

Northstar: example ticket and source notes

The source notes for the fictional support-to-engineering example.

Example support ticket

DEMO-4821: Cedar Works reports a failed September CSV export affecting two administrators. Its stated finance deadline is October 9, 16:00 UTC. Support owner: Maya. The 09:55 internal note records an unsuccessful sign-out/sign-in and repeat attempt. The screenshot shows the error, not its cause. Wider impact and data loss are unknown.

Example reproduction note

REPRO-DEMO-4821, October 9, 09:58 UTC: approved staging, synthetic records, administrator, Chrome 140. September 1–30 CSV export returns HTTP 500 instead of a file; sanitized reference DEMO-REQ-31. A 50-record control succeeds. No production test, root cause or approved workaround.

Example SLA snapshot

October 9, 10:00 UTC snapshot: High-priority customer reply policy, system Priority High, status Open, next reply due 11:30 UTC on a calendar-hour basis. Oldest unanswered customer comment: 09:30. First reply satisfied: 08:45. The 09:55 internal note is not a public reply. The team's 10:20 acknowledgment target is separate.

Example related issue

ENG-DEMO-88 covers exports longer than one year, not a confirmed match for September's one-month case. Issue and October 9 intake roster checked at 09:59 UTC. Priya is the intake owner. Duplicate status remains uncertain.

Example owner decision

After Maya's review and forwarding, Priya accepts technical triage at 10:12 UTC, with an investigation path due 10:25. Maya keeps customer communication. Acceptance authorizes no new issue, production change, fix date or customer message.