

AnsibleHealth, Inc. Bug Report

Product:

Version:

Date: 10.8.23

Bug ID:

Reported By:

The information above are the information needed for report.

Steps to take resolving the issue end to end.

1. If there's a bug tracking system to assign a unique ID once the report is officially created within the system. This ID is then used to track and reference the bug throughout its lifecycle until it is resolved and closed.
2. Customer support logs the bug report with detailed information provided by the patient.
3. If there's a Product Manager review the bug report and assigns it a priority based on severity.
4. Assigns the bug to the development team for investigation
5. Analyze the codebase to identify the source of the bug.
6. Developers implement the necessary code changes to resolve the bug.
7. Another developer conducts a code review to ensure quality and compliance.
8. QA team test the fix in various scenarios to verify its effectiveness.
9. Deploys the updated version of the product
10. For verification the service support or Customer Support verifies with the customer that the issue is resolved.
11. Lastly, the Manager confirms closure of the bug report.

The People involved should be:

- Customer Support
- Product Manager
- Development Team
- Quality Assurance Team
- Operations Team(If Applicable)