

<b>Subject</b>	Enter a headline describing the error and the impact					
<b>Priority</b>	<b>Critical</b>	<b>High</b>	<b>Normal</b>	<b>Low</b>		
	Users are unable to use the application, resulting in a critical impact on business operations. This condition requires immediate resolution. Example: the system is down	Any high priority request which is time-sensitive and can affect daily business. Example: critical component is returning an error	Important request which requires high attention but does not impact whole production or all functions. Example: a bug or unexpected behavior	Minor loss of functionality, monitoring issues or typical "how-to" and documentation questions, administrative tasks. Example: how to question		
	2 hours response time 24/7 (Production only)	4 hours response time Working days	24 hours response time Working days	72 hours response time Working days		
<b>Detailed Description</b>	Add a detailed description of the issue / problem incl. impacted users, symptoms & consequences Additional info as relevant (use the module specific information below as checklist)					
<b>Recreation steps</b>	Describe the steps taken that results in this issue					
<b>Module</b>	Use the drop-down list in the righthand side pane					
<b>Environment</b>	PROD / QA / Staging / DEV					
<b>Partition</b>	Indicate the affected partition					
<b>Attach Documents</b>	Screenshots / Documents / Recordings that illustrates the detailed description					
<b>Module specific information</b>	Price Analyzer	Price Optimizer	Price Builder	Promotion Manager	Quote Configurator	Rebate Manager
<b>Objects affected and their names / reference</b>	<ul style="list-style-type: none"> <li>• Data Feed</li> <li>• Data Source</li> <li>• Datamart</li> <li>• Rollups</li> <li>• Simulation</li> <li>• Data Analyzer Charts/Graphs</li> </ul>	<ul style="list-style-type: none"> <li>• Models</li> <li>• Model Logic</li> <li>• Policy Record</li> </ul>	<ul style="list-style-type: none"> <li>• Price List</li> <li>• Manual Price List</li> <li>• Live Price Grid</li> <li>• Simulation</li> <li>• PL and LPG Types</li> </ul>	<ul style="list-style-type: none"> <li>• Contracts / Contract Types</li> <li>• Mass Update</li> <li>• Price Records</li> </ul>	<ul style="list-style-type: none"> <li>• Quotes / Quote Types</li> <li>• Mass Update</li> <li>• Price Records</li> <li>• Workflow</li> </ul>	<ul style="list-style-type: none"> <li>• Rebate Types</li> <li>• Rebate Agreement(s)</li> <li>• Rebate Records</li> <li>• Rebate Calcs Payout Records</li> </ul>

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