

## **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