

JiraDefectTracking

Daraz Pakistan (E-Commerce Platform)

8Defects—62.5%Resolution

Average Resolution Time: 2.3days

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:** Av gresolution: 2.3days — Density: 1.1 per module

ID	Description	Priority	Severit	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-18	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):

- 2Fixed
- 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.

Add epic / SCRUM-2

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
0% Done

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

Linked work items
Add linked work item

Done

Done

Improve Task

Details

Assignee: MA Muhammad Ayyaz
[Assign to me](#)
Priority: High
Reporter: MK Muhammad kamran

Development

Automation Rule executions

Created yesterday
Updated 2 minutes ago
Resolved yesterday

Configure

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

Add epic / SCRUM-1

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

In Progress

Improve Task

Details

Assignee: MA Muhammad Ayyaz
[Assign to me](#)
Priority: Medium
Reporter: MK Muhammad kamran

Development

Automation Rule executions

Created yesterday
Updated 4 minutes ago

Configure

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

Add epic / ☒ SCRUM-6

DEFECT 3: Add to Cart Button Has Delayed Response

+ ...

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

MK

Add a comment...

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

Pro tip: press **M** to comment

Done

Done

⚡

⚙️ Improve Task

Details

Assignee

MA Muhammad Ayyaz

Assign to me

Priority

Medium

Reporter

MK 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

+ ...

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

Activity

MK

Add a comment...

To Do

⚡

⚙️ Improve Task

Details

Assignee

MA Muhammad Ayyaz

Assign to me

Priority

High

Reporter

MK 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

[Add epic](#) / [SCRUM-5](#)

🔒

👁 1

🔗

⋮

🔍

✕

In Progress

⚡

⚙ Improve Task

Details

⚙

Assignee

MA Muhammad Ayyaz

Assign to me

Priority

🔴 High

Reporter

MK Muhammad kamran

Development

Automation

⚡ Rule executions

Created yesterday

Updated 5 minutes ago

⚙ Configure

DEFECT 5: Checkout Page Loads Slowly

+

⋮

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

MK

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.