

# Bug submission Guidelines

Please follow the below guidelines when you report a bug in Jira.

The following fields should be filled when we submit a bug report. As per the company and the QA Process Test Team follows, the fields we fill can be changed.

## 01. **Project**

Select the correct project when you submit a bug. If the company has multiple products, there can be multiple projects. . It depends on, in which product you found the bug.

## 02. **Issue Type**

Select the issue type as "Bug".

## 03. **Summary**

Add a short summary of the bug and it should be very clear enough for someone to understand the problem quickly. Do not add too much information to the summary but remember the bug summary will be used as a reference to search the bug later if needed.

## 04. **Assignee**

Assignee can be a developer or a person who is coordinating the bugs with the development team.

## 05. **Description**

A tester can add details about the bug in the description and it should be able to give a proper understanding of the problem encountered to the Development team/QA team or any relevant person who reads the bug report.

The tester must include the following information in the description.

- Details about the bug
- Recreation steps (if the bug is reproducible) / else please mention the bug is a random bug which cannot be reproduced + Pre-conditions if needed
- Expected Results: if you are sure about the expected results, please check with the Product Owner / Business Analyst before creating the bug report

- Actual Results
- Test Data: User Accounts used for testing, App versions, Mobile/Desktop Operating system, Devices used for testing and Browser information

#### 06. **Priority**

Set the priority by considering how severe is the bug you found. If you have a question about setting the priority, you can discuss it with the QA team first and then with the applicable Product Owner/ or Development Lead.

#### 07. **Epic Link**

Select the Epic Link by considering the module/section that the bug is related to.

#### 08. **Attachment**

A tester can add screenshots /screen recordings, log files and etc as attachments to the bug report which can help the team members to understand the problem furthermore.

#### 09. **Environment**

Please make sure you add the below given in the environment section.

- Add the test environment that you noticed the bug: It can be integration, staging or production

#### 10. **Affects version**

Please select the applicable affects version which you noticed the issue.

#### 11. **Test Type**

If you found the bug while testing a user story → Select Functional

If you found the bug while executing a smoke test → Select Functional

If the bug is not directly related to a test-case/user story → Select Adhoc

If you found the bug while performing regression → Select Regression

## 12. **Linked Issues**

A tester can link the bug as appropriate. Make sure that you inform the team if the bug you create is blocking testing task/tasks in the current sprint.

### **Some practices QA team follows before submitting the bug**

01. Make sure the bug is valid and we can recreate it at least 03 times (except for a random bug)
02. Discuss with other QA team members, if you have doubts or need to get it re-verified.
03. Ask questions/ doubts in related and get necessary requirement clarifications