Understanding the Troubleshooting and Support Process

The Wrike task management system outlines the process for effective task assignment, tracking, and completion in the following steps:

1. Assign a Wrike task to **Programming Support Admin** with priority and provide proper information.
2. The Team Leader (TL) assigns Wrike tasks to DX support team members and includes an estimated time to complete the case.
3. The team member either completes the case or provides an estimated time of arrival (ETA).
4. The team member creates subtasks for QA or any other COE department and assigns them to the respective admin bucket.
5. The QA team performs quality assurance (QA) on the subtasks, marks them as complete, and attaches all necessary screenshots.
6. Once all subtasks are completed, support team members mark the main task as completed and add comments/time logs.

SLA

Ticket Priority	Response Time	Resolution Time
P0 – Highest	30 Minutes	4 Hours
P1 – High	1 Hour	2 Business Days
P2 – Medium	2 Hours	3 Business Days
P3 – Low	8 Hours	5 Business Days