# Hypercare Summary Report Template

## What It Is

A structured reporting format for documenting what occurred during the post-go-live Hypercare phase.

## Why It Matters

Helps close the loop on open issues, evaluates early performance, and drives recommendations for improvement.

## Report Content Areas

### 1. Ticket Trends and Common Issues

Summarize types and volume of tickets logged during Hypercare, including patterns by category, requester role, and department.

### 2. User Feedback and Satisfaction

Include results from CSAT surveys or anecdotal feedback from onboarding and support users.

### 3. Fixes Applied

List the bug fixes, configuration changes, or workarounds implemented during Hypercare.

### 4. Lessons Learned

Capture insights or improvement ideas shared by agents, users, or stakeholders about what could be improved in future rollouts.

### 5. Suggested Roadmap Items

Document features, integrations, or process changes that should be considered as part of phase two or continuous improvement planning.

Note: See accompanying Excel file for table-format tracking.