

# Internal Support Options

Decision Guide

How close is the applicable milestone?\*

Happening Now

1-2 Days

3-5 Days

6-10 Days

More than 10 Days

Are donations broken?\* OR site-wide error messages?\*

Yes

No

Giving Site users impacted?\*  
Partner Dashboard Issues?\*

Giving Site users impacted?\*  
Partner Dashboard Issues?\*

Giving Site users impacted?\*  
Partner Dashboard Issues?\*

Yes

No

Need response today?\*

Yes

No

Yes

No

Yes

No

#Prodtalk  
Slack Channel

High Priority  
Jira Ticket

Medium Priority  
Jira Ticket

Low Priority  
Jira Ticket

#dog-criticalissues:  
slack channel