**Aug 29**

*Daily life*

1. 我们今天就到这儿吧
   * Let’s call it a day.
2. 是时候放松一下
   * Time to chill out!
3. 我们明天再继续。
   * Let’s pick it back up tomorrow.

*CloudOps*

1. 别着急，慢慢来
   * take your time.
2. 增加了几个关于Grafana和Marmot的新文档
   * add new files for Marmot and Grafana

**Aug 28**

*Daily life*

1. 我看这雨要慢慢停了
   * I think the rain is letting up.
2. 你真牛
   * It rocks.

*BEC Primary*

1. 他的电话正在占线中。
   * His line is engaged.
2. 当然可以
   * Certainly; Sure; Of course

*CloudOps*

1. 我把你加到TechSales组里了
   * I add you to an org called TechSales.
2. 中国团队可以关注一下Sev1的ticket吗？
   * Can China team keep an eye on SEV1 ticket TS001265829?
3. 我们正在等MH team的回复
   * We are waiting for response from MH team.
4. 我明天可以关注这个问题
   * I can pick it up tomorrow.
5. 我们没找到可以联系他们的有效方式
   * We didn’t find an efficient alternative to communicate with them.
6. 让我们等一会儿
   * Let’s wait for a minute.

*English in a minute*

1. 你的朋友Craig有向我朋友Morgan发起第二次约会了吗？
   * Did your buddy Craig ask my friend Morgan out for a second date yet?
2. 酸葡萄听上去不太好吃
   * Sour grapes do not sound so tasty.
3. 她拒绝他了。
   * She turned him down.
4. Craig告诉我他对她也不是那么感兴趣。
   * Craig told me that he wasn't that interested in her anyway.
5. 我听上去像是酸葡萄心理
   * Sounds like sour grapes to me.
6. 这个短语来自希腊神话伊索寓言
   * The phrase comes from the Greek storyteller Aesop.
7. 葡萄树
   * vine
8. 但对狐狸来说它们太高了够不着。
   * But they are too high for the fox to reach.
9. 狐狸声称那些葡萄可能很酸。
   * The fox claims that the grapes could be probably sour anyway.
10. 当有人有酸葡萄心理时
    * When someone has a case of “sour grapes"
11. 他们就对自己想要的又得不到东西大肆批评
    * They criticize something desirable that they know they can’t have.

**Aug 27**

*Daily life*

1. 休想
   * Over my dead body.
2. 我真的赶时间，晚点再找你说。
   * I’m in a rush, talk to you later.
3. 他们的经济政策为工业发展做准备
   * Their economic policy pave the way for industrial expansion.
4. 我感觉不太舒服。
   * I'm really not feel well.
5. 我得坐空今天的班了。
   * I’m going to sit this one out.

*English in a Minute*

1. 你可以结交朋友
   * You get to be around friends.
2. 你想好怎么过周末了吗？
   * Are you as ready as I am for the weekend?
3. 我的外甥女周六办了个party庆祝毕业
   * My cousin is having her graduation party on Saturday.
4. 我周末举办卡拉OK的聚会
   * I’m hosting a karaoke party on Sunday.
5. 你真是一个party animal，是吧？
   * You are quite the party animal, aren’t you?
6. 他们时间大都花在寻找最新的和最好的party
   * Most of their time is spent finding out where the latest and best party is going to be.

*BEC*

1. Emma今天在吗？
   * Is Emma in today?
2. 4月17号我不能飞到伦敦了，已经没有座位了。
   * I can’t fly to London on April 17th, there are no places available.
3. 你可以让Emma确认一下18号她能见我吗？
   * Can you ask Emma to confirm that she can see me on the 18th?

*CloudOps*

1. 我们开始support Concord了吗?
   * Did we start support Concord?
2. 我不知道要怎么处理它
   * I don't know what to do with this one.
3. 这是我的。
   * Here is mine.

*Love and Money*

1. 杰基打开包找了支烟
   * Jackie opened her bag and looked for a cigarette.
2. 钱对我并不重要，有比钱更重要的东西
   * Money is not important to me. There are more important things.
3. 你什么也不想要？
   * You wanted nothing?
4. 她的眼里突然冒着火气
   * Her eyes were suddenly angry.

