**AWAPU-539 Data Points**

**IFS Team -** ( 7th Feb 2020 )

* While internal testing, we came across a scenario for sound issue as following,
  + Job Offer
  + Accepted the Job Offer
  + Move to Status Tracker screen
  + Now kill the app
  + Launch the app again, sound started playing (unexcepted behaviour)
  + Move the app in background
  + App comes to foreground, sound started playing (unexcepted behaviour)

**Note:**

* Hence the issue was not observed again, it seems to be very inconsistent.
* We kept it for further observations.

**AWP Australia -** ( 20th Feb 2020 )

* **Issue:** The beep doesn’t stop even after the job is accepted / enrouted.

**IFS Team -** ( 25th Feb 2020 )

* The above-mentioned issue was not observed at our end, working as excepted on Job Accept followed with enroute.
* During internal testing the other scenario which we came across our as following,
  + Job is assigned to the user
  + User gets a job assign alert
  + User clicks on close
  + Sound was not stopping, even if job list screen is visible
* **Fix which we updated**,
  + Sound was not working for this specific scenario only i.e., current screen of the application / number of jobs assigned to the user.
  + We handled the mentioned scenario, to stop the sound.

**Note:** Hence forth the above issue was not observed again.

**AWP Australia** - ( 28th Feb 2020 )

* **Issue:** The steps to reproduce our mentioned below,
  + Job Offer Receives (Beeps)
  + Accept the Job (Beep stops)
  + Exit the App
  + Wait for ~10secs
  + Open the app (Beeps again)

**IFS Team - (** 9th Feb 2020 )

* We analyse the respective logs as per the above-mentioned issue,
  + **Fix which we updated,**
    - While communicating through Web to React Native, we stop repetitive calls if we found the same sound instance.
  + **Scenarios which we tested on dev environment,**
    - **Scenario 1**
      * Job Offer
      * Accepted the Job Offer
      * Move the app in background
      * After some time, move the app in foreground
      * No Sound was playing, working as excepted
    - **Scenario 2**
      * Job Offer
      * Assign the job from the portal
      * Move the app in background
      * After some time, move the app in foreground
      * No Sound was playing, working as excepted
    - **Scenario 3**
      * App is in background
      * Job Offer
      * Clicked on push notification banner
      * Accepted the Job Offer
      * Move the app in background
      * After some time, move the app in foreground
      * No Sound was playing, working as excepted

**AWP Australia - (** 11th March 2020 )

* **Comment:** Tested on UAT. It looks issue is fixed.
  + Performed following scenarios,
    - Job Offer
    - Job Offer Receives (Beeps)
    - Accept the Job (Beep stops)
    - Exit the App
    - After few secs
    - No more beep sound again

**AWP Australia - (** 12th March 2020 )

* **Comment:** Retested. Noticed the sound issue beeping again with different scenario.
  + Performed following scenarios,
    - User directly starts using the app
    - Beep doesn’t stop after accepting, navigating, beginning service

the job

* + - Beep stopped after completing the job
    - The issue was not observed after logged out& log back in again

**IFS Team - (** 20th March 2020 )

* While Internal Testing, we came across the sound beep issue with different scenario as following,
  + Job Offer
  + Accepted the Job Offer
  + Beep sound doesn’t stop, after the job is completed

**Note:** The above respective scenario, was not observed with similar steps.

* The implementation of **sound logic** was handled at **Web & React Native End**.
* Looking at the overall scenarios, we removed the respective logic of checking **repetitive same instance of sound** from React Native End, hence forth implementation of sound logic moved at Web End, now will just notify React Native when to play sound depending on post message event which will sent through web on respective scenarios of sound playing.

