

# Support Triage Playbook

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## 1. Intake

All tickets must include customer, issue summary, and reproduction steps.

## 2. Prioritization

Prioritize by customer impact and SLA category.

## 3. Communication

Provide clear updates and link to relevant knowledge base articles.

## 4. Notes

This document is confidential and intended for internal use only. If you have questions, contact the Policy Owner listed in the Responsibilities section.