



## Selecting Priority when Submitting Tickets to Madhive

One of the first values to associate when submitting new tickets to the Madhive Team for Support or Product Feature requests is “Priority”.

### Submit a request

CC (optional)

Add emails

Priority

-

Please reserve High/Urgent for issues preventing immediate workflow. For more details on and examples of Priorities, please visit <https://rb.gy/hiw2rh>.

Request Type

-

For descriptions of each Request Type option, please visit <https://rb.gy/gkozmv>.

Subject

Notes

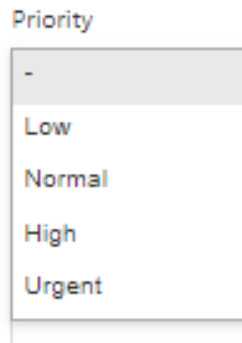
Please enter the details of your request including anything not provided in the fields above and a member of our support staff will respond as soon as possible.

Attachments (optional)

[Add file](#) or drop files here

Submit

Priority has four different level options to choose from which are each dependent on the severity of what is being requested or reported:



- **Low** - This Priority level value can be assigned for a request or question on something not needed to be tended to for weeks
  - An example of this would be “Can we please change the color of the header shown atop the Pacing screen?”
- **Normal** - The Priority level most commonly selected, for common requests and questions that aren’t about revenue stopping activity
  - An example would be to request that a new Segment for people interested in Fiat cars be created for a future Campaign to deliver to.
- **High** - Please reserve High level priority for something that would be preventing immediate workflow and potentially revenue
  - An example of a High priority issue to report would be to let us know that a user is having issues getting a Campaign Live when it needs to go live ASAP
- **Urgent** - This can be used when the Madhive platform is down or for when issues arise related to high impact Campaigns
  - “All of our Planners are unable to get into the system to book Campaigns.”