**Aug 24**

*Daily life*

1. 我会补偿你的
   * I’m gonna make it up to you.

*BEC*

1. 确认拼写是否正确
   * Is that P-A-N-E-T-T-A?
2. 联合公司
   * associates
3. 我是想和珊德拉女士谈谈她需要的手册
   * I’m calling about the brochure Ms Chandra wanted.
4. 我报给你电话。
   * I’ll give it to you. It’s 9897.

*CloudOps*

1. 我创建IoTCS RTC的ticket时没有包含URL
   * I'm trying to create a ticket in RTC from SF for IOTCS but the working item doesn't contain the URL!
2. 有人知道是这是什么问题吗？
   * Does anyone know what's the issue?
3. 这是我遇到的不太强健的bridge
   * It's not the most robust[ro'bʌst] bridge I've come across
4. 我更新了文档
   * I refresh the document.
5. 开发正在查看问题，之后会告诉你情况
   * Dev team is looking into this. Will let you know when we have an update.
6. 以下是开发给出的最新的信息
   * The following is the latest information from developers.
7. 请告知我是否可以关闭这个case了。
   * Let us know if we can close this case now.
8. 你能在你那边验证一下吗？
   * Can you verify it in your side?
9. 所以，这是产品的bug还是我们操作不当？
   * So is this a product bug or something we have done wrong in the process?
10. 我们正在跟开发跟进确认
    * We are following up with development to be sure.
11. 这个不会影响客户
    * This has no customer impact.
12. 这是项目的一个show-stopper问题，我们需要有人优先处理它。
    * This would be a show-stopper for the project so we need someone to take a look at this as a high priority.
13. 如果问题解决了我会去降级
    * Please let us know if everything is working, so we can lower ticket severity.
14. 我们需要有人联系Henry来帮忙确诊问题。（reach out 通常指为了帮助而与某人沟通）
    * We need someone to reach out to Henry to help diagnose the problem.

*Love and Money*

1. 现在几点了？
   * What time is it?
2. 要我去厨房吗？
   * Shall I go to the kitchen?
3. 哦，不，呆会儿
   * Oh, no. Later.
4. 有时她去商店买，有时我去。
   * Sometimes she got them from the shop, sometimes I did.
5. Diane煮了热牛奶并端给了妈妈。
   * Diana made hot milk and took it to Mother.

**Aug 23**

*Daily life*

1. 这已经过去了
   * It’s water under the bridge.
2. 你怎么样？希望一切都好
   * How are you doing? I hope everything’s great.
3. 抱歉引起不便
   * Apologize for any inconvenience caused.
4. 欢迎建设性的讨论（哪怕是有批评性的）
   * Welcome any constructive discussion
5. 总想学习新事物
   * Always strive to learn something new
6. 我工作时很专注。
   * I concentrate all my energies on working.

*BEC*

1. 留个言吧
   * Can I take a message? （从自己的角度出发）
   * Would you like to leave a message? （从别人的角度出发）
2. 就和他说Sherry打过来
   * Just tell him Sherry called
3. 不，是月亮的M，马德里
   * No, M for moon. Madrid.
4. 能回拨一下9897这个号码给我吗？
   * Can you call me back on 9897?
5. 和你确认一下啊
   * Let me just check that, 9897?
6. 什么时候截止交付？
   * When is the delivery due?

*CloudOps*

1. 请忽略跟Concord相关的alerts
   * Please disregard alerts relating to Concord
2. 不确定是不是应该分给许晨辉，PMQ L3？
   * Not sure, whether it should be routed/assigned to Chen Hui CH Xu/China/IBM@IBMCN, PMQ L3?
3. 我有这个case的临时访问权限，信息复制如下：
   * I applied for a temporary access to this case, and here's the copy:
4. 我向下查看了一下沟通记录，有开发已经在看这个问题了。
   * I scrolled down to the communication thread in SF，some dev has been working on it.

