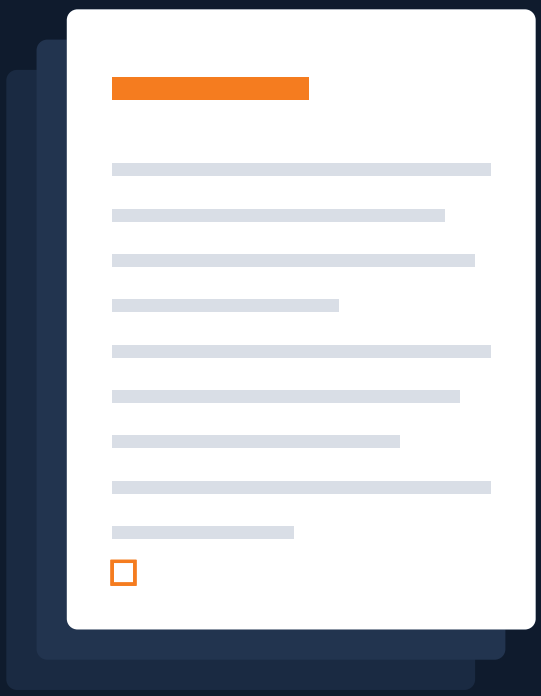
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FREE TEMPLATE

TECHNICAL DOCUMENTATION

Troubleshooting Guide

A structured diagnostic guide for incident response and support knowledge bases.

INTENDED USERS

Support Teams, Tier 1-3 Engineers

TYPICAL USE CASE

Incident response, support knowledge bases

About this template

A Troubleshooting Guide helps support engineers diagnose and resolve issues consistently. Organise it by symptom (what the user sees), give quick checks first, then deeper diagnosis, and define clearly when to escalate to the next tier.

Detail	
Intended users	Support Teams, Tier 1-3 Engineers
Typical use case	Incident response, support knowledge bases

How to use it

- Replace every *[grey bracketed placeholder]* with your own details.
- Delete the orange **Guidance** boxes and green **Example** boxes before you publish or circulate it.
- Add or remove table rows as needed; keep the section order so readers can find things quickly.

Document Control

Document title		**Document ID**	
Version		**Owner**	
Approved by		**Effective date**	
Next review date			

Version	Date	Author	Summary of changes
[1.0]	*[DD/MM/YYYY]*	*[Name]*	*[Initial release]*

01 Scope & Severity Levels

GUIDANCE *Define what this guide covers and how to classify severity.*

Severity	Definition	Response target	Escalate to
SEV 1	*[Full outage / data loss]*	*[15 min]*	*[On-call engineer]*
SEV 2	*[Major feature down]*	*[1 hr]*	
SEV 3	*[Minor / workaround exists]*	*[1 business day]*	

02 Information to Collect

GUIDANCE *What to gather before troubleshooting, so nobody has to ask the customer twice.*

	Item
☐	*[Account / customer ID]*
☐	*[Exact error message or screenshot]*
☐	*[Time first noticed]*
☐	*[Steps to reproduce]*
☐	*[Browser / OS / app version]*

03 Quick Checks

GUIDANCE *Fast checks that resolve or rule out the most common causes.*

	Item
☐	*[Check status page for known incidents]*
☐	*[Clear cache / restart app]*
☐	*[Confirm user permissions]*

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04 Issue Directory

GUIDANCE *One row per symptom. Link to a detailed article where the fix is long.*

Symptom	Likely cause	Resolution	Tier
[What the user sees]	*[Cause]*	*[Fix or article link]*	*[T1]*

05 Detailed Diagnosis: [Issue name]

GUIDANCE *Copy this section for each complex issue. Use a decision path.*

#	Check	If yes	If no
1	*[Is X happening?]*	*[Go to 2]*	*[Go to 4]*
2			
3			
4			

06 Escalation Path

Tier	Handles	How to escalate	Info to include
Tier 1			
Tier 2			
Tier 3 / Engineering			

07 Customer Communication Templates

GUIDANCE *Standard wording keeps updates consistent and calm.*

Acknowledgement	
Status update	
Resolution	
Post-incident follow-up	

08 Known Issues & Workarounds

Issue	Workaround	Fix ETA / ticket

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