How to use the Support Center

⚠THIS PAGE IS A WORK IN PROGRESS, AND IS NOT COMPLETE⚠

Support center scope

The EvoluData Ops Support Center is the correct place to contact the Ops Team.
Ops stands for Operators. Those are the people in charge of the infrastructure and tools delivering EvoluData services.

This issue tracker can be used, for example, to:

- report any EvoluData service that is down
- require access to EvoluData services
- get some error logs on an hosted website (for example if you have to debug an error in production)
- ask for a new service deployment
- when you have issues to log in EvoluData services

This issue tracker **is not** the correct place to:

- report a Tiki bug (which should generally be done here: https://dev.tiki.org/Make-a-wish ↗)

Ticket workflow

The support center is a "triage system". The Ops Team will redirect your request to the good persons. If you issue can be handled immediately, it will be done.
If it needs more work, it will be converted as one or many OpsTasks (if this has to be done by the Ops Team), or it will be forwarded to the right place.
The support ticket will then be closed. This does not mean that the issue is solved, this means that from now the issue will be tracked elsewhere (OpsTask, task on avan.tech, ...).

Ticket best practices

Here are some best practices to facilitate the processing of your request:

- **Do not include confidential data in your tickets** (assume that everybody that has an account on ops.evoludata.com can access it).
- Tickets can be read by multiple persons. So don't assume we already know your case. Also, Ops is not there to understand everything about your situation, so you should summarize the situation and what you need, while sharing links to related tasks or credentials (in case they feel they need more info).
- Please use a title that summaries the issue.
- Don't add things like "URGENT PLEASE DO IT ASAP" in the title. If this is urgent, you can indicate it in the ticket content. But don't overload the title with such information. The Ops team will sort tickets depending on their priorities.
- If you encounter an issue with a service:
  - please copy the error message. Do not just screenshot any error message, please copy them as text, so we can copy/paste the message to search it in the code or in the logs.
  - you can add screenshots if this helps understand the issue.
  - explain how you get there (which steps have we to follow to reproduce?).
  - explain what is the expected behavior.
  - Please provide as much information as possible about the context: which service, on which URL, which client are you using (for example which web browser and Operation System), which type of internet connection, the date and time at which the error occurred (please specify the timezone), and all other information that could help us resolve your issue.
  - Be precise when you describe the issue. For example, don't say "broken file" (which is very vague), but "the downloaded file is empty" or "the downloaded files produce the following error when opening with the WHATEVER software".
  - If the issue is solved before we respond, please tell us, so we can close the issue.
- If your request is related to a previous request, please let us know.