*Love and Money*

1. 艾伯特这才直视着沃尔什探长。
   * Albert looked at Inspector Walsh for the first time.
2. 接着发生了什么？
   * What happened next?
3. 我们进厨房去喝咖啡。
   * We went into the kitchen for coffee.
4. 开始罗杰不同意。
   * At first, Roger said no
5. 接着你去莫利的房间见她了？
   * Did you see Molly in her room?
6. 我去莫利的房间又向她要钱
   * I went to Molly’s room and asked her for money again.
7. 艾伯特停下来用手蒙住了眼睛。
   * Albert stopped and put his hands over his eyes.
8. 那时大概是深夜了。
   * That was about midnight.

**Aug 22**

*Daily life*

1. 你看上他什么了？
   * What do you see in him?
2. 你有很好看的麦黑色
   * You have a nice suntan.
3. Jerry发现自己早就被他深爱的妻子戴绿帽子了。
   * Jerry found out he had been two-timed by his beloved wife.
4. 版本切换的入口在页面右下角。
   * The version switcher is at the bottom right corner of this page.

*BEC*

1. 韦斯特兰制药
   * Westlaine Pharmaceuticals
2. 我就是（打电话找某人，刚好就是这个人接的电话。）
   * Speaking.
3. 我需要你的预算数据来写报告。（当需要某样东西来完成另一样时，可以用need sth. for sth.）
   * I need your budget figures for the report.
4. 恐怕数据还没有完成。（当不能完成某人的请求时，最好加上I’m afraid）
   * They’re not ready yet, I’m afraid.
5. 有些数据不是很准确
   * Some of the figures aren’t quite right.
6. 玛格丽特下周要离职了
   * Margareta is leaving next week.

*CloudOps*

1. 这是客户提的问题
   * Here’s a ticket with client’s question
2. 有VPN连接的问题，现在不能连上SL server
   * Having VPN connection problem. I could not reach to any SL server at this time.
3. 正在和Tracy检查，暂时还没有找到解决办法
   * Checking with Tracy but could not find solution yet.
4. 这样也可以
   * It works the same.
5. 抱歉也谢谢你发现问题
   * Thanks for catching that and sorry
6. 访问某个页面找其它的Django用户帮忙
   * drop by <link> to chat with other Django users who might be able to help.
7. 换句话说，也就是说
   * Namely,
8. 文档概括了所有功能
   * This document outlines all it can do.
9. django-admin是Django管理员任务的命令行实用程序
   * django-admin is the Django’s command-line utility for administrative tasks.

*Love and Money*

1. 警察很快就到了。（强调到达应该用arrive而不是come）
   * The police arrived very quickly.
2. 来了许多人。
   * There were a lot of them.
3. 一些人带着相机上楼到莫利的房间。
   * Some of them with cameras went upstairs to Molly’s room.
4. 家人在客厅等着。
   * The family waited in the sitting room.
5. 我是沃尔什探长，这是福特警官。
   * I am Detective Inspector Walsh and this is Sergeant Foster.
6. 他是个高大的男人，穿件黑色的旧衣服，披着件黑色外套，戴着顶黑色的帽子。
   * He was a big man in an old black suit and a black hat and coat.
7. 我们会问每个人。
   * We are going to question everybody.
8. 跟我来，就在这儿。
   * Come with me, it’s along here.
9. 福斯特警官等在门边。
   * Sergeant Foster waited by the door.
10. 他是个高个子，黑头发，有着迷人微笑的年青人。
    * He was a tall young man with black hair and a nice smile.
11. 打网球
    * play tennis
12. 他是剑桥网球俱乐部最好的队员之一
    * He was one of the best players at the Cambridge Tennis Club.

**Aug 21**

*CloudOps*

1. Devops团队的Chris已经向我伸出援手
   * Chris from the devops team reached out to help me.
2. 重置maxadmin账户认证应该会有帮助
   * A reset of maxadmin credentials would be helpful.
3. 我确认之前从未登录过也没有修改过密码。
   * I'm pretty sure I've never logged in before and did not change the password.
4. 我没有其它Maximo instance的备用账号的认证文件。
   * I do not have the credentials to any backup accounts for the Maximo instance.
5. 当超过临界值时你应该会收到一个警告。
   * You should receive a warning in the app when the threshold is passed.
6. 我也在想应该把它转给谁
   * I'm also thinking to whom it could be passed...

