

Working with a CS tickets

1. Select the CS ticket with the highest priority from the backlog.
2. Change ticket's status to a **Review/QA**. Only one ticket could be in **Review/QA** status by each QA member.
3. Investigate it and make any necessary preparations.
4. Start to test it. The procedure is as follows:
 - Test the reported functionality. If the bug was reproduced, proceed with the next step.
 - Test the reported functionality from the user's profile:

[Entering a specific profile from an iOS or Android device](#)

[Deploying production DB into the QA server and entering user profile](#)

5. Report the outcome as a comment in the ticket.
6. If the issue wasn't detected/can't be reproduced/hard to reproduce, leave a comment about it and mention [@Natalia Girsenok \(Deactivated\)](#)
If the issue was detected, change the status into the **Issue detected**.
If any additional information from the user or CS agent is required, request it by tagging them in the comment of a ticket. Change the status to **Needs review**.

GGO-806

Give feedback 2 ... X

Blocked

Components None

Assignee Unassigned

Reporter Natalia Koleva (Red circle)

Priority Tag P2

Priority Prioritize

Fix versions None

Due Date None

Platform None

Department Customer Support

QA: Adnan Ahmed

Automation Rule executions

My Reminders Open My Reminders

Timer Open Timer

Show 5 more fields
Development, Labels, Original estimate, Time tracking and E...

logs.zip
29 Mar 2021, 06:42 PM

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@Natalia Koleva (Red circle)

Save Cancel

7. Proceed with the next tickets.