message

Do not use "Technical Error"