*BEC*

1. 请问你是？
   * Who’s calling, please?
2. 我们订的货收到了，但是货品不对。
   * Our order has arrived, and you’ve sent the wrong items.
3. 打印机墨盒
   * printer cartridge
4. 我再和你说一遍吧
   * I’ll give it to you all the same.
5. 我再报一遍吧？
   * Can I say that back to you?
6. 我会把你的留言转达给她的。
   * I’ll pass your message on to her.

*Money and Love*

1. 罗杰走到窗前看着窗外的花园
   * Roger walked across to the window and looked out at the garden.
2. 一切都非常安静
   * It was all very quiet.
3. 我生气了并说了些令人生气的话
   * I was angry and said some angry things.
4. 给你，喝点儿咖啡吧
   * Here you are, have some coffee
5. 黛安娜端起咖啡开始喝
   * Diane took the coffee and began to drink
6. 黛安娜在张嘴前从不想想
   * Diana never thinks before she opens her mouth.
7. 他喝完了咖啡站起来
   * He finished his coffee and stood up.
8. 我上楼去
   * I’m going upstairs.
9. 这时
   * Just then

**Aug 20**

*CloudOps*

1. 马上off call要把sev1的case转给其它同事
   * it's Chinese duty-off time, so I'll re-assign that sev1 ticket to you to follow up:) btw, I've posted the latest information there, and asked the client to verify whether the data is flowing in their side:)
2. 要返回到接case的人
   * It might route to Raja again.
3. SL重启工作改期到下周开始
   * Looks like the SL rebooting storm has been rescheduled to start next Wed.

*BEC*

1. 你可能不记得我了，三年前我来你这儿面试过一个会计师的职位
   * You probably won’t remember me, but I came for an interview for an accountancy job with you about three years ago.
2. 我好像记得你有个爱好是摄影
   * I seem to remember that one of your hobbies was photography.
3. 你记忆力真好
   * You do have a good memory.
4. 我们录取你了，但是我记得你后来去了另一家银行，我们的竞争对手
   * We offered you a job, but you went to work for one of our competitors, I seem to remember.
5. 他们给的待遇更好，这么说真不好意思
   * The conditions they gave me were better, I’m sorry to say.
6. 我彻底不从事银行业了
   * I have given up banking all together.
7. 员工之间的竞争太激烈了，我实在不喜欢。
   * There was too much competition among the employees and I didn’t really like that.
8. 有时候你想有所发展，就必须要有竞争意识。
   * Sometimes you have to be competitive if you want to make progress.
9. 我知道，但这不适用于我。
   * I know, but it wasn’t for me.

*Money and Love*

1. 这事非常难办。
   * This is going to be very difficult.
2. 普拉特医生是个矮胖没有多少头发的男人。
   * Dr. Pratte was a little fat man without much hair.
3. 他想在普拉特医生来之前穿好衣服。
   * He wanted to dress before Dr. Pratte arrived.
4. 事情现在对我来说更容易。
   * Things are going to be easier for me now.

**Aug 15**

1. For web applications it’s crucial to react to the data a client sends to the server.
2. What a mouthful.
3. the underlying object is capable of dealing with concurrency systems other than threads

**Aug 14**

1. 从python内部来生成一个HTML是非常累赘的，因为你必须要自己完成HTML转义来保持应用安全。
   * Generating HTML from within Python is pretty cumbersome because you have to do the HTML escaping on your own to keep the application secure.
2. 你可以用render\_template来渲染一个模板，只要传入模板的名字和作为关键字参数的变量就可以。
   * To render a template you can use render\_template() method. All you have to do is provide the name of the template and the variables you want to pass to the template engine as keyword arguments.
3. Flask将会在templates文件夹中查找对应的template，如果你的application是一个module，文件夹就紧挨着那个module，如果application是一个package，那么它就在package里面。
   * Flask will look for templates in the templates folder. So If your application is a module, this folder is next to that module, if it’s a package, it’s actually inside your package.
4. 可以前往Jinja2 Template Documentation查看更多信息
   * Head over to the official Jinja2 Template Documentation for more information.
5. 模板的继承性很有用，可以让一些元素在每个页面上都显示
   * Templates are especially useful if inheritance is used. Basically, template inheritance makes it possible to keep certain elements on each page(like header, navigation and footer).

