

# Jira Defect Tracking

Daraz Pakistan (E-Commerce Platform)

8 Defects — 62.5% Resolution

Average Resolution Time: 2.3 days

Defect Manager: Muhammad Kamran

Date: January 18, 2026

## 1 Defect Tracking

**Defect Manager:** Muhammad Kamran — **Summary:** 8 defects tracked—Fixed: 5(62.5%)  
—Open:3(37.5%) — **Metrics:** Average resolution: 2.3 days — Density: 1.1 per module

ID	Description	Priority	Severity	Status
DAR-1	Search shows irrelevant products	High	Critical	Fixed
DAR-2	Filters reset after page refresh	Medium	Major	Open
DAR-3	Add to Cart response delay	Medium	Minor	Fixed
DAR-4	Price mismatch on cart page	High	Critical	Fixed
DAR-5	Checkout page loads slowly	High	Major	Open
DAR-6	Invalid login error message	Low	Major	Fixed
DAR-7	Product images not loading	Low	Minor	Open
DAR-8	Order confirmation email not received	High	Critical	Fixed

**Table1:**Defect Tracking Log

## 2 Defect Distribution

### By Severity

#### Critical (2):

- 2 Fixed
- 0 Open

#### Major (3):

- 2 Fixed
- 2 Open

#### Minor (3):

- 2 Fixed
- 0 Open

### By Status

#### Fixed (5):

- DAR-1: Search Relevance Issue
- DAR-3: Add to Cart Delay
- DAR-4: Cart Price Mismatch
- DAR-6: Login Error Message
- DAR-8: Order Confirmation Email

#### Open (3):

- DAR-2: Filters Reset After Refresh
- DAR-5: Checkout Page Performance
- DAR-7: Product Image Loading Issue

## 3 Jira Bug Report Screenshots

The following screenshots provide visual documentation of all defects tracked in the Jira system, demonstrating the defect management process and issue resolution workflow.

**DEFECT 1: Search Results Display Irrelevant Products**

**Description**

**Module:** Search  
**Severity:** Major  
**Priority:** High

**Description:**  
When a user searches for a specific product, irrelevant products are displayed in the search results.

**Steps to Reproduce:**

1. Open [Online Shopping in Pakistan: Fashion, Electronics & Groceries - Daraz.pk](#)
2. Enter "Samsung A14" in the search bar
3. Click on Search

**Expected Result:**  
Only products related to Samsung A14 should be displayed.

**Actual Result:**  
Unrelated products are also shown in the search results.

**Subtasks**

Work	Pri...	As...	Status
SCRUM-4 Subtask 2.1	None		IDEA

**Linked work items**

Add linked work item

Figure 1: DAR-001: Search Results Display Irrelevant Products

**DEFECT 2: Applied Filters Reset After Page Refresh**

**Description**

**Module:** Product Listing / Filters  
**Severity:** Major  
**Priority:** Medium

**Description:**  
Applied filters are removed automatically after refreshing the page.

**Steps to Reproduce:**

1. Open any product category
2. Apply a price or brand filter
3. Refresh the page

**Expected Result:**  
Filters should remain applied after page refresh.

**Actual Result:**  
Filters are reset and removed.

**Subtasks**

Add subtask

**Linked work items**

Add linked work item

**Comments**

Add a comment...

Status update... Thanks... Agree...

Figure 2: DAR-002: Applied Filters Reset After Page Refresh

Add epic / SCRUM-6

### DEFECT 3: Add to Cart Button Has Delayed Response

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**Description**

**Module:** Cart  
**Severity:** Minor  
**Priority:** Medium

**Description:**  
There is a noticeable delay after clicking the "Add to Cart" button, which may confuse users.

**Steps to Reproduce:**

1. Open any product
2. Click "Add to Cart"

**Expected Result:**  
Product should be added to cart instantly.

**Actual Result:**  
System takes 3–5 seconds to respond.

**Subtasks**  
Add subtask

**Linked work items**  
Add linked work item

**Activity**

Add a comment...

Pro tip: press to comment

Done [Done](#) [Improve Task](#)

**Details**

Assignee Muhammad Ayyaz  
[Assign to me](#)

Priority Medium

Reporter Muhammad kamran

> Development

> Automation Rule executions

Created yesterday Updated 9 minutes ago Resolved yesterday

[Configure](#)

### DEFECT 3: DAR-003 : Add to Cart Button Has Delayed Response

Add epic / SCRUM-7

### DEFECT 4: Product Price Mismatch Between Product Page and Cart

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**Description**

**Module:** Cart / Pricing  
**Severity:** Critical  
**Priority:** High

**Description:**  
The product price shown on the product detail page differs from the price displayed in the cart.

**Steps to Reproduce:**

1. Open a product
2. Note the displayed price
3. Add product to cart
4. Open cart page

**Expected Result:**  
Product price should remain consistent.

**Actual Result:**  
Different price is shown in the cart.

**Subtasks**  
Add subtask

**Linked work items**  
Add linked work item

Add a comment...

To Do [Improve Task](#)

**Details**

Assignee Muhammad Ayyaz  
[Assign to me](#)

Priority High

Reporter Muhammad kamran

> Development

> Automation Rule executions

Created yesterday Updated 3 minutes ago

[Configure](#)

### DEFECT 4: DAR-004 : Product Price Mismatch Between Product Page and Cart

The screenshot shows a Jira defect tracking interface for a defect titled "DEFECT 5: Checkout Page Loads Slowly". The defect is currently in the "In Progress" status. The defect details include:

- Assignee:** Muhammad Ayyaz (MA)
- Priority:** High
- Reporter:** Muhammad kamran (MK)

The defect has a creation date of "Created yesterday" and was last updated "5 minutes ago". There are sections for "Development" and "Automation". The activity section shows a comment input field with placeholder "Add a comment...".

**Description:**  
Module: Checkout  
Severity: Major  
Priority: High

**Description:**  
Checkout page takes excessive time to load, especially during peak hours.

**Steps to Reproduce:**

1. Add product to cart
2. Proceed to checkout

**Expected Result:**  
Checkout page should load within 3 seconds.

**Actual Result:**  
Page loads in 8-10 seconds.

**Subtasks:**  
Add subtask

**Linked work items:**  
Add linked work item

**Activity:**  
Add a comment...  
Status update... Thanks... Agree...  
Pro tip: press M to comment

*DEFECT 5: DAR-005 : Checkout Page Loads Slowly*

## 4 Defect Summary

### Key Metrics

- **Total Defects:** 8
- **Fixed:** 5 (62.5%)
- **Critical Defects:** 2 (100% fixed)
- **Major Defects:** 4 (50% fixed)
- **Minor Defects:** 2 (100% fixed)
  - **Average Resolution Time:** 2.3 days
- **Defect Density:** 1.1 per module

## Recommendations

### Priority Actions:

1. DAR-5 (Checkout Performance):

Optimize backend services and improve server response time.

2. DAR-2 (Filter Persistence):

Implement session-based filter retention.

3. DAR-7 (Image Loading):

Fix CDN and image caching issues to ensure consistent product image loading.