

Template for ZD-tickets description

This template is intended to make the issue description more structured and to collect all necessary and additional details on the stage of the initial issue report.

Using this template in the ZD-ticket description may allow to speed up ticket processing.

If you believe you are facing an Adobe Commerce core issue that is not specific to your configuration, please be sure to fill up the Reproducibility section accordingly.

ISSUE DESCRIPTION:

[Short issue description.]

PRECONDITIONS:

[Provide information on your system configuration, the settings you have changed, detailed information on existing entities (Products, Customers, etc.), everything that you believe would help developers to set up the environment as identical as possible to yours.]

- [Shipping methods, number of stores, localization, currencies, product type, admin restrictions, any specific configuration, etc.]
- ...
- ...

STEPS TO REPRODUCE:

[**Important:** Provide a set of clear steps to reproduce the issue. It will take additional time to resolve the issue if steps to reproduce are not clear or incomplete.]

1. [The page you are opening]
2. [The action you are executing]
3. ...

ACTUAL RESULTS:

[What happens when steps above are executed?]

1. [Screenshots, logs, or description]
2. ...

EXPECTED RESULTS:

[What is expected to happen when the steps above are executed?]

1. [Link to documentation, screenshots, description]
2. ...

ADDITIONAL INFORMATION:

[Any additional information developers should know about to work on this issue. Any logs, additional screenshots, locale settings, time, and time zone of the issue occurrence, etc.]

REPRODUCIBILITY:

- The issue is reproducible on the instance of the latest available Adobe Commerce release:
Yes / No / Did not try / Not Applicable (please clarify why)
- The issue is reproducible on the instance of the customer's version of Adobe Commerce (an instance where no changes other than described in the ticket were made):
Yes / No / Did not try