

## **CRITICAL (System / Revenue Impact)**

Use these to confirm **CRITICAL** classification:

- 1. "Payment gateway is down and customers cannot complete purchases."**
- 2. "Production server crashed, website is completely inaccessible."**
- 3. "All user data is missing after today's deployment."**
- 4. "Login is failing for every customer worldwide."**
- 5. "Security breach detected, user accounts are being accessed."**
6. Expected result:

Urgency: CRITICAL

## **HIGH (Major functionality broken, workaround exists)**

Paste these next:

- 1. "Users can log in, but checkout fails intermittently."**
- 2. "Emails are delayed by several hours for some customers."**
- 3. "Mobile app crashes on Android 14 devices."**
- 4. "Admin dashboard is extremely slow after the update."**
5. Expected result:

Urgency: HIGH

## **MEDIUM (Partial issue, non-blocking)**

Good for normal support flow:

- 1. "Reports are not exporting correctly for large datasets."**
- 2. "Password reset emails sometimes go to spam."**

3. **“UI alignment issue on tablet screens.”**
4. **“Search results are slightly inaccurate.”**
5. **Expected result:**

Urgency: MEDIUM

## **LOW (Minor / routine requests)**

Use these to confirm low urgency:

1. **“User forgot password and needs reset.”**
2. **“How do I change my billing address?”**
3. **“Request for dark mode feature.”**
4. **“Please update my profile email address.”**
5. **Expected result:**

Urgency: LOW