**Aug 10**

1. I need to pop out - have to drop my car of to be serviced

**Aug 9**

1. 询问客户Devops给出的回复是否打消客户的顾虑？
   * Has the response below answered your concerns?

**Aug 8**

1. SF case的severity值没有同步到RTC里，我们能配置吗？
   * The severity of SF cases is not being mapped to RTC WIs created via Collaborations. Is this something we can configure?
2. 转发，如果有人对它感兴趣
   * FYI, in case anyone is interested.
3. 请看一下我们给新solution推荐的list
   * Please review this list of tooling that is recommended for new solutions.
4. 我们的目标是让每个类别最多只有两个选项
   * Our purpose is to narrow down each category to two options at most.
5. 以我有限的知识来看很难做出决定。
   * It’s a little hard to make a decision by myself per my limited knowledge.
6. 欢迎大家提意见
   * welcome any comments from you.
7. 邮件发给我了吗？
   * am I in that loop?

**Aug 7**

1. 降级的原因
   * I've also downgraded the severity because Sev1 is reserved for a case when a production system is down.
2. 降级不同意可以告知我们
   * If you don't agree with this, please tell us what you think about that.
3. 没有得到客户的反馈，关闭case
   * As we have not heard back we will proceed with closing this ticket now. If you have any further issues please feel free to re-open.
4. 设置成true则允许匿名访问
   * set to true to enable anonymous access.
5. 加密的
   * encrypting multiple HDD

**Aug 6**

1. 没找到附件，通过slack，sametime或是email重新发送
   * there is no guide.v1.highway\_data\_final.txt attached to this case. Could you attach again? Or send it to me on slack, sametime or email
2. 收到附件并转给devops
   * Thanks, I have it now. I have pass to DevOps.
3. 接到case
   * I have received your case and looking into your issue. I will let you know when I have more information.
4. automotive 客户已经和Devops沟通了，他们正在分派给某人处理
   * Your team has been in contact with the DevOps team about this issue. They are assigning someone to do the work.
5. 通过Alexis Silva知道，客户已经在slack上和devops沟通了
   * I talked to Alexis Silva via slack and he mentioned that the MSIL team has contacted them about this issue via slack.
6. DevOps把case置成resolve状态，等待客户确认
   * I have been informed by DevOps that the issue has been resolved. Please confirm.
7. 客户回消息后会通知Devops
   * I'll keep you updated when they notify me later.
8. 在case上留言
   * I will drop some comments in this ticket.
9. 确认邮件中提到的dashboard是否可以访问
   * Could you please access the Grafana and Kibana dashboard that Mitsui-san mentioned in his email thread?
10. 验证saas环境的访问性
    * We need to verify the accessibility of the Dedicated SaaS environment.

**Aug 3**

1. As we have not heard back we will proceed with closing this ticket now. If you have any further issues please feel free to re-open.
2. I've notified LiLin to follow up with your issues, but haven't got his responses yet. I will remind him a bit.

**Aug 1**

1. In order for us to assist you with this issue, please provide us with the following information:
2. Thanks for your prompt reply. I will forward this information over to the DevOps Team.

**July 30**

1. I'm looking to you to drive this conversation with SoftLayer.
2. It does not have to be worked on during the weekend.
3. I'd appreciate a good SoftLayer response by Friday August 3.

July 26

1. Not sure why this bounced so resending

Got an alert:

1. we have a sev3 ticket that the customer want…., please see
2. We’ve got **exactly the same Sev1 alert, as a few hours ago**
3. This is the Sev1 alert, I'm **escalating** it to the DevOps team via PD
4. We keep getting these SEV1 PD alerts. Should we keep ignoring these alerts?

