Comments on JIRA Tickets

Now we are using JIRA as the issue tracking system and different teams (BA/DEV/QA/Support) are unified in using it. So please make sure you start to get used using JIRA comment for the status update and communication:

1. When you are deal with an ESI (especially an urgent one that have high priority), please 1) add your solution, next actions and anything need to be noticed when you finish it; and 2) add the progress you already have, the reason you figured out, the help you need to get, ETA to finish etc when you finish a day but the issue is not completed.  
   This will help the support to understand the status on real time and then call back to customer if necessary. The comment you added (with maybe just 10 min) will help us to improve the SAT and satisfy our customer a lot eventually.  
   If it’s a quite hot ESI you may need to update several times a day to help the stakeholders understand the progress.
2. When you are deal with an ER or a Bug. Please also add the comments before pushing to QA. You need to let QA (and others) know what the root cause is; what you modified; anything else may be impacted; what QA need to notice in their testing… This will help our team on the quality also.

Here are some good examples here:

* <http://jirafnd.dev.activenetwork.com/browse/ANE-23397> (Allen’s comment)
* <http://jirafnd.dev.activenetwork.com/browse/ANE-23190> (Chandler’s comment)
* <http://jirafnd.dev.activenetwork.com/browse/ANE-23120> (Kenny’s comment)