

Technical Questions and API/MDK/SDK issues for AM & BM solutions EXCEPT Stages

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Technical Questions and API/MDK/SDK support issues for AM & BM solutions EXCEPT Stages requiring assistance from Development

1. The Support team should document a case as they always have – include more information if possible. The specific request for assistance and supporting data should be documented in the Steps to Reproduce section of the case.
 1. Make sure Product and Sub Product are accurately defined (helpful to have functional area as well)
 2. Make sure the submitter is now listed as Secondary Case owner
 3. Ensure Customer Impact is accurate
 4. Ensure Priority is accurate as this will determine response time. The goal for Dev is to address non-critical issues within 2 business days. Critical/Urgent issues require further escalation steps through Support and Dev leadership (see item #4)
 5. Category field should be set to Question
 6. If the case is an API/MDK/SDK support issue, set the Sub-Product field to API

For API/MDK/SDK support issues, please gather the following information and document in the Steps to Reproduce section of the case:

- What is the product?
 - What environment are they hitting to test?
 - Have they been able to get an OAuth token?
 - What business function are they trying to accomplish?
2. The case, once properly documented, should be transferred to the AM or BM Support Managers Queue
 3. Selected support reps from the L2 teams will be responsible for handling the case after the transfer to Support Managers queue (Joe K, Aaron B, Kim, La Marr, Jesslynn)
 - Make sure all the items in Step 1 are set correctly
 - In the QW Connector section of the case, click the Send to Dev button
 - Once data populates in the QW Connector section, transfer the case to the Dev/Support Ops queue
 4. If the case is Critical or Urgent – send a teams message with the case number, description and urgency to Joe K, Toby, Donna, & Tom. Follow up this teams message with a phone call to Joe K who will facilitate Dev engagement.

Dev has implemented a Dev On-Call schedule to handle these issues. There is a Dev assigned to each solution. The daily Dev stand-up meeting will have a standing agenda item to review the cases in this queue. As the frequency of these issues is relatively minimal, it is possible the agenda item may get missed occasionally – which is why for urgent issues it is necessary to also send a message.

For the Technical Question cases (non API/MDK/SDK), the on-call Dev will reach out directly to the person listed as the secondary case owner and work with them on the issue. It will be up to the Secondary Case Owner to communicate with the customer (Dev will NOT engage the customer on these cases unless the complexity requires it and then only if the Secondary Case Owner is managing that discussion).

The Secondary Case Owner will be responsible for resuming ownership of the Technical Question cases, managing information flow to/from customer and closing them out.

For the MDK/SDK/API support cases, Dev will work through case communications to interact with the customer to resolve the issue.