Raise ticket in slack

1. I raised this to iotp too
2. you can **follow that thread** in the iotp channel

Root Cause:

1. everything seems to be working fine **in our side** but I want to understand why our monitor is reporting the error and what does it mean

Disable service

1. I'll disable this rule for now as there is no point in getting these false alerts

Slack channel:

1. A ticket specific channel is a great idea.
2. Thanks for setting it up.
3. Most of those messages in … were during our testing of our Marmot alerts.
4. If we are having system down alerts, I assumed you would also want to be aware.

Set up meeting

1. I wanted to arrange a webex to do KT to CloudOps team on our plan to move to k8s
2. Let me know what's the best time slot to schedule this KT
3. We will record this session so that whoever miss it, can go through it later
4. generally, around 1pm UTC can reach the most people (as we are china/europe/north america).
5. Fridays and Tuesdays are bad, so would suggest a Mon/Wed or Thur
6. Let me check if this works with Ari
7. That’s 4pm Israel time and I think works well
8. I am sending invite for Thursday 1PM UTC

Reply to email:

1. Thanks for your quick reply.

Debug:

1. trying to check logs in Kibana, but it seems there’s sth wrong there.
2. I checked and that IoTP instance is working
3. I send events via nodered and they were processed correctly
4. so we need to check what our monitoring discovered
5. what exactly triggered the alert
6. I cannot give a concept for 'what the tooling team` is. But just per some previous experience, some problems **related with** iotp is potentially caused by some in Tooling, so that's why we **asked for help from Fu** (tooling focal)
7. I can confirm the functioning for the tenant was not affected
8. will see what happened later
9. iotp team also suspects this is a false alarm and they are investigating
10. it's same issue from this morning, was not yet solved
11. Obviously the iotp team has not managed to fix this yet
12. here comes / we’ve got / we
    * here comes a sev3 ticket for some log questions in IoT Platform Edge, pleas have a check
13. We got a new request: IoT CS data flow down again, now for 3 tenants (A, B and C)
14. It looks fairly similar to this one from yesterday
15. Could you please take a look on this?
16. We have restarted the jobs… all the data are flowing now
17. We are investigating the root cause… it happened twice in 2 days
18. … alerts from the monitoring until it’s self-resolved, to be able to escalate
    * We usually do not resolve alerts from the monitoring until it’s self-resolved and to be able to escalate.
19. … work with IoT Platform team on this issue
    * Per Tracy, Dragos worked with platform team on the issue.

thread: a history of slack message

it doesn’t make sense to ack them every 30 min

If it’s not solved, it will alert us again. But, currently, it’s silent.

I didn’t get what you wanted to say… Could you please tell me one more time?

We should have resolved them much earlier

**Abbreviation**

1. GDPR - General Data Protection Regulation
2. dedicated environment 专用环境
3. grant access to sth. 授予权限
4. a follow-up question about Jie’s question
5. demonstrate 展示
6. new capability 新功能
7. QR code二维码
8. compile 整理
9. get called out 接到电话通知
10. ask for credential 申请权限
11. WI = Work Item
12. Deprecated 废弃的
13. address

**Maintenance:**

1. I've just wanted to let you know that the ticket system of the DevOps team is in the maintenance mode right now.

**Grab**

1. We will keep you updated as soon as we have some news.
2. Looking into this. Will let you know when there is an update.
3. I will pass this over to the Dev team and get back to you.
4. Dev team started investigating this issue. Will let you when there is an update.

