3. What are the possible reasons for the following defect? How would you go about debugging the problem and gathering more information?

*On a web application, a user adds a phone number to their account. The user then changes the phone number. Upon trying to re-enter the first phone number, the user is allowed to click Save, and it seems to work, but the saved number remains the second number rather than updating to the more recently entered number. A page refresh does not change the result.*

Answer: This issue could be because there is miscommunication between the UI and the backend.

When the new phone number was saved, the UI of the add phone widget

displayed correctly. But the API call made to update the same didn’t succeed.

Hence, it was not updated in the main page where phone number is displayed and when a page refresh is done, the page will still display the old phone number.