



| Case Name | Category   | Status | Issue                            | Details   | Impact              | Priority | Assignee       | Owner          | Reporter       | Created    | Updated    | Resolved   | Closed     | Labels                | Comments  | Resolution | Resolution Date |
|-----------|------------|--------|----------------------------------|---|---------------------|----------|----------------|----------------|----------------|------------|------------|------------|------------|-----------------------|---|------------|-----------------|
| Case 001  | Individual | Yes    | Initial user profile not visible | When logging in, the profile picture is missing. It should be visible next to the name. | Minor inconvenience | Low      | John Doe       | John Doe       | John Doe       | 2023-01-01 | 2023-01-05 | 2023-01-05 | 2023-01-05 | Profile picture       | The profile picture was not visible due to a missing image file. The user was notified and the image was re-uploaded. | 2023-01-05 |                 |
| Case 002  | Individual | No     | System crash during login        | The system crashed when I tried to log in. I received an error message.                 | Major inconvenience | High     | Jane Smith     | Jane Smith     | Jane Smith     | 2023-01-02 | 2023-01-03 | 2023-01-03 | 2023-01-03 | System crash          | The system crashed due to a server issue. The user was notified and the system was restarted.                         | 2023-01-03 |                 |
| Case 003  | Individual | Yes    | Forgot password                  | I forgot my password and need help to reset it.   | Minor inconvenience | Low      | Mike Johnson   | Mike Johnson   | Mike Johnson   | 2023-01-03 | 2023-01-04 | 2023-01-04 | 2023-01-04 | Password reset        | The user's password was reset successfully. The user was notified.  | 2023-01-04 |                 |
| Case 004  | Individual | No     | Account locked                   | My account is locked and I can't log in.  | Major inconvenience | High     | Emily White    | Emily White    | Emily White    | 2023-01-04 | 2023-01-05 | 2023-01-05 | 2023-01-05 | Account lock          | The account was locked due to multiple failed login attempts. The user was notified and the account was unlocked.     | 2023-01-05 |                 |
| Case 005  | Individual | Yes    | Payment issue                    | I was charged for a service I didn't use.   | Major inconvenience | High     | David Green    | David Green    | David Green    | 2023-01-05 | 2023-01-06 | 2023-01-06 | 2023-01-06 | Payment issue         | The user was notified and a refund was issued for the unauthorized charge.  | 2023-01-06 |                 |
| Case 006  | Individual | No     | Service not working              | The service is not working as expected.   | Major inconvenience | High     | Sarah Brown    | Sarah Brown    | Sarah Brown    | 2023-01-06 | 2023-01-07 | 2023-01-07 | 2023-01-07 | Service issue         | The service was not working due to a server issue. The user was notified and the service was restarted.               | 2023-01-07 |                 |
| Case 007  | Individual | Yes    | Feature request                  | I would like to see a new feature added.  | Minor inconvenience | Low      | Chris Black    | Chris Black    | Chris Black    | 2023-01-07 | 2023-01-08 | 2023-01-08 | 2023-01-08 | Feature request       | The user's feature request was received and is being considered for future development.                               | 2023-01-08 |                 |
| Case 008  | Individual | No     | Security concern                 | I am concerned about my account security.   | Major inconvenience | High     | Alexander Grey | Alexander Grey | Alexander Grey | 2023-01-08 | 2023-01-09 | 2023-01-09 | 2023-01-09 | Security concern      | The user was notified and their account security was reviewed. The user was advised to change their password.         | 2023-01-09 |                 |
| Case 009  | Individual | Yes    | Account deletion                 | I want to delete my account.  | Minor inconvenience | Low      | Mia Blue       | Mia Blue       | Mia Blue       | 2023-01-09 | 2023-01-10 | 2023-01-10 | 2023-01-10 | Account deletion      | The user's account was deleted successfully. The user was notified.   | 2023-01-10 |                 |
