# **Frequently Asked Questions (FAQ)**

**Nexora Technologies** *Last updated: April 2024*

### **Employee Rights & HR**

**Q: What are my rights as an employee at Nexora?** A: As an employee, you have the right to fair compensation, a safe working environment, protection of your personal data, and freedom from discrimination. You also have the right to request flexible working arrangements and access your employment records.

**Q: Can I view or request corrections to my HR records?** A: Yes. Submit a request to **hr@nexora.tech** and our team will assist you.

**Q: What happens if I report misconduct?** A: All reports are confidential and protected by our whistleblower policy. You won’t face retaliation for reporting concerns in good faith.

### **Remote & Global Work**

**Q: Can I work from a different country or office location?** A: Yes, we support **remote and hybrid arrangements**, subject to local employment laws and timezone compatibility with your team. Speak with your manager and HR to get approval.

**Q: Which global offices am I allowed to work from temporarily?** A: Approved locations include:

* Amsterdam
* Berlin
* San Francisco
* Singapore  
   Requests for other locations are reviewed on a case-by-case basis.

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### **Technical Issues & Incidents**

**Q: What should I do if I encounter a platform outage or bug?** A: Log the issue in our internal issue tracker (**Jira**) and ping the on-call engineer in **#tech-support** on Slack.

**Q: Where do I report a security incident?** A: Immediately email **security@nexora.tech** and log the issue in the **Security Incidents Register** (see Confluence link).

**Q: How do I access logs for debugging?** A: Use **Datadog** for monitoring and log aggregation. Ensure you have permissions via your role group.

### **Clients & External Requests**

**Q: A client asked to delete their data. What do I do?** A: Forward the request to **privacy@nexora.tech**. Don’t attempt to delete anything yourself unless instructed.

**Q: Can I share code snippets or API behavior with clients?** A: Only if it’s reviewed and approved by your team lead or **Customer Success**. Use sanitized examples when in doubt.

**Q: A client submitted a bug report. How do I escalate?** A: Tag **#client-escalations** in Slack and create a ticket labeled client-blocker in Jira.

### **Tools, Access & General Processes**

**Q: How do I request access to the codebase or analytics tools?** A: Go to the **IT Portal** and submit an access request ticket. Approvals require manager sign-off.

**Q: What are the main internal tools I need to know?**

* GitHub → Code collaboration
* Jira → Task management
* Slack → Communication
* Notion/Confluence → Docs
* Datadog → Monitoring/logging
* 1Password → Secrets management

**Q: What’s the best way to search past decisions or architecture notes?** A: Use the **Engineering Wiki** in Notion or Confluence. Most key decisions are tagged by topic and project.

### **Errors & Troubleshooting**

**Q: What should I do if a production deployment fails?** A: Roll back using the rollback.sh script or GitHub Actions UI. Then notify the team in **#prod-alerts**.

**Q: A test is failing and blocking CI/CD. What’s the protocol?** A: First check the **testing dashboard** and relevant test logs. If it’s a flaky test, tag it and alert the QA lead.

**Q: My code isn’t syncing correctly with the staging environment. What now?** A: Make sure you're using the correct Git branch and that staging is not frozen (check #release-status).