

# Bug Report

## Bug 1:

Below comes the Critical bug report for the game “Starlite Fruits” not launching

**BUG ID:** DEFECT001

**Type:** Defect

**Status:** Open

**Environment:** Test

**Priority :** Critical

**Severity :** High

### **Description :**

When an user tries to launch the game “Starlite Fruits” after a successful login in the application, the game is not launching in the UI.

**Preconditions:** The user is logged in with valid credentials.

### **Steps to reproduce:**

1. Launch the application the test environment
2. Click on Jackpot menu
3. Choose “Expanding Wilds” in the “All Jackpot games” menu
4. Launch the game “Starlite Fruits”

### **Expected Result:**

1. Login with User Credentials
2. User is successfully logged in
3. Application launches successfully in Test environment
4. Jackpot menu is launched successfully
5. “Expanding wild” menu and “All Jackpot games” launched successfully
6. Game “Starlite Fruits” is launched

### **Actual Result:**

1. Login with User Credentials - PASS
2. User is successfully logged in - PASS
3. Application launches successfully in Test environment - PASS
4. Jackpot menu is launched successfully - PASS
5. “Expanding wild” menu and “All Jackpot games” launched successfully - PASS
6. Game “Starlite Fruits” is launched - FAIL
  - The game is not launched, instead a blank page is launched even after 2-3 attempts

### **Screen-shots:**

Attached screen-shots below

<<Sample screen-shots>>

**Reason for qualifying as Critical Bug:**

- In an application with multiple games platform, its very important to have all the games up and running in playable condition
- If the games are not accessible and playable successfully in any login attempt, it leads to customer dissatisfaction
- The audience and hits for the application will reduce
- This may lead to the mindset of customer to shift from playing mindset to first test the game launch and then play
- This may lead to the mindset shift of the customers to give a try first on the game launch rather "Happy playing" mode
- Eventhough there are multiple other games in the platform there would be always specific audience for "Jackpot games" - which will give plenty of winning money within a short span of time

**BUG 2:**

Below comes the critical bug report for welcome bonus “11 free spins” not showing

**Bug ID:** DEFECT002

**Type:** Defect

**Status:** In Progress

**Environment:** Production

**Priority :** Critical

**Severity :** High

**Description :**

After a successful registration of user in the application. The users logs in and searches for the 11 Free spins. The 11 Free spins is not listed in the user log-in

**Preconditions:** The user is a new user, registering in “Videoslots” for the first time. The user is able to register in the application. The email check are done successfully.

**Steps to reproduce:**

1. Launch the application ion production
2. Register a new user with valid information
3. Login to user email and confirm the user
4. Login to the application again and look for 11 Free spins

**Expected Result:**

1. Login with User Credentials
2. User is successfully logged in
3. Application launches successfully in Test environment
4. Login to email and verify user
5. Login to application again with valid credentials
6. Look for 11 free spins
7. User finds 11 free spins
8. User plays 11 free spins

**Actual Result:**

1. Login with User Credentials - PASS
2. User is successfully logged in - PASS
3. Application launches successfully in Test environment - PASS
4. Login to email and verify user - PASS
5. Login to application again with valid credentials - PASS
6. Look for 11 free spins - PASS
7. User finds 11 free spins - FAIL
8. User plays 11 free spins - FAIL

**Screen-shots:**

Attached screen-shots below

<<Sample screen-shots>>

**Reason for qualifying as Critical Bug:**

- The new users registrations are very much key for the organisation and the number of active users will increase the usage of the application and lead to higher plays of the game and in turn the high usage of application and revenue
- The Welcome free tryout is very important for the new users to enjoy in the application and at the same time to get used to the application flow and cash backs etc.,
- When the user is not able to find the welcome free tryouts, it gives a poor impression of the application and the design of the application
- Eventhough the user can try other games for real from the first time, the welcome free tryouts are one of the vital elements for attracting new users into the application