

DropTicks AI Resource

Claude Skill: Customer Support Triage

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Skill for converting support reports into severity, reproduction steps, probable area, workaround, and engineering ticket.

Builder notes

Purpose

â€¢ Skill for converting support reports into severity, reproduction steps, probable area, workaround, and engineering ticket.

Recommended SKILL.md contents

â€¢ Trigger description explaining when Claude should use the skill.

â€¢ Step-by-step procedure for the workflow.

â€¢ Required checks before edits or publication.

â€¢ Verification command or manual acceptance checklist.

â€¢ Links to supporting examples, scripts, or templates when the workflow needs them.

Why use this

â€¢ Use this skill because it reduces noisy bug intake and speeds up routing to the right owner.

â€¢ Skills load their full instructions only when used, which keeps normal session context smaller.

â€¢ A reusable 'SKILL.md' gives teams a versioned workflow instead of repeated ad hoc prompts.

Who can use this

â€¢ support teams, founders, product engineers, and customer success teams.

â€¢ Teams standardizing AI-assisted delivery across multiple repositories.

â€¢ Builders who want Claude to apply consistent procedures without repasting instructions.

Prerequisites

â€¢ customer report, screenshots/logs if available, account/context metadata, and severity definitions.

â€¢ A skill directory such as '.claude/skills//SKILL.md' or '~/claude/skills//SKILL.md'.

â€¢ A concise frontmatter description so Claude can decide when to load the skill.

System requirements

â€¢ support ticket context, privacy-safe logs, and issue tracker template.

â€¢ Claude Code skill support and access to the files or commands the workflow needs.

â€ Any external APIs, MCP servers, credentials, or local runtimes required by the specific workflow.

Source or reference link

<https://code.claude.com/docs/en/skills>

Web link

<https://www.dropticks.com/resources/claude-skill-customer-support-triage>

Related links

<https://code.claude.com/docs/en/skills>

<https://code.claude.com/docs/en/commands>

<https://code.claude.com/docs/en/hooks>

<https://code.claude.com/docs/en/mcp>