Community Valid Severity 1 Examples:

Component	Examples
Status of the issue	Issue has to be an active one and be replicable. Outdated (non-real-time) issues aren't classified as Outages.
Availability and Slowness	Community is inaccessible/down either completely or intermittently(say inaccessible multiple times within a week or a day). OR Community is accessible but with extreme slowness.
Login issues	At Least 50% of users are not able to log in to the community either by SSO or any other pre-designed way.
Skin issues	The community is loading but the skin is broken across Multiple pages causing a bad user experience
Unable to post in a community	Able to get into the community but No users are able to post content on to the community and see errors while posting.
Drop-in huge traffic	Huge reduction in user traffic for a community
No workarounds	Major Issues are seen to all the users of the community but there isn't a workaround.
Bugs or defects	A Major Bug(Once which affects community performance or functionality) is introduced in the latest community upgrade or causes major performance issues.

Community Invalid Severity 1 Examples:

Component	Examples
Studio Publish	Studio Publishing is disabled in our preprod or stage community. OR Go Live button was missing, Hence unable to do Studio Publish. OR Issues are seen while deploying to production
Availability	Unavailability of a community caused by acts OR Omissions of Customer or its agents by moderators or admins.
Bookmarked community URL	Bookmarked communities' certain page URL isn't loading but the community is accessible as expected. And unable to access certain articles.
Unable to log in to a community	Unable to log in to the community due to recent changes made at the customer end. For example, any SSO infrastructure changes at the customer end.
Lower Environments availability	Stage OR any non-production community is down OR Unable to access stage community
Known bugs	Requesting resolution on known bugs.
Page styling issues	One of our community page styling/css is broken - Can someone help us with this?
Login issues in Stage	Unable to log in to stage or pre-prod community.
Not an active outage	Customers faced issues while accessing the community yesterday or some outdated/previous time interval.
Issues are seen after recent third-party deployment	After Third-party deployment, customers aren't able to access the community OR some features aren't working as expected.

Data request for a community	Requesting details around certain/bulk data OR Requesting to modify certain/bulk data OR DB dump request of a community.
Emails not delivered or delayed	Notification emails triggered from the community are not delivered to the community users or delayed.
Unable to embed and play videos	Paid features or Videos aren't able to embed and play the embedded videos.
Features unavailability	Features like Syntax Highlighter, Usernames missing @mention in replies, editor issues, certain options aren't as expected and etc aren't working as expected and there are workarounds available.
Prioritizing the support case	Prioritizing the support case doesn't mean an Outage.
Inquiries	on how to use a certain feature, tags, Moderation calls APIs, downloading a JSON file, recover a deleted message/post/user from a community.
Community structure	Issues and queries on newly created categories, board, etc..
Freemarker errors visible to Admin users only	Freemarker errors are visible to Admin users only or only to a set of users.
Vulnerability concern with LiQl	Vulnerability concern for publicly available posts and boards through LiQl
Lithium Social Intelligence (LSI) is down or delayed	Community analytics is down or inaccessible or data shown on Lithium Social Intelligence are delayed.