

*Whether you're trying to figure out how you should set SLAs or trying to work your way through your support inbox, these following questions should help you better visualise the priority of the things that you need to get done.*

1. What is the nature of the problem, and how quickly does it need to be resolved?
2. How widespread is the issue?
3. How much effort would it require to resolve the issue?
4. Does the issue have the potential to affect the perception of your brand?
5. What do you know about the customer/s affected by the issue?

