

Support Runbook

Customer support tickets are triaged into P1 (production down), P2 (major feature broken), P3 (minor issue), and P4 (question / feature request).

P1 tickets must be acknowledged within 15 minutes and resolved or have a workaround within 4 hours, around the clock.

Escalation path for P1: on-call support engineer → support manager → VP of customer experience.