Handling Bug Reports for Software Applications

Approval Table;

| Author | Reviewer 1 | Reviewer 2 | Reviewer 3 | Reviewer 4 | Reviewer 5 |
| --- | --- | --- | --- | --- | --- |
| Jordan | Chase | Yang | Saymek | Mukarrama | Lubunga |

Purpose;

The purpose of this document is to establish an effective system for managing bug reports, ultimately contributing to the development of high quality software and ensuring a positive user experience.

Scope/Objective

Scope;

Covers the process for receiving, documenting, prioritizing and resolving bug reports from various sources, such as users and internal team members.

Objective;

To streamline the resolution process and to ensure problems are addressed promptly while utilizing resources properly.

Accountability Matrix;

| Role | Jordan | Yang | Saymek | Mukarrama | Chase | Lubunga |
| --- | --- | --- | --- | --- | --- | --- |
| Development | ✓ |  |  |  |  |  |
| Quality Assurance | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Customer Service |  | ✓ | ✓ | ✓ | ✓ | ✓ |

Steps;

* Login to your Freshdesk account and navigate to the ticket interface
* Begin Creating Your Ticket
  + Locate the option to create a ticket. This is found on the dashboard or within the tickets section.
* Provide Clear Detail
  + Ensure a clear and descriptive subject for the ticket that summarizes the issue concisely.
  + Select the proper ticket category (e.g. bug report, feature request, technical issue etc.)
* Describe the Issue
  + Provide a detailed description of the problem, including steps to recreate the issue, any error messages received, the impact of the issue on user’s workflow and relevant screenshots or files
* Set Priority
  + Assign an appropriate priority level to the ticket based on the severity of the problem. As well as specifying a due date if the problem is time sensitive.
* Assigning
  + Assign the ticket to the relevant team or individual responsible for addressing the issue