

Defect ID: 001

Descriptive Defect Name and Type: Unable to View Account Statement (Functional Defect)

Defect Severity: Medium

Defect Priority: Medium

Defect Status: Open

Detailed Description:

Users are encountering an issue where they are unable to view their account statements on the website. Attempting to access the account statement section results in an error or blank page, preventing users from reviewing their transaction history and financial details.

Steps to Reproduce the Defect:

1. Log in to the website using valid credentials.
2. Navigate to the account or profile section.
3. Look for the option to view the account statement.
4. Click on the account statement link or button.

Expected Result: The user should be able to view a detailed account statement with transaction history.

Actual Result: The account statement page fails to load, displaying an error message or presenting a blank page.

Component or Program Where Defect Was Found: Account Statement Module

Screen Prints, Logs, etc.:

Your nearest branch closes in: 30m 5s

[+ Add Account](#)

[📄 Make Payment](#)

## Financial Overview

Total Balance

**\$350** %7 ↓

[View Statement](#) >



Credit Available

**\$17,800**

[Request Increase](#) >

Due Today

**\$180**

[Pay Now](#) >

Stage of Origination: Production

Person Assigned to Research and Correct the Defect: [Assign a developer or team member responsible for account-related functionalities.]

Defect ID: 002

Descriptive Defect Name and Type: Search Functionality Not Working (Functional Defect)

Defect Severity: Critical

Defect Priority: High

Defect Status: Open

Detailed Description:

The search functionality on the website is not functioning as expected. Users are unable to retrieve accurate results when entering search queries. The issue occurs consistently and is not sporadic.

Steps to Reproduce the Defect:

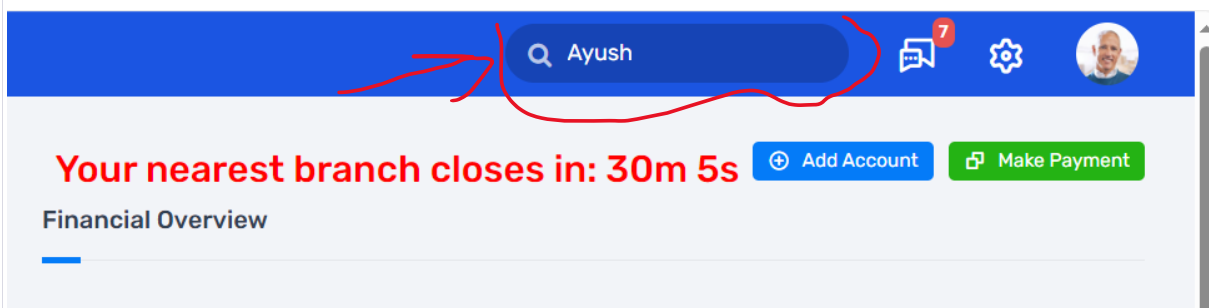
1. Navigate to the website's homepage.
2. Locate the search bar at the top of the page.
3. Enter a valid search query (e.g., "Account name" or "keyword").
4. Hit the "Enter" key or click the search icon.

Expected Result: Relevant search results should be displayed.

Actual Result: The search results page either shows no results or displays irrelevant information.

Component or Program Where Defect Was Found: Website Search Module

Screen Prints, Logs, etc.:



Stage of Origination: Production

Person Assigned to Research and Correct the Defect: Ayush Routray (Development Team)

Defect ID: 003

Descriptive Defect Name and Type: Notification Panel Not Opening (Functional Defect)

Defect Severity: Low

Defect Priority: Low

Defect Status: Open

Detailed Description:

The notification panel on the website is not opening as intended. Users are unable to access notifications, hindering their ability to stay informed about updates, messages, or other relevant activities. This issue persists across various user accounts.

Steps to Reproduce the Defect:

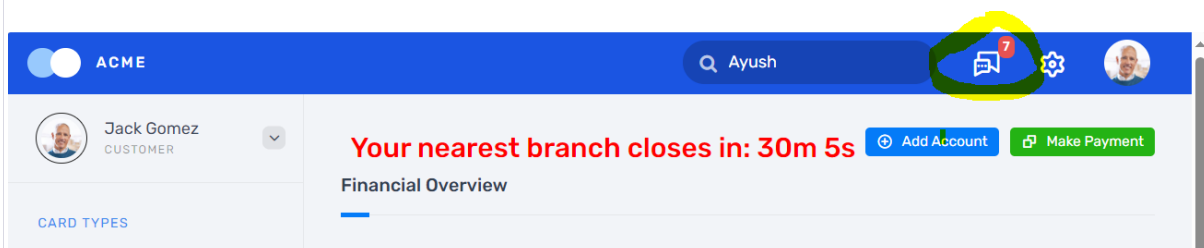
1. Log in to the website using valid credentials.
2. Locate the notification icon or panel.
3. Attempt to open the notification panel by clicking on the icon or designated area.

Expected Result: The notification panel should smoothly open, displaying relevant notifications.

Actual Result: The notification panel fails to open, and users are unable to view or interact with their notifications.

Component or Program Where Defect Was Found: Website Notification System

Screen Prints, Logs, etc.:



Stage of Origination: Production

Person Assigned to Research and Correct the Defect: Ayush Routray (Development Team)