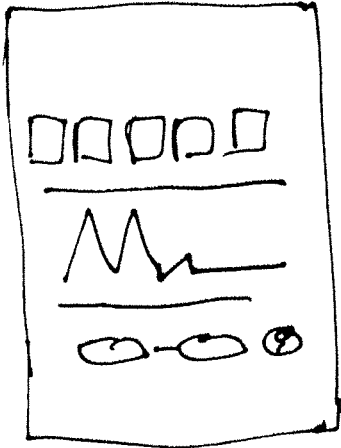
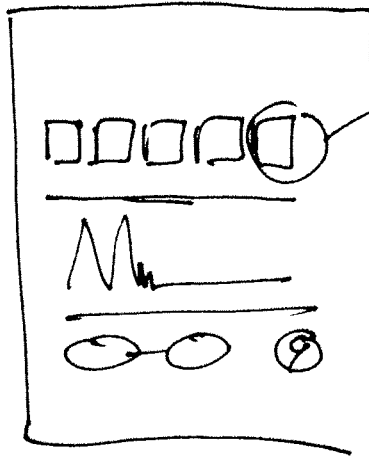


WORKFLOW: No ^{hot} issue, checking history of 1 category

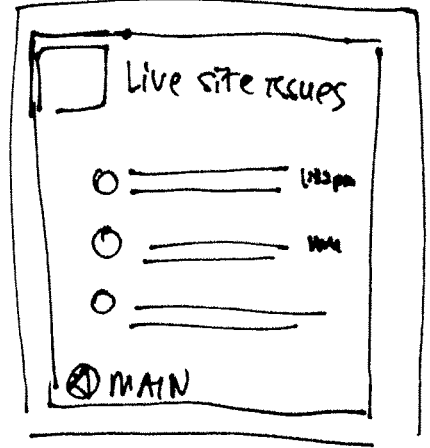


①



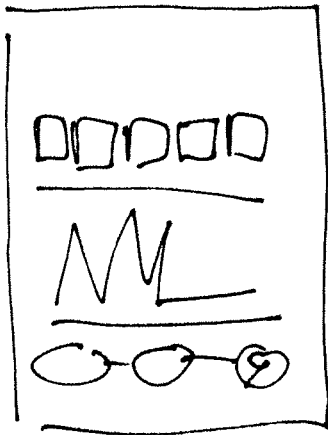
User hits a category

②

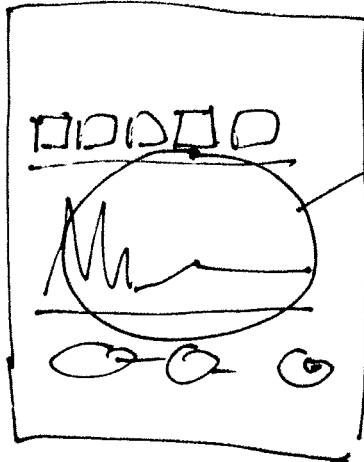


List of issues of category ③

WORKFLOW: No hot issue, checking all issue history

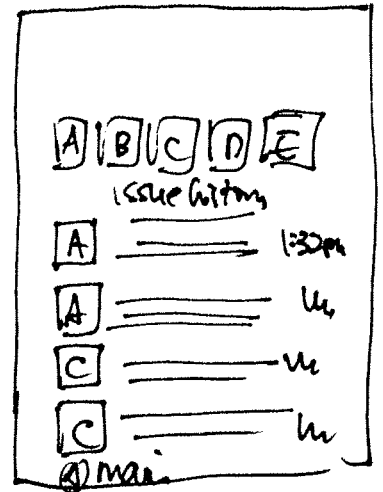


①



User clicks on graph

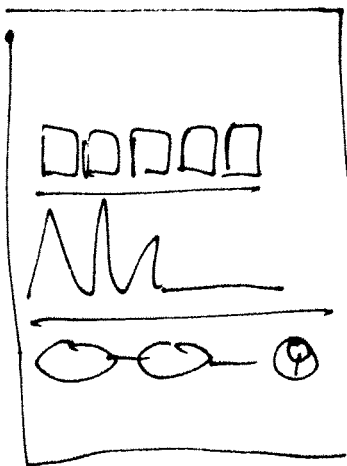
②



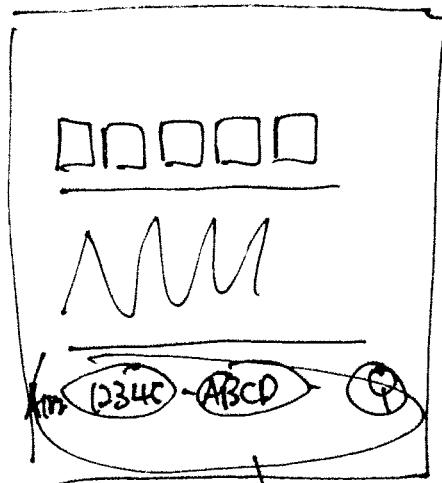
③

WORKFLOW: No hot issue, search for issue

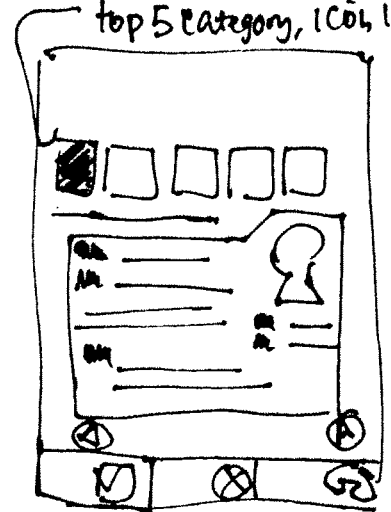
If issue is under top 5 category, icon light up



①



User enters the ticket number, hits go ②



③

WORKFLOW: HOT ISSUES RECEIVED

