Social Marketing Valid Severity 1 Examples:

Products	Examples
Marketing	- Platform is down, log in page does not load (Ex. 503 gateway error) - All users unable to login via SSO. (If company is restricted to Mandatory) - All posts to a specific channel fail to schedule/publish for **ALL** users - Approval Errors that prevent **ALL** users from publishing - Calendar or Inbox page fails to load for **ALL** users Impacts all users, no workaround
Intelligence	- Platform is down, log in page does not load **ALL** search/topics do not load Impacts all users, no workaround
Experience	- Platform is down, log in page does not load - Media does not load in **ALL** streams Impacts all users, no workaround
Vaults	- Platform is down, log in page does not load - Channel log in fails for **ALL** users Impacts all users, no workaround

Social Marketing Invalid Sev 1 Examples:

Component	Examples
Some photos aren't visible	When we have received a post from a guest which shows 'social media, i.e., they have posted a photo. We are unable to see this.
Details on conversation IDs	I had only scheduled one post for this day, and it posted twice at the exact same time. OR I've scheduled many posts with Khoros and scheduled boosting for them in the Facebook business manager. It's just that this specific post is not posted yet on social media. OR Spredfast was reporting errors when I tried to delete items etc… The attached photo shows the message I am receiving.
Inquiries	Documentation request for "the safe processing of personal data at Khoros end". The customer was not able to identify a proper channel for this request. OR I'm not sure if this is the correct email to find the solution for my problem, but I am having issues accessing data for my Facebook, Instagram, and Twitter Scorecards. When I download it for a specified date, I get messages at the top that said invalid date or show a date, not in the range I am requesting. When I was collecting data last month, I didn't have this issue. OR I follow the guidelines but always get an error message! I am Admin for everything and in FB it looks like in your help article. Please can you help us ASAP (or we lose our existing Hashtag searches…) OR I have a question about the Khoros dashboard, that my team cannot see

	anything on this Inbox view although some posts have been distributed over the last weekend on the Twitter channel. Could you tell us what happened?
Single users unable to log in	We have a user who is getting an error when trying to log in. The error message she received was "Incorrect Email or Password or Invalid token, You only have 1 attempt left - otherwise, it will lock your account". OR My only or few agents are facing an issue with logging in they're not receiving the verification code, but my login works just fine.
Posts have issues while posting, but there is a workaround.	XYZ account is not posting to Instagram. Khoros shows the green checkmark as it went through, but the past 3 videos have not been posted. Thank you for sharing the workaround. OR I am scheduling posts in Khoros for Electric World's Instagram and they are not going through. It says error, however, doesn't describe what the error is. And Khoros has shared the workaround.
A user unable to access the calendar	I would like to access our scheduled posts in the calendar of Khoros, however, it does not work for me. I do have the same access permissions as colleagues of mine and they are able to see the scheduled post in the calendar.
Social account Authentication permissions OR Unable to authenticate channel	Can't authenticate the Instagram page and I am an Analyst on the Facebook page. But then I am redirected to the Khoros website, and I have an error message Do you know why? Also, it used to work before, so I really don't understand why my access to Khoros is now restricted OR An issue where they are facing Instagram authentication errors in

	Intelligence/Experience
Issues at customers Internal email Delivery system.	Agents are currently unable to log in to Marketing. They have made several attempts without success- and this is affecting multiple team members. Changes made at customer end over email Delivery system.
User-related inquiry	We have two items that previously had a username but now do not. You can see the change by scrolling through the user's history. Could you advise why the name is no longer showing?
Data reports inquiry	We run weekly reports on follower growth analytics and have experienced what can only be described as a bug this week.
Single/Individual promotion issue	We're having an issue with one of our promotions. We have a long-standing promotion but all of a sudden we're getting this error message.
Reporting bug and Enhancements	Several story mentions are now assigned as Instagram DM in our stream and not as Story Mentions. Thereby, when we are looking at the volume of received messages, these ones are counted with those from CM, Direct Messages, and Instagram DM. Is it possible to assign these story mentions differently?