

Jira Bug Reporting

Review other tickets to get familiar

- Jira Dashboard [LeadGen](#), [Operations](#), [Salesforce](#) and [AGCore](#)

- Good backend example, Bug

BAC-788 - Inconsistent financing information for certain vehicles
DONE
- Good example Operations Board, Task

OP-454 - [Inventory] Paid used dealers are missing inventory
COMPLETE
- Good example LG Product, Story

LG-31 - [SEO] [WEB] Make/Model pages - Available Trims Card
DONE
- Good example LGCT Board, Bug

LGCT-345 - Multiple Vehicles Showing Incorrect Vehicle Image
DEV - TO DO

Bug Reporting Guideline

1. Verify Environment deployed most up to date build(s) for Backend & Web

- a. If the bug is happening on Preprod - Not on Staging
- b. Make sure to verify build version(s) for Backend & Web
- c. [Deploy Tool](#)

d.

Microservice	Version (DEV)	Compare	Version (STG/PROD)	Compare	Version (PREPROD)
API	ANWS-BUILD-20180521173551-181 Apr 16, 2018, 03:58PM (2 months ago)	API	ANWS-BUILD-20180521173551-182 Apr 16, 2018, 07:10PM (2 months ago)	API	ANWS-BUILD-20180521173551-182 Apr 16, 2018, 08:42PM (2 months ago)

- e. Verify environment deployed versions match

1. Next Verify the issue is not a dupe (search: Jira)
2. Title and description are focused on that problem
3. What are the Steps to Reproduce (STR) - Try to stay away from writing lengthy STR
4. System Info, Logs, Video's and Screenshots are strongly recommended - Especially for hard to reproduce issue's Video the STR
 - a. Recommended tools: [Jing](#) or [Snagit](#)

Example 1: Web App

- Make sure to have correct issue type: Story, Task or Bug
- Add Screenshots for necessary steps
- Please add related Business KPIS for Ticket

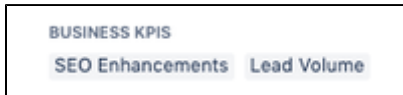
- BUSINESS KPIS**
SEO Enhancements **Lead Volume**

1. **Title:** [Lender Decision] "Home" page is displayed instead of "Lender Decision" page after the user logs out and logs in again
2. **Preconditions**
 - a. **Environment:** STG
 - b. **Browser:** Chrome Version 66.0.3359.139
 - c. **OS:** MAC v10.13.3 (High Sierra)
 - d. **Build:** WEBUSBANK_SERVICE.RELEASE-USBANK.20180521173551.25
 - e. **Network:** Ethernet
 - f. **Platform:** Web App
 - g. **Product:** AG
 - h. **Bug Type:** Regression Manual
 - i. **Severity:** Major
 - j. **Feature:** [Next Steps](#)
3. **Steps to repro (STR):**
 - a. navigate to "Home" page
 - b. click on "TRACK YOUR APPLICATION" label on the header

- c. click on "Log In" link
- d. login with credentials: minusb@test.com/Welcome1
- 4. **Result:** "Home" page is displayed
- 5. **Expected:** "Lender Decision" page is displayed
 - a. the current user has approved credit design for application "UB0180523092003100078-ULKH"
- 6. **Attachments:** Screenshot, Video, System Info, Logs
- 7. **Priority Field:** Please rank the bug to either of the following
 - a. **_Hotfix_** Time-sensitive work that might be considered for out-of-cycle release
 - b. **_Blocker_** Sprint release cannot Go-To-Market without these items '*Done*'
 - c. **_Critical_** Must have. May have negative impact and risk
 - d. **_Normal_** Standard priority, may not be time-sensitive but required to achieve Sprint Goals (**Default**)
 - e. **_Minor_** Nice to have's - Has no or minimal associated risk
 - f. **_Trivial_** Not time-sensitive yet

Example 2: Mobile

- Make sure to have correct issue type: Story, Task or Bug
- Add Screenshots for necessary steps
- Please add related Business KPIS for Ticket



- 1. **Title:** [Calculator] "Car Price (MSRP)" is NOT correct for cars over \$300k
- 2. **Preconditions**
 - a. Environment: STG
 - b. Device: Samsung Galaxy v4.2.2
 - c. OS: Android v6.0
 - d. Build: v3.4.0
 - e. Network: WiFi
 - f. Platform: Android
 - g. Product: AG
 - h. Bug Type: Regression Manual
 - i. Severity: Major
 - j. Feature: Review Details
- 3. **Steps to repro (STR):**
 - a. reset application
 - b. select "Choose Your Car" step
 - c. select "Rolls-Royce" make
 - d. select "Phantom" model
 - e. select "4dr Sdn" trim
 - f. tap "ADJUST PAYMENT" btn
- 4. **Result:** "Car Price (MSRP)" is \$300,000
- 5. **Expected:** "Car Price (MSRP)" should be \$417,825
- 6. **Attachments:** Screenshot, Video, System Info, Logs
- 7. **Priority Field:** Please rank the bug to either of the following
 - a. **_Hotfix_** Time-sensitive work that might be considered for out-of-cycle release
 - b. **_Blocker_** Sprint release cannot Go-To-Market without these items '*Done*'
 - c. **_Critical_** Must have. May have negative impact and risk
 - d. **_Normal_** Standard priority, may not be time-sensitive but required to achieve Sprint Goals (**Default**)
 - e. **_Minor_** Nice to have's - Has no or minimal associated risk
 - f. **_Trivial_** Not time-sensitive yet

Jira Workflow Examples:

Backlog

