

Work Instruction

Escalate a customer bug report to engineering

Filled-in example. The document numbers, systems, tag names and dates are placeholders, chosen to show the level of detail each section needs.

WI number	WI-SUP-012	Version	1.1
Team	Customer support	Related SOP	SOP-SUP-003, Handle a customer-reported problem
Owner	Support team lead	Effective date	2026-10-01
Status	Approved	Next review	2027-04-01

1. Task and result

- **Task:** escalate a problem a customer reported to engineering, as a bug they can reproduce.
- **Result:** one bug in the bug tracker with steps to reproduce and evidence, linked to the customer's ticket, and the customer told what happens next.
- **Starts when:** you believe a ticket describes a fault in the product, not a question or a feature request.

2. Who does this

- **Performed by:** support agent.
- **Needs:** access to the help desk, the bug tracker and the support test account.
- **Ask for help:** the support team lead, in the team's support channel.

3. Before you start

- The ticket is open and assigned to you.
- You can sign in to the support test account. Never reproduce a problem in a customer's live account.
- The severity table in SOP-SUP-003 is open in another tab.

4. Safety and warnings

- Do not copy passwords, payment details or other personal data into the bug. Engineering does not need them to reproduce a fault.
- If customer data is lost or exposed, or the problem looks like a security hole, stop and use the incident route in section 6, not a normal bug.

5. Steps

Step	Action	Key point	Check
1	Open the ticket and read it to the end, attachments included.	One ticket, one problem. If it describes two, split it first.	You can say in one sentence what goes wrong.

Step	Action	Key point	Check
2	Search the bug tracker for the error message, or the feature name.	A match saves engineering a duplicate bug.	If an open bug matches, go to step 7 and link that bug.
3	Sign in to the support test account and repeat the customer's steps.	Use the customer's browser and plan type where you can.	You see the same error or behavior. If not, see section 6.
4	Record the problem happening: a screen recording, or a screenshot of each step, with the page address, browser and time.	One clean run, from the first click to the error.	The recording shows the fault.
5	Create a bug from the Bug template: title, steps to reproduce, expected result, actual result. Attach the recording.	Title it [Area]: [what happens] when [action].	The bug has an ID and the status New.
6	Set the severity from the table in SOP-SUP-003.	Severity is the impact on customers, not how upset this customer is.	The Severity field is filled in.
7	Link the bug to the ticket and add the tag bug-escalated.	The tag puts every open escalation in one view for the team lead.	The ticket shows the linked bug ID.
8	Reply to the customer: the problem is reported and what happens next. Set the ticket to Pending.	Never promise a fix date. Engineering sets it.	The ticket status is Pending.

6. If something goes wrong

If you see	Do this	Contact
You cannot reproduce the problem	Ask the customer for a screen recording, their browser and when it happened. Set the ticket to Waiting on customer.	None until they reply
Customer data is lost or exposed, or it looks like a security hole	Stop. Do not file a normal bug. Post in the incident channel and page the on-call engineer.	On-call engineer
Several customers report the same problem within an hour	Link every ticket to one bug and tell the team lead, who decides whether to open an incident.	Support team lead

7. Done when

- **Final check:** the bug has steps to reproduce, an expected and an actual result, evidence and a severity.
- **Record:** the ticket is linked to the bug, tagged bug-escalated and set to Pending.
- **Hand off to:** engineering triage, through the bug tracker. Support keeps the ticket and tells the customer when the bug's status changes.

8. Revision history

Version	Date	What changed	Changed by
1.0	2026-03-02	First version	Support team lead

Version	Date	What changed	Changed by
1.1	2026-06-15	Added step 2, searching for an existing bug, so duplicates stop reaching engineering	Support team lead

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