**Creating new issue format**

**1) Issues found while testing:**

**Issue Type:** Bug – If it is an issue. Improvement – If it is suggestion.

**Summary:** Summary of the issue

**Epic Link:** Relevant epic link (Leave empty if not found)

**Labels:** Staging or Production.

**Priority:** Put the priority on how fast developers need to fix it.

**Description:** URL / Credential / Pre condition / Steps/ Actual result /Expected result/ Device or platform info.

**Attachment:** Screenshot and video

**Linked Issue:** Link the related issue or story if applicable.

**Assignee:** Assign to the relevant developer if applicable.

**Sprint:** Put the current sprint.

**Examples:**

Web: <https://kametventures.atlassian.net/browse/BRD-4070>  
Mobile: <https://kametventures.atlassian.net/browse/BRD-3972>

**2) Issues found while validating story/feature:**

**Issue Type:** Bug – If it is an issue. Improvement – If it is suggestion.

**Summary:** Summary of the issue

**Epic Link:** Put the same epic link which is present in story.

**Labels:** Staging or Production.

**Priority:** Put the priority on how fast developers need to fix it.

**Description:** URL / Credential / Pre condition / Steps/ Actual result /Expected result/ Device or platform info.

**Attachment:** Screenshot and video.

**Linked Issue:** Link the story on which issue is found.

**Assignee:** Assign to developer who is in Story.

**Sprint:** Put the current sprint.

**Examples:**

Web: <https://kametventures.atlassian.net/browse/BRD-3775> (Issue is related to story BRD-3699)

Mobile: <https://kametventures.atlassian.net/browse/BRD-4069> (Issue is related to story BRD-3848)

**Validating Tickets which are in QA column**

**1) Validating the Story/Improvement/Sub-Task:**

**\* Validate the story/improvement/sub-task**- Raise issue if there is any.

**\* Commenting after validation for mobile:**

Tag relevant developer to whom the story is assigned or who has created the story.

Video/Screenshot if any (Let video contain app version)

Device: [Android][iOS]

App version: [7.8.5]

**\* Commenting after validation for web:**

Tag relevant developer to whom the story is assigned or who has created the story.

Video/Screenshot if any

OS: Windows/Mac

Browser: IE/Chrome/Firefox/Safari/Edge.

**\* Moving story after validation:** Please move story/improvement/sub-task to ‘Done’ column after validating; don’t move to ‘Todo’ column if there is an issue. Raise a separate issue as Bug by relating the story. Let story go in flow.

**Examples:**

Web: <https://kametventures.atlassian.net/browse/BRD-3767>

Mobile: <https://kametventures.atlassian.net/browse/BRD-3845>

**2) Validating the Bug:**

**\* Validate the bug**- Raise issue if you have found any other issue from this bug (Regression Test).

**\* Commenting after validation for mobile:**

Tag relevant developer to whom the bug is assigned (If none, check ‘Activity’ and tag the developer who is in loop).

Video/Screenshot if any (Let video contain app version)

Device: [Android][iOS]

App version: [7.8.5]

**Example:** <https://kametventures.atlassian.net/browse/BRD-3976>

**\* Commenting after validation for web:**

Tag relevant developer to whom the bug is assigned (If none, check ‘Activity’ and tag the developer who is in loop).

Video/Screenshot if any

OS: Windows/Mac

Browser: IE/Chrome/Firefox/Safari/Edge.

**Example:** <https://kametventures.atlassian.net/browse/BRD-3602>

**\* Moving bug after validation:**

* If issue is fixed: Move to ‘Done’ column with appropriate comments.
* If issue was moved to released and if we facing that issue in later on stages we have to raise a new issue only, we should not move the status to Todo from released.
* If issue was moved to done previously and if we face that issue again in latest versions we can change the status from done to backlog.
* Sometime we can retest the backlog issues and move to done if appropriate birdie team wanted to retest and close.
* In latest JIRA workflow, we have two boards.

1. Board Griffin(BG)
2. Board Phoenix(BP)

* Validate the tickets for both the boards .
* Backlog is not present in latest JIRA workflow. if issue is still exists we have to change the status to ‘To do’ and change the label to ‘back from validation’.
* Once the story is moved to done status and if we found that story is not working in that latest app we cannot change the status to Todo instead we can raise a new issue and link to that story

**Example:** <https://kametventures.atlassian.net/browse/BP-58>

**Note:** If there is any doubt regarding raising an issue please refer recent issues raised in Jira or the examples mentioned.

**Note:** If there is any doubt regarding ticket validation please refer ‘Ticket Validation’ sheet in the drive or refer comments in the examples mentioned.

**Regression Testing, Triage Label:**

A new label has been added by dev team, QA team need to look after two points.

* If QA find ‘Regression Testing’ label for any ticket, Irrespective of the summary, description QA need to do one round of complete regression testing on Agency portal, Mobile apps.
* Issues raised by QA or any other team, very next day authorized dev team person will look after it and based on priority of the sprint will fix the issue and move to QA with ‘Triage’ label.
* QA team if the issue is fixed directly can move that ticket to ‘Done’ status.
* If the issue is not fixed QA team need to remove all the labels and choose ‘Back from validation’ label and send back to backlog so that dev team will get popup with that.