P0 Alert - Backend Team

■ Alert Overview

Persona:	Elderly User (65+)
Action Taken:	Clicked 'Sign Up' button
Expectation:	Account creation form submits successfully
Confusion Score:	9/10
Status:	FAILED
Severity:	P0
F-Score:	95%
Responsible Team:	Backend

■ Diagnosis

Database connection timeout on user registration - critical system failure

■ Recommendations

1. Immediately rollback recent database configuration changes
2. Add connection pooling with exponential backoff retry logic
3. Implement circuit breaker pattern for database calls
4. Set up database read replicas for load distribution
5. Add monitoring alerts for connection pool exhaustion

■ Network Logs

• POST https://api.deriv.com/signup → 500

• GET https://api.deriv.com/health → 200

• POST https://api.deriv.com/retry → 504

• POST https://api.deriv.com/fallback → 503

■ Console Logs

- [error] Database connection timeout after 30000ms

- [error] Failed to insert user record into users table

- [error] Connection pool exhausted: 0/50 available

- [warning] Retry attempt 3/3 failed - escalating

- [critical] Transaction rolled back