📘 Customer Experience (Cx) Issue Tracker & Resolution Playbook

Purpose: To document recurring customer issues, their root causes, and precise steps to resolve or prevent them. This serves as a quick reference for support, engineering, and product teams.

# 🔄 Template for Each Issue

🆔 Issue ID: CX-001

📅 Date Reported: 2025-04-08

📝 Issue Summary: [Brief description of what the user faced]

👥 Impacted Customers: [List or description]

🚦 Severity: [Low / Medium / High / Critical]

🧠 Root Cause: [What exactly caused the issue]

🔍 Detection Method: [How was it found? Logs? Monitoring? Customer ticket?]

🛠️ Steps to Reproduce:  
1.  
2.  
3.

🧯 Fix Steps (Immediate):  
1.  
2.

🔧 Fix Steps (Long-Term / Permanent Fix):  
1.  
2.

🛑 Preventive Action Taken:  
✅ Added alert?  
✅ Monitoring change?  
✅ Code fix?  
✅ Documentation updated?

🧾 Owner: [Person or team responsible]

🗂 Tags: [Component name, team, system, etc.]

# 📄 Index Table (for quick reference)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Issue ID | Summary | Date | Root Cause | Owner | Fix Status |
| CX-001 | Order confirmation delay | 2025-04-08 | Kafka consumer lag | SRE Team | Fixed |