

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** .

