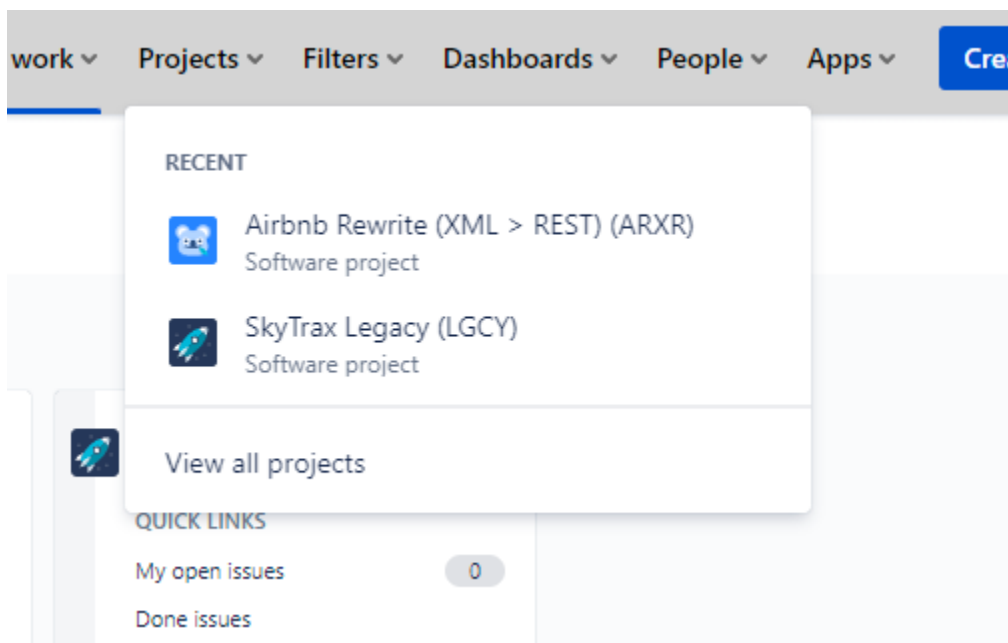


How the Help Desk Interacts with the Development Team

Sometimes tickets prove to be incredibly intricate, and tier 1 is not able to resolve the issue. This could happen for a myriad of reasons, be it a lack of documentation, system error, external factors from third-party systems, etc., but sometimes it is an error in the software's code. In that case, it is essentially beyond tier 1's capabilities. However, tier 1 is responsible for communicating the issue in an effective way to the development team. The development team does not use the system in the same ways the average user or the location support team does. This solution details the general steps to take when escalating an issue to tier 3 (the development team).

1. Once tier 1 and 2 have confirmed that the ticket should be reassigned to tier 3, it is time to put the ticket into Jira. Navigate to <https://skyrun.atlassian.net/jira/your-work>.
2. As of November 2022, SkyRun's Jira configuration consists of 2 boards you will be interacting with - ARXR and LGCY. You can see them by going to Projects on the navbar at the top.



LCGY - legacy system; this is where SkyTrax v3/Joomla bugs are documented.

ARXR - Airbnb rewrite; this is where bugs related to the active Airbnb integration are documented.

3. After you determine which project the documentation will fall under, you can click the Create button on the top navbar. This will pull up a new window where you can start to

document the bug.

SkyRun Vacation Rentals

Your work ▾ Projects ▾ Filters ▾ Dashboards ▾ People ▾ Apps ▾ **Create**

Your work

Recent projects

Airbnb Rewrite (XML > REST)
Company-managed software

QUICK LINKS

My open issues 0

Done issues

1 board ▾

SkyTrax Legacy
Company-managed software

QUICK LINKS

My open issues 0

Done issues

1 board ▾

Worked on Viewed Assigned to me Starred

TODAY

(WINT) WINT3180 not integrating to Joomla, no errors in Airbnb tab and possible duplication issue
ARXR-95 · Airbnb Rewrite (XML > REST)

Create issue

Import issues ...

Project*
 Airbnb Rewrite (XML > REST) (ARXR) ▾

Issue type*
 Bug ▾

[Learn more](#)

Summary*

Components
None ▾

Description
Normal text ▾ **B** *I* ... ▾ ▾

Words not enough? Type : to add emoji. 🙄

Acceptance Criteria
Normal text ▾ **B** *I* ... ▾ ▾

☐ Create another issue Cancel **Create**

4. In the Summary field, name the ticket with the following convention: (LOC_CODE) [brief description]

- In the Description field, the goal is to give a thorough but brief description of the issue. Tier 1 will detail all of the troubleshooting steps already taken. This is also the field where errors or error codes are detailed. This is also where you will attach screenshots. As a general thumb, you can use the following outline for Jira descriptions:

(INC-#### [link this to the ticket]) [person] from SkyRun Winter Park (WINT) reports that her property, Example-Property WINT5555, is not integrating to Airbnb. The property should be integrated because of x, y, and z, but the following error code is displayed in Joomla (then attach the photo). See below as an example of a Jira ticket.

