Understanding the *Will Not Address* (WNA) defect lifecycle

1. Case owner submits or links to an existing defect
2. Defect is sent to Engineering for review
3. Engineering and Support Lead determine defect will be closed
4. Support Lead will update linked Knowledgebase article with customer facing verbiage
5. The Discussion/Comment section of the defect will be updated with verbiage that defect is being closed as WNA and any additional defect specific feedback.

Case Owner responsibility and talking points

- Case owner will determine whether a phone call or email communication is appropriate
- Case owner will provide documentation (Knowledgebase) and verbiage why the defect is not going to be addressed and open the conversation for replies or re-assessment if necessary
- Case owner will close the support case or re-open the defect with additional information

Phone/Email verbiage examples for WNA cases

- This issue was submitted to our engineers as a defect when this case was opened however, due to [insert workaround or risk] a decision has been made to not address this issue in the software at it's current state.
- We wish we could address each issue that we come across, but there are occasions when addressing certain issues would add risk to causing a bigger problem or would put other prioritized initiatives at risk.
- We hope you and your organization understand since you have probably faced these same challenges working towards your mission.
- This decision will help accelerate the rate at which we can deliver new features while sustaining the highest level of quality that delight our customers.
- If you disagree with this assessment or do not understand the workaround, please let me know.
- While I cannot guarantee that the decision already made will change, this dialogue is important to Blackbaud.