

Slack Smart Routing - Test Alerts Report

Generated on: 2026-02-07 23:50:51

■ Executive Summary

This report demonstrates the smart channel routing system. Each type of failure automatically routes to the correct team's Slack channel. Four test scenarios were executed covering Backend, Frontend, Design, and QA issues.

TEST 1: Backend Issue → Routes to #backend-alerts

Persona:	Elderly User (65+)
Action Taken:	Clicked 'Sign Up' button
Expectation:	Account creation form submits successfully
Confusion Score:	8
Status:	FAILED
Severity:	P0
Responsible Team:	Backend
F-Score:	92%

■ Diagnosis:

Database connection timeout on user registration

■ Recommendations:

1. Add connection pooling with retry logic
2. Implement circuit breaker for database calls
3. Set up database read replicas

■ Network Logs:

- POST <https://api.deriv.com/signup> → 500

- GET <https://api.deriv.com/health> → 200
- POST <https://api.deriv.com/retry> → 504

■ Console Logs:

- [error] Database connection timeout after 30000ms
 - [error] Failed to insert user record
 - [warning] Retry attempt 3/3 failed
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TEST 2: Frontend Issue → Routes to #frontend-alerts

Persona:	Power User
Action Taken:	Clicked country dropdown
Expectation:	Dropdown opens with country list
Confusion Score:	6
Status:	FAILED
Severity:	P1
Responsible Team:	Frontend
F-Score:	75%

■ Diagnosis:

Country selector API endpoint not found

■ Recommendations:

1. Update API endpoint path in frontend config
2. Add fallback for missing country data
3. Display user-friendly error message

■ Network Logs:

- GET <https://api.deriv.com/v2/countries> → 404
- GET <https://api.deriv.com/v1/countries> → 200

■ Console Logs:

- [error] Failed to fetch: 404 Not Found
 - [warning] Endpoint /v2/countries does not exist
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TEST 3: Design Issue → Routes to #design-alerts

Persona:	Mobile User
Action Taken:	Attempted to tap submit button
Expectation:	Button should be tappable on mobile
Confusion Score:	7
Status:	FAILED
Severity:	P2
Responsible Team:	Design
F-Score:	68%

■ Diagnosis:

Button too small for mobile touch target (28px instead of 44px minimum)

■ Recommendations:

1. Increase button min-height to 44px for touch targets
2. Add more padding around clickable elements
3. Test with mobile device emulator

■ Console Logs:

- [warning] Touch target smaller than recommended 44x44px
 - [info] Element dimensions: 28x32px
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TEST 4: QA Issue → Routes to #qa-alerts

Persona:	Senior User
Action Taken:	Filled form and clicked submit
Expectation:	Form submits and shows confirmation
Confusion Score:	5
Status:	FAILED
Severity:	P3
Responsible Team:	QA
F-Score:	45%

■ Diagnosis:

Form submission unclear - needs manual review

■ Recommendations:

1. Investigate form validation logic
2. Check browser console for hidden errors
3. Manual testing required

■ Network Logs:

- POST <https://deriv.com/submit> → 200
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■ Routing Summary

Slack Channel	Issue Type	Severity	Status
#backend-alerts	Backend (Database Timeout)	P0	■ Routed
#frontend-alerts	Frontend (API 404)	P1	■ Routed
#design-alerts	Design (Touch Target)	P2	■ Routed
#qa-alerts	QA (Manual Review)	P3	■ Routed

■ **Conclusion:** All test alerts were successfully routed to their respective team channels. Each team only receives alerts relevant to their domain, reducing noise and improving response times.