* **Production Issue/Hot Fix:-**

--If customer found any defect in product after production that is called production issue or Hot fix

--At that condition, Higher authority is responsible. (Means QA or Team Lead)

Procedure for solving Production Issue:-

-- 1) If customer found any defect then raised issue to Customer Care of the company.

2) As we know customer care don’t have knowledge about that issue so they raised issue to the technical team.

Technical team means…. Project owner, development team, Testing team and scrum master.

3) Then product owner assign issue to the developer.

4) Then developer find out the root cause and solve issue.

5) After fixing issue developer send it to testing team for testing.

6) Then tester test the issue is it present or not. If issue resolved then we pass for production.