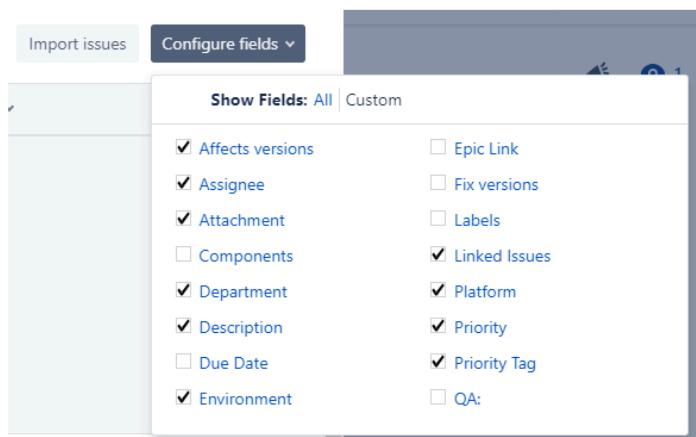


Bug ticket creation

- **Project:** GG Ops (GGO) ;
- **Issue Type:** Bug ;
- **Summary:**
- **Components:** leave empty;
- **Description:** Pre-condition, Expected and Actual result, Steps to reproduce ;
- **Fix versions:** If the bug is related to an issue, then put this bug the same FixVersion as the main issue. Leave this field empty if it is an unrelated bug;
- **Priority** - specify priority;
- **Labels:** leave empty;
- **Environment:** QA, production ;
- **Attachments:** video, screenshots, logs, etc;
- **Affects versions:** leave empty;
- **Assignee:** If the bug is related to an issue, then choose the same assignee as the main issue has. Otherwise choose @Clapton Villanueva (Unlicensed) as the assignee;
- **Platform:** iOS, Android, Windows, etc;
- **Department:** Development - for technical issues, LiveOps - for game design, balance and assets issues;
- **QA:** If the bug is related to the main issue, put the same QA hero in the QA field as in main issue. In other cases you can leave this field empty;
- **Priority Tag** - specify priority tag.

Configure Jira fields as follows:



Example of bug ticket:

☒ GGO-871: Several Logs.zip files are sent upon submitting ZenDesk ticket DONE

Projects / GG Ops / GGO-871

Several Logs.zip files are sent upon submitting ZenDesk ticket

Attach Create subtask Link issue Add Checklist

Description

Pre-conditions:

1. Install the application.
2. Launch the application.

Steps to reproduce:

1. Reach the "Other" section.
2. Tap on the "Report a Problem" button.
3. Reach the "My tickets" section.
4. Reach the "Contact us" section.
5. Submit a ticket.

Expected result:

Logs.zip file should be sent only once.

Actual result:

Logs.zip file is sent several times.

Environment

dev

Attachments (1)



New

Assignee Clapton Villanueva

Reporter Bogdan Tsebryk

Priority Tag P3

Development Create branch

Labels None

Due Date None

Platform iPhone

Department Development

QA Bogdan Tsebryk

Affects versions 21/01/2021 4.5.10

Priority Low

Automation Rule executions

My Reminders Open My Reminders

Timer Open Timer