Response Valid Severity 1 Examples:

Component	Examples
Data ingestion	Data isn't getting ingested into the Response platform from Social networks.
Availability	Khoros CARE is down or inaccessible or Khoros Response is too slow to respond.
Secure Verification not Working	Unable to login as Secure Verification not Working. OR We are experiencing issues with our authentication in LSW. When customers try to authenticate using the Koodo verification-generated links that are built into Khoros, They cannot authenticate. The page is retrieving an error type "HTTP status 401". Due to this, we cannot authenticate customers.
All Users unable to login	Response Agents are unable to log in to Khoros Response either by SSO or any other pre-designed way. OR All users who are unable to log in either have no verification code received or IP is blacklisted.
Third-party issues while responding	Third-party (FB, IG, Twitter, and others) issues while responding to a Private or Public post through the Khoros Response platform
Analytics	Analytics is completely down, OR Huge delay in updating the Analytics page.
Social Channels re-authentication	Social accounts re-authentication continues to fail after multiple retries.

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Component	Examples
Manage views	Manage view is showing up as blank. Clearing cache/cookies didn't do the trick OR When I'm in the 'Manage' dashboard, I cannot see the left-hand side of the screen, and I cannot scroll across at all.
Case auto-escalation	A few cases not getting auto-escalated into Khoros Response. As a result, they must manually escalate them which is causing a delay getting back to the customer.
Individual or a set of users are not able to log in	I have been granted access to the Care platform, and I can't log in. I clicked *forgot password,* and I haven't received an email from Khoros to reset my password. Please assist. OR Individuals, or a set of users, are not able to log in to Khoros Response.
Ingestion delays	Queries Regarding Messaging Delays in Public Queues for some outdated/previous time interval.
Inquiries	I would like to know if II can export my dashboard into a CSV/Excel file OR We need to meet with someone to discuss all the factors that determine the TAR SLA, and what reports have those components for a manual calculation.
Assistance required	Assistance required for a recently deployed bot (virtual assistant) from Khoros
Single user/post issues	Failed to send a twitter response. Code: 349 you cannot send a message to a Specific user. User had sent a private message to the customer first. OR Unable to respond to a Linkedin Post

	OR Single User Unable to Post Issue (User-specific permission issue.)
Bug / Code fixes	Some comments on the Dark Post that failed to ingest into the care platform