



# Bug Tracker Project

Team: Rebekah Kahn, Tyler Tremblay, Tiera Strassner,

## 1. Introduction

A brief introduction to your website idea. State the goals of the project. The values / benefits (tangible and intangible) this application can bring to a company/ organization/ end user.

This will be an application that helps software engineers keep track of the bugs that users find in their code and are reported by them. It will be similar to a queue or ticket system where we can see a message that someone has reported, the severity and type of issue, as well as who is currently working on the issue.

This application will make working and fixing bugs faster and more efficient for software teams. It will keep tickets organized and will give senior engineers insight into where most of their bugs are coming from and which types of bugs are most frequent. Hopefully this will help prevent more bugs in the future and cut down on the amount of bugs overall.

## 2. Expected List of Features

A brief list of features that you expect your website to support. Brief justifications for including these features.

- 1) **Form** with many choices for a user identifying and submitting the bug (free text box for the user to type in, but also include tags that they can select to categorize when submitting)
  - a) **Use:** To give the user the option to free form write the issue they are having, instead of forcing them to use pre-filled out forms that may not cover all issues
- 2) Intuitive, **color coded status bar workflow layout** for coders to see active bugs, bugs that are in progress being worked on, bugs that have been resolved, etc. that we can update within the ticket itself or in the dashboard. (New, In progress, completed, requested more info) [example of workflow below]
  - a) **Use:** To indicate to engineers what the status of each ticket is and what next steps needs to be taken to resolve it



- 3) Weekly/monthly **progress charts/diagrams** for coders
  - a) **Use:** To see the workload, ticket time and progress of all of the tickets being completed

- 4) **History tool** so we can see all previous tickets/bugs completed for different projects (categorized by project, type, how many tickets were escalated or successfully worked)
  - a) **Use:** To see the workload, ticket time and progress of all of the tickets being worked
- 5) **Reassign tool** that allows us to assign a ticket to a different person
  - a) **Use:** To have the capability to quickly reassign tickets to other engineers
- 6) **Color coded priority bar** (Escalated, Critical, Major, Minor)
  - a) **Use:** To have the capability to escalate or flag the severity of a ticket
- 7) **Filter tool** that allows us to filter ticket type by “tags”
  - a) **Use:** To be able to filter tickets by type so that we can document the types commonalities within tickets (by frequency, severity, how many had to be escalated, etc.)
- 8) Ambitious feature: **Automatic crash reports** with the part of the code that lead to the crash sent to the coding team.
  - a) **Use:** To enable the system to catch bugs before they cause issues on the site in order to minimize negative user experience and resolve bugs faster

### 3/4 Market Survey and References

Do a survey of the web to find about five websites similar to yours. Briefly compare/contrast the features of these websites with your idea. Give references to any material / websites / books, et cetera, relevant to your website idea. Give the links to the websites relevant to your idea that you listed in the section above

Example	Ideas for...
<a href="#">Monday</a>	layout and charts for coders to visualize progress, bug type, etc.
<a href="#">Goodday</a>	layout and features --this one has lots of screenshots -it's very pretty
<a href="#">Axosoft</a>	form for users to fill out
<a href="#">Bugdefender</a>	identifying device the bug occurred on
<a href="#">Trello</a>	simple layout and design