

How to escalate an issue to IPCBU JTAPI team

Problem Summary	An issue was seen in JTAPI client.
Error Message	NA
Possible Cause	
Recommended Action	<ol style="list-style-type: none"> 1. Use the link: http://cti-jira:8080/browse/JTAPI 2. Click on Create: Task Or click on Create Issue and set Project = Cisco JTAPI API Triage and Issue Type = Task. Click Create Fill in the Summary and Description. Include the SR number in Description for customer escalations 3. Set Component = From UCCX. Set the Priority and Version = JTAPI client version where problem is seen. 4. Click Create. 5. FYI: The mailer to contact JTAPI client team is jtapi-dev (mailer list). But escalations are entertained only when they are escalated through the above procedure.
Release	Release 7.0(1) onwards
Associated CDETS #	NA