

## How to escalate an issue to IPCBU JTAPI team

<b>Problem Summary</b>	An issue was seen in JTAPI client.
<b>Error Message</b>	NA
<b>Possible Cause</b>	
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Use the link: <a href="http://cti-jira:8080/browse/JTAPI">http://cti-jira:8080/browse/JTAPI</a></li> <li>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</li> <li>3. Set Component = From UCCX. Set the Priority and Version = JTAPI client version where problem is seen.</li> <li>4. Click Create.</li> <li>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.</li> </ol>
<b>Release</b>	Release 7.0(1) onwards
<b>Associated CDETS #</b>	NA