**QA: PI 8**

**PI 8 Objective:**

Complete at least one workflow which will provide the appropriate team with a recommendation for a feature that should be improved to reduce call center volume.

**Issue to be solved:** Users are receiving an endless spinner or are unable to view the status of their benefits application. This has caused a large number of escalated tickets that cannot be solved by the call center alone.

**Current Progress:**

1. Aubrey created buckets for top issues being escalated in Dynamics.
2. Aubrey relayed that information to me to investigate further.
3. I went through the form with test users to attempt to recreate the issue on my end, but without the ability to create fake data in production I was forced to look at alternative options.
4. I spoke with Bill form the API team to see how to test different inputs within the submissions that could possibly be causing the problem.
5. Was told that there is no easy way for me to do the testing myself because the infrastructure of the mocking tool, “betamocks,” is not friendly to those outside of API engineers. I was given two options:
   1. I could file an issue in Github with the information I have and can post any hunches/info/screenshots and allow a `vets-api` claims engineer to try and reproduce the issue
   2. Become a `vets-api` engineer myself
6. Concluded that neither of these options would be practical due to the amount of uncertainties from the limited information given by users experiencing the issues. It also takes 15 minutes to deploy a change and this investigation could take dozens of changes.
7. Spoke with Aubrey about the options that we were given.
8. Aubrey spoke to Dawn to pass the information of the users impacted.
9. Since there are no known issues for why the problem is happening are best option is to live pair with users.
10. Dawn is assigned to contact each user individually to find out what may be causing the problem.

**Next Steps:**

1. Wait for response from Dawn regarding the live pairing with impacted users