

Support Resolution

📄 **Status: Draft** — Review and approve at next Quarterly Session.

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Purpose

To resolve customer and community support requests consistently, with clear response time expectations and a closed feedback loop.

Owner

Alexander Eklöf — Community & Integrations

Trigger

This process starts when a support request arrives — via FreeScout (email), Discord (#support), Matrix, or GitHub Issues.

Steps

- Ticket created** — All support requests are centralised in FreeScout. Requests arriving via Discord or Matrix are copied to FreeScout by Alexander as a new conversation. GitHub Issues that are support requests (not bug reports) are also logged. *Tool: FreeScout*
- Triage (within 4 business hours)** — Alexander triages the ticket: Is it a bug, a feature request, or a usage question? Assigns a label and priority (P0 critical / P1 high / P2 normal). *Tool: FreeScout*
- First response (within 1 business day)** — Alexander sends an acknowledgement and initial response. For usage questions: answer directly or link to documentation. For bugs: confirm reproduction and log in GitHub Issues. *Tool: FreeScout, GitHub*
- Resolution** — For usage questions: close the ticket once the customer confirms resolution. For bugs: Peter reviews and schedules a fix. Alexander notifies the customer of the expected fix timeline. *Tool: FreeScout, GitHub*
- Close and log** — Ticket marked resolved in FreeScout. If the issue reveals a documentation gap, Alexander opens a documentation task in OpenProject. If the issue reveals a product gap, it goes on the [Issues List](#). *Tool: FreeScout, OpenProject*

Response Time Targets

Priority	First Response	Resolution Target
P0 — Critical (data loss, auth failure, outage)	2 hours	24 hours
P1 — High (feature broken, workaround available)	4 business hours	3 business days
P2 — Normal (usage question, minor issue)	1 business day	5 business days

Tools

- **FreeScout** — primary support inbox
 - **GitHub Issues** — bug tracking
 - **Discord / Matrix** — community support channels
 - **OpenProject** — documentation and product improvement tasks
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Revision History

Date	Change	Updated by
2026-05-25	Initial draft	Alexander Eklöf / Predrag Tasevski

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[processes](#), [support](#), [community](#), [customer-success](#)

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