

Claude Code support-upload review pack

Developer-platform and privacy teams

[Read the complete guide on aona.ai](#)

A Claude Code feedback submission can disclose conversation history and source code beyond the text of a bug description. Review the selected sharing path, included material, recipient and retention before sending. Current documentation distinguishes /feedback-style reports, simple session ratings, optional transcript sharing and automatic error reporting; their data and retention are not interchangeable.

Inspect a fictional bundle and document the selected sharing route before an authorised disclosure.

Synthetic payload illustration, not a real export or submitted report. No network action is included.

Your review

Reviewer: _____ Date: _____

Organisation or team: _____

☐ **Name the feedback or sharing route**

Separate a rating, feedback report, optional transcript and forwarded archive.

☐ **Review the complete selected payload**

Inspect history, code, logs and paths; automatic redaction is not an owner decision.

☐ **Record recipient, retention and approval**

Use current provider documentation and the organisation's authorised support process.

Checked items record your review, not a compliance approval or an installed-product test result.

Notes and next actions

Decision and scope: _____

Evidence to collect: _____

Owner and next review date: _____

Review matrix

Bundle element	Illustrative content	Decision needed
Error	Synthetic parser failure	Enough detail to reproduce?
Conversation	Fictional feature discussion	Necessary and approved?
Code	Harmless toy function	Owner permits the disclosure?
Credential field	Removed fake marker	Other sensitive context still present?

Support-upload review exercise

This is a fictional payload, not a Claude Code export. It contains no customer data, working credentials or instructions to send a report. No file invokes feedback commands or makes API calls.

Read synthetic-support-bundle.json. Notice that removing the fake credential does not remove the fictional feature name or code context. Use bundle-review.csv to decide what is necessary, and complete the “Support disclosure decision” section with the intended route and current retention source. Do not put a real support bundle into this training pack.

Worked example: the toy sum function and feature discussion do not reproduce the named parser error. They illustrate unnecessary context and should be omitted from this fictional parser report. A real minimal parser reproduction and current version would need separate evidence. This is a teaching disposition, not an authorised support submission.

Synthetic support bundle

Notice: SYNTHETIC EXERCISE ONLY; NOT AN ACTUAL EXPORT

Route: TO_BE_SELECTED_AND_APPROVED

Client version: RECORD_CURRENT_VERSION

Error: SYNTHETIC_PARSE_ERROR: quantity missing

Project path: /synthetic-review/example-project

Conversation excerpt: Review the fictional INTERNAL_DEMO_FEATURE calculation.

Code excerpt: def synthetic_total(values): return sum(values)

Credential field: [FAKE_CREDENTIAL_REMOVED]

Submission status: NOT_SUBMITTED

Bundle review

These records are arranged vertically for reading and printing. The Excel workbook retains the full column layout.

Record 1

Field	Record value
Element	error
Observed synthetic content	SYNTHETIC_PARSE_ERROR
Needed for diagnosis	REVIEW
Owner decision	UNDECIDED
Change or reason	
Illustrative disposition	Retain only with the actual minimal reproduction and version

Record 2

Field	Record value
Element	project_path
Observed synthetic content	fictional local path
Needed for diagnosis	REVIEW
Owner decision	UNDECIDED
Change or reason	
Illustrative disposition	Omit unless necessary for the specific diagnosis

Record 3

Field	Record value
Element	conversation_excerpt
Observed synthetic content	fictional internal feature
Needed for diagnosis	REVIEW
Owner decision	UNDECIDED
Change or reason	
Illustrative disposition	Omit unrelated feature discussion

Record 4

Field	Record value
Element	code_excerpt
Observed synthetic content	toy sum function
Needed for diagnosis	REVIEW
Owner decision	UNDECIDED
Change or reason	
Illustrative disposition	Omit unrelated toy sum function

Record 5

Field	Record value
Element	credential_field
Observed synthetic content	removed fake marker
Needed for diagnosis	REVIEW
Owner decision	UNDECIDED
Change or reason	
Illustrative disposition	Keep credentials out; a removed marker does not approve the remaining context

Support disclosure decision

Client/version, provider and account: _____

Exact action: rating / feedback report / optional transcript / forwarded archive / other

Files and history selected: _____

Recipient: _____

Documented retention for this route and source date: _____

Owner approval for code and other context: _____

Minimal reproduction available: _____

Decision: NOT YET REVIEWED

Submission status: NOT SUBMITTED

A local draft or archive is not proof that nothing will leave if it is later forwarded. Review that later action separately.

Sources and scope

Sources checked 2026-09-21. Review the current requirements and your actual agreement before using this workbook for a real decision. This guide does not claim coverage of every feedback command, diagnostic archive, telemetry flow or third-party support upload.

[Claude Code: Data usage](#). Documents feedback-report retention, session ratings, optional transcript sharing, local archives and error-reporting distinctions.

[Aona: AI security coverage](#). Requires verification of the exact supported input route rather than assuming universal interception.