**Update:**

1. It's already been put in progress.
2. Also one request, it would be good to send Pager Duty calls when any sev1 Case is transferred to a new owner.
3. Do you have something to share with customer? Because it tends to have this ticket opened forever...
4. Assigned you back SEV1's.
5. I'll nicely remind you to give us feedback days later
6. Thanks for your team's hard work to sort out the new MS&AD issue.
7. We have informed the devops team about this issue.
8. The customer provides the 'InputJson.txt' file for dev to analyze.
9. can I know any progress on this Sev1 ticket from MSAD
10. plz let me know any info that I can update customer.
11. thx for letting me know:
12. I'll let the customer know about our status.
13. can I know the current status?
14. The development team wants to reproduce the problem and try to figure out the root cause, so can we have the following support information from you. Thank you.
15. Have already asked the customer to provide required information.
16. Have already asked the customer to provide required information.
17. What is the right way to provide this file to the Dev team? there is a better way?
18. What can be communicated with the customer?
19. So this is a customer issue and we are not going to fix it?
20. Customer opened this a SEV 1, so wanted to know what updates we can provide regarding this issue.
21. the checklist is refined accordingly
22. Jim C on copy FYI and to chime in if you want to.
23. Please, take a look at the attached screenshot.
24. PI stands for Personal Information

**Resolution:**

1. We plan to deal with this way, but is there a more simple way?
2. I didn't know what I was supposed to do.
3. I just wanted to check if you managed to try this documentation out and got some results?
4. Please, tell us if it worked out for you.
5. that's a pretty good news.
6. What would you recommend to answer to the client? That it's not possible just now and he needs to wait for this functionality or it's better to postpone this feature?
7. Thanks for reaching out!

**More than 1 question:**

1. Regarding the second question, I would like to kindly ask you to create a separate ticket for the second question.
2. This should make the task clear and speed up the whole process.
3. Sorry for the convenience.
4. Keeping different questions/issues separate (one problem per support ticket, incident or case)

**Ask question to customer:**

1. And DevOps needs your TenantID to troubleshoot this issue.
2. Just trying to find any clues that make the process stop working
3. Can I have one question regarding the "Case team" function as the following scenario?
4. In the meantime, could you please be more specific, which environment you see this agent trouble? What error message happens and the step you reproduce it?
5. Here comes a simple question.

**Conjunction**

1. Moreover 另外
2. It is for when the phone is paging so often that it is impossible to actually work on the issue.
3. Alternatively
4. Your request for trajectory API enhancement has been implemented. Please have a check. If everything is good in your side, we'll close this ticket soon. Thank you.

**Close**

1. Can I close the ticket?
2. If you don't have any questions, I'm closing this ticket.
3. Have emailed to Sakashita-san for "ticket close" confirmation.
4. Here is just a nice reminder that please check whether your issue has been resolved. Then this ticket can be closed soon. Thank you.
5. This is Tracy from IBM who's handling your [TS000181529 ticket](https://ibmsf.my.salesforce.com/50050000014l1hH), "spark drinving-analysis application deployment request (of the IoT for Automotive product)". This is a nice notification that this ticket has been closed. If you have any further questions or issues, please feel free to contact us by submitting a new ticket. Thank you.
6. TS000181529 ticket is closed: [ IoT for Automotive] Can we close the TS000181529 ticket
7. I have posted a request checking to see if user is still experiencing the problem.

**RCA:**

1. Thanks for your team's hard work to sort out the new MS&AD issue. Please help to fill out the following RCA. Thank you.

**Downgrade:**

1. let us know if we can lower the severity. SEV1's are only for issues where production environment is down.

Hi Ramya,

I'm wondering whether this ticket can be lowered to level 3 because a ticket can be set as level 1 only when the following conditions are met:

1. The problem occurs in **Production** environment

2. The problem is about service **Down**

3. Both of our two side must follow up in 7 \* 24

Of course, even if the severity is lowered, we're still closely and quickly working on it. Please confirm that you agree and don't mind if the Severity of this ticket will be set to 3. Please let me know your concern or questions. Thank you.

We will work with you 24 hours a day, seven days a week to resolve critical problems provided you have a technical resource available to work during those hours.

**Discussion**

1. I decided to brought this topic into discussion because of two reasons:

**RCA:**

1. I've created an RCA to the Sev1 alert, could you please fill out it? Thanks.

**CloudOps:**

1. so I'm taking the TS000877493 Sev1:)
2. Can I assign it over to you to keep an eye on it?
3. All info is in Salesforce Ticket/RTC/AutoDevOps Slack Channel
4. I've changed the owner to me.
5. i'm signing off now:)
6. Please find attached and below, details of our dedicated Auto Environment.