**IFS Team - (** 25th March -- 26th March 2020 )

* Looking at overall scenarios we came across one to the scenario which we need to handle, i.e. to play sound when app moves from background to foreground and user is on **Job Offer Screen** with sound playing (excepted behaviour).
* **The code changes which we updated,**
  + We created an event listener on respective Job Offer Screen, which will trigger when we receive a foreground event from React Native End.
  + So, event listener will get triggered when user is present on Job Offer screen.
* We tested on dev environment; hence issue was stated to be **Fixed.**

**IFS Team - (** 14th April -- 16th April 2020 )

* While internal testing, we came across sound issue with different scenario as following,
  + Job Offer
  + Accepted the Job Offer
  + Move to Settings Screen
  + Then to About Us Screen
  + Click on any respective link, which will redirect to email window
  + Move back from email window, to the application
  + Observe Sound Playing (issue)

**Note:**

* The above scenarios were very inconsistent & very device specific. Hence forth the issue was not observed.
* **We observed following points w.r.to the logs & scenario mentioned above,**
  + We observe the same name of global listener instances, which were defined on the load of the respective component & triggered on "app\_fore\_ground" event.
  + The respective global listener instance was not flushed after component gets unmounted, hence possibility of getting the listener triggered on other pages will increase, could triggered to play the sound.
* **The code changes which we updated,**
  + We updated the listener names to unique.
  + We removed respective listeners & events on respective scenarios.

**Note:**

* The above-mentioned issue stated to be **Fixed.** Hence forth the issue was not observed.

**IFS Team** - (17th April - 20th April 2020)

* While one more round of internal testing, we came across sound issue with again with different scenario as per mentioned below,
  + App is in background
  + Created a job offer
  + Push notification comes
  + Accept the job offer
  + Again, move app in background
  + Create another job offer
  + Push notification comes
  + Accept that job offer too
  + Again, move app in background
  + Move app in foreground
  + Sound will start beeping again

**Note:**

* Hence forth the issue was not observed and its occurrence was seem to be very inconsistent.
* Looking at overall scenarios, we stated to update the following code changes as mentioned below,
  + We remove the existing logic of event listeners on Job Offer screen
  + We updated the respective logic to play sound on **“app\_fore\_ground”** event and user is on Job Offer screen (excepted behaviour)
  + The updated changes were push to beta & then production environment.

**Note:**

* Hence forth, the above issues w.r.to all scenarios was stated to be **Fixed.**
* Till date we are not observing any sound issue at our end with any of the scenarios.
* As per the observations, all the issues where only tracked on Android devices not the IOS devices.
* All the issue was inconsistent with given required steps also.

**AWP Australia -** (18th May 2020)

* As per there last email (dated - 18th May), the users are still facing the sound beep issue.
* As per our observation, we analysed random 5 - 6 driver logs for Android devices we came across following scenarios,
  + Few of the driver journey was working fine as per excepted behaviour, no sound issue was triggering at their end.
  + The other drivers facing the issue due to following steps which we observed from the logs,
    - Job Offer
    - Accepted the job offer
    - Move to Status Tracker Screen
    - Move the job to on the way
    - App moves to background
    - App comes to foreground
    - Sound was playing (unexcepted behaviour)

**Note:**

* The above-mentioned scenario is not observed at our end though after checking several multiple jobs. Working as excepted behaviour.
* One more observation, as per our analysis on random 5 - 6 driver logs for IOS devices, all the job journey was working as excepted. No sound issue was happening at their end.
* Please find the analysis of logs for Android Devices,

|  |  |  |
| --- | --- | --- |
| **Driver ID** | **Driver Name** | **Status** |
| 286 | Marq Marquez | Facing Similar Issue |
| 244 | Dwyer Shane | Working Fine |
| 237 | Handcock Nicholas | Working Fine |
| 280 | Davy Craig | Facing Similar Issue |
| 248 | Parkin Benjamin | Facing Similar Issue |
| 249 | Bader Claud | Working Fine |

* Please find the analysis of logs for IOS Devices,

|  |  |  |
| --- | --- | --- |
| **Driver ID** | **Driver Name** | **Status** |
| 288 | Ganem Mohammed | Working Fine |
| 285 | BRA333 | Working Fine |
| 250 | Pham Dean | Working Fine |
| 300 | Khera Harvey | Working Fine |
| 235 | INN2ME | Working Fine |
| 297 | Gee Craig | Working Fine |
| 282 | BRA000 | Working Fine |