| Case 010  | Individual | No     | Account merge                    | I want to merge two accounts.   | Major inconvenience | High     | Noah Purple    | Noah Purple    | Noah Purple    | 2023-01-10 | 2023-01-11 | 2023-01-11 | 2023-01-11 | Account merge         | The user's account merge request was received and is being processed.   | 2023-01-11 |                 |
| Case 011  | Individual | Yes    | Account recovery                 | I need to recover my account.   | Major inconvenience | High     | Olivia Yellow  | Olivia Yellow  | Olivia Yellow  | 2023-01-11 | 2023-01-12 | 2023-01-12 | 2023-01-12 | Account recovery      | The user's account was recovered successfully. The user was notified.   | 2023-01-12 |                 |
| Case 012  | Individual | No     | Account verification             | I need to verify my account.  | Major inconvenience | High     | Liam Orange    | Liam Orange    | Liam Orange    | 2023-01-12 | 2023-01-13 | 2023-01-13 | 2023-01-13 | Account verification  | The user's account verification request was received and is being processed.  | 2023-01-13 |                 |
| Case 013  | Individual | Yes    | Account suspension               | My account has been suspended.  | Major inconvenience | High     | Ava Pink       | Ava Pink       | Ava Pink       | 2023-01-13 | 2023-01-14 | 2023-01-14 | 2023-01-14 | Account suspension    | The user's account was suspended due to a policy violation. The user was notified and the suspension was lifted.      | 2023-01-14 |                 |
| Case 014  | Individual | No     | Account reinstatement            | I want my account reinstated.   | Major inconvenience | High     | Ethan Grey     | Ethan Grey     | Ethan Grey     | 2023-01-14 | 2023-01-15 | 2023-01-15 | 2023-01-15 | Account reinstatement | The user's account reinstatement request was received and is being processed.   | 2023-01-15 |                 |
| Case 015  | Individual | Yes    | Account deletion request         | I want to delete my account.  | Minor inconvenience | Low      | Isabella Blue  | Isabella Blue  | Isabella Blue  | 2023-01-15 | 2023-01-16 | 2023-01-16 | 2023-01-16 | Account deletion      | The user's account deletion request was received and is being processed.  | 2023-01-16 |                 |
| Case 016  | Individual | No     | Account merge request            | I want to merge two accounts.   | Major inconvenience | High     | Lucas Purple   | Lucas Purple   | Lucas Purple   | 2023-01-16 | 2023-01-17 | 2023-01-17 | 2023-01-17 | Account merge         | The user's account merge request was received and is being processed.   | 2023-01-17 |                 |
| Case 017  | Individual | Yes    | Account recovery request         | I need to recover my account.   | Major inconvenience | High     | Mia Yellow     | Mia Yellow     | Mia Yellow     | 2023-01-17 | 2023-01-18 | 2023-01-18 | 2023-01-18 | Account recovery      | The user's account recovery request was received and is being processed.  | 2023-01-18 |                 |
| Case 018  | Individual | No     | Account verification request     | I need to verify my account.  | Major inconvenience | High     | Noah Orange    | Noah Orange    | Noah Orange    | 2023-01-18 | 2023-01-19 | 2023-01-19 | 2023-01-19 | Account verification  | The user's account verification request was received and is being processed.  | 2023-01-19 |                 |
| Case 019  | Individual | Yes    | Account suspension request       | I want my account suspended.  | Minor inconvenience | Low      | Olivia Pink    | Olivia Pink    | Olivia Pink    | 2023-01-19 | 2023-01-20 | 2023-01-20 | 2023-01-20 | Account suspension    | The user's account suspension request was received and is being processed.  | 2023-01-20 |                 |
| Case 020  | Individual | No     | Account reinstatement request    | I want my account reinstated.   | Major inconvenience | High     | Ethan Grey     | Ethan Grey     | Ethan Grey     | 2023-01-20 | 2023-01-21 | 2023-01-21 | 2023-01-21 | Account reinstatement | The user's account reinstatement request was received and is being processed.   | 2023-01-21 |                 |