**Privilege:**

1. Could you please help us and clarify what is the right way to give an access to attachments in SalesForce cases?

**Suggestion:**

1. It would be really good  if you could recommend something for our current situation.

Take Leave:

1. I'm off today for the weekend oncall shift. Hmm, actually, I feel under the weather.
2. We will engage the DEV team to investigate this issue. 我们会让研发团队看一下这个问题。
3. All runbooks are published with (**Kubernetes**) suffix. 所有的runbooks都是带着（Kubernetes）后缀的。
4. Not that I am aware of. 这个我不清楚。
5. Let me check my email and see if I over looked something. 让我查看下邮件看看是否遗漏了什么。
6. It's under you now. 用于表达transfer后owner改变
7. Is this an issue I should escalate? 我需要上报这个问题吗？
8. I’m stuck in the endless loop. 我被卡在这个死循环中。
9. Do we have any maintenance going right now? 我们现在有什么维护吗？
10. Can someone help us resolve the issue？有人能帮忙解决这个问题吗？
11. I appreciate it that you helped me today. 商务工作中表达由衷的感谢。
12. It really helped me that you spend time to explain that.非常感谢你花时间解释来帮助我
13. We will provide updates when we are set to performed the deployment 部署后我们会提供更新
14. For the Security plan issue we will need to engage DevOps.  It generally costs more to have that plan.  When do you need it by (date/time).关于这个问题我们需要和DevOps沟通，它会花费很多钱，你们什么时候需要它呢？
15. Feel free to reach out to me on sametime if it makes it faster.可以sametime沟通如果更方便的话
16. That has to be fixed on your end. 这个问题只能在你那边被解决。
17. Sorry for the inconvenience it has caused. 因此带来的不便还请谅解
18. Please let us know if you need further assistance on this.还需要其它帮助吗？
19. I added the customer (IBMer) as someone to be notified on updates.我把客户(IBMer)加入更新列表中
20. This is major issue for us it prevents analysing problems with our service in production. 这个问题阻挡了我们用产品的服务来分析问题。
21. Please allow me a couple minutes to familiarize myself with your ticket. 请给我一点儿时间来熟悉你提出的问题
22. The other 3 tickets are not waiting on DevOps 这三个问题没有hang在DevOps这儿
23. I will take Wednesday and Thursday off. 周三周四这两天我请假。
24. I have forwarded your issue to the DevOps team. I will update you shortly. 我已经把问题转给DevOps
25. I have escalated this. But while serious, it is not impacting a production service so can we downgrade ti to a 2? 我们可以降级到2吗？
27. we actually realized earlier today we had screwed up that one, sorry.  Our systems are in a state of flux and it fell though the cracks.  We are engaging the Platform team.  If you have this type of issue, with a ticket not getting proper attention, please feel to reach out to me directly.
28. I expect to come back to you on getting your test/dev environments to the advanced security plan later today.
29. the other 3 tickets are not waiting on DevOps
30. Could you help to ask someone to take a look? Thanks!
31. Clients want and expect crowd-sourced answers
32. Foster a culture that embraces sharing expertise. 培养一种信奉技术知识共享的文化
33. I will ask the user to use other modes for raising ticket, but in parallel, could you pls let us know what type of users. 我让用户用其它模式来提ticket，但同时，请告诉我哪种用户可以这样做呢？
34. Let’s go ahead of that. 让我们就这样做吧
35. Let me just recap what’s been discussed so far. 让我重述一下我们刚才的讨论吧。
36. That’s a good point. 这一点很对。
37. We have tracy and Jie here.
38. I’m not sure Alexis will be here.
39. Here’s a little tip. 有一个小提示。
40. If the time here is 4pm, what time is it there?
41. Where do we stand on restoring them? 我们怎样去恢复？
42. There is nothing useful in there. 没有用
43. I will pass on resolution to that deletion ticket so we don't lose another day
44. That link does not work for me.  Ends in a 'Find Workspaces' place.
45. It's ok for that to bounce with a 'Use the Portal' message
46. I really hope that these late RCAs won't cause any serious consequences.