Glossary

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| **Match**  **In DB** | **Word** | **Synonym** |
|  | Contribute | take part |
| Component | Component | Software, software components, software elements |
| Employee | resource | Employee, development team, person, member on the team, team member, programmer, contributor in the group, in the item management system, contributor, developer, who, Name, Person |
|  | causes delay | **contributing to backlog,** makes up part, slowing down, not working properly, crash, no support, has problem, assign more people, time consuming, need to monitor, hinder, obstacles, reduce productivity, creates the tickets, trouble, cause work, difficult to maintain, spend a lot of time on, slow the system, backlog attributable, adding to workload, make work more, have the impact, weighting, significant, demanding, have the highest priority, used frequently, highest complexity, take time to implement, spend time, need to be improved |
|  | The most | Maximum, usually, greatest, highest, most frequently, the longest time, most time, most work, best, the biggest amount, the top, ordered the first, number one, number 1, the quickest, least problem resolution time, largest |
| Transaction | Backlog | manual processes, system, excel, problem, obstacles, struggling with, domain, feature, module, item, significant item, key factor, issues |
|  | Takes | requires |
|  | productive | Efficient, fastest, close the most ticket, contribute to the success of the team, get work done faster, reduce manual intervention, effective, provide quality work, solve complex issues, closing the most number of open ticket, most open tickets closer, deliver the most, assign most important task to, deal most swiftly, knows jira the most, has the deepest knowledge, answer the most questions, assigned to the most number of open tickets |
|  | solve | clear |
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