Description

(INC-9237, 10170) When users in PHNX upload photos to their listings in Joomla, sometimes the photo does not appear in the list of images. Then, the user(s) uploads the image again which causes the images to duplicate.

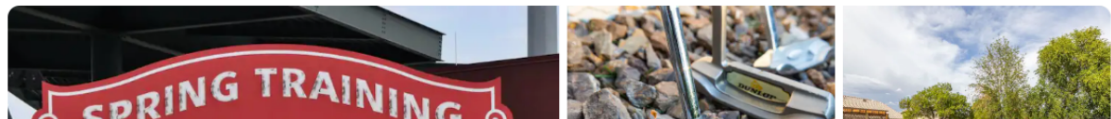
The images are stored in PHNXjoomla/jos_cddir_images.db. They seem to be posted into the database with `jos_cddir_images.ordering = NULL` which Airbnb pushes to the front. You can see that in the below screenshots. (FYI the 483-shutterstock image is the Chicago Cubs photo, and the 115-5_Games_Putters image is the golf clubs photo).

| | | id | content_id | category_id | users_id | categories_id | airbnb_rest_id | title | name | path | width | height | ordering | description | size | extension | date_time |
|---|-------------|------|------------|-------------|----------|---------------|-------------------------------|--------------------------------|-------|------|-------|--------|----------|-------------|------|-----------|---------------------|
| 1 | Copy Delete | 1396 | 57 | NULL | NULL | 40 | 699608423581201252_1476255542 | 483-shutterstock_1164229126.jj | title | 1920 | 1080 | NULL | NULL | 1626564 | | | 2022-08-22 12:41:52 |
| 2 | Copy Delete | 1421 | 57 | NULL | NULL | 40 | 699608423581201252_1476255552 | 115-5_Games_Putters.jpg | title | 1920 | 1280 | NULL | NULL | 488197 | | | 2022-08-22 18:37:08 |

Family Fun House w/ Heated Pool & Hot Tub

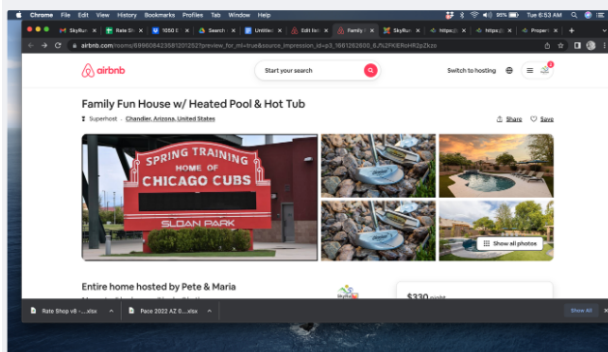
Superhost · Chandler, Arizona, United States

Share Save



Here is an example of the same issue, where the photos have been duplicated in the database (both with `ordering = NULL`) and posting to the forefront of the Airbnb images behind another image where `ordering = NULL`.

| | | id | content_id | category_id | users_id | categories_id | airbnb_rest_id | title | name | path | width | height | ordering | description | size | extension | date_time |
|--------------------------|--|------|------------|-------------|----------|---------------|-------------------------------|-------------------------|-------|------|-------|--------|----------|-------------|--------|-----------|---------------------|
| <input type="checkbox"/> | Edit Copy Delete | 1420 | 57 | NULL | NULL | 40 | 699608423581201252_1476255546 | 115-5 Games Putters.jpg | title | 1920 | 1280 | NULL | NULL | | 488197 | | 2022-08-22 18:30:49 |
| <input type="checkbox"/> | Edit Copy Delete | 1421 | 57 | NULL | NULL | 40 | 699608423581201252_1476255552 | 115-5 Games Putters.jpg | title | 1920 | 1280 | NULL | NULL | | 488197 | | 2022-08-22 18:37:08 |



- Success Criteria (or Acceptance Criteria) is defined by the standards/levels by which to judge whether an objective, goal, target, or outcome has been achieved. In other words, this is where you put what SHOULD be happening, as opposed to the documented bug.
- Environment is used to document the steps to recreate the problem. Remember, the development team does not always interact with the system in the same ways that you

do, so it is important to outline everything step-by-step to reduce the number of cycles between tier 1, 2, and 3.

Please see the attached for a .pdf file generated by LucidChart that details SkyRun's support-to-development escalation workflow.