

Amazon Application:

High Priority and High Severity:

You log in to your amazon account, add items to the cart and click the “Proceed to Checkout” button. You make the payment and the system crashes. This defect makes the whole buying functionality unusable and so the severity is high.

The basic purpose of amazon.com is to buy and sell products and most of the customers are affected by this. So, this defect is of high priority which must be fixed immediately for the buying process to work.

High Priority Low Severity

Suppose, that in the amazon.com website, the logo is displayed as “amazn.com” with the letter “o” missing. This defect does not affect the buying/selling or any other functionality in any way.

So, the severity of this defect is low. But, a mistake in the company logo affects the brand identity and impacts the user experience. So, the defect is of high priority.

High severity Low priority

Suppose the tester clicks on the “Privacy Notice” hyperlink at the bottom of the amazon.com homepage and the page is not displayed. This defect will be of high severity because the functionality is not working. The priority is low because people do not normally spend time reading the privacy notice.

For example: having multiple flows of one task but one of that which is rarely used, is not working.

Low priority Low severity

Suppose there is a spelling mistake on the pages which has very less hits throughout the month on amazon website. This fault can be considered as low severity and low priority.

Banking websites

High Severity & Low Priority:

1. Suppose there is an any banking related website which generates some banking related reports (bank statement's) weekly, monthly, quarterly & yearly by doing some calculations. In this application, there is a fault while calculating yearly report. This is a high severity fault but low priority because this fault can be fixed in the next release as a change request.
2. Suppose a payment section of Icici bank portal gets fail after 50 hits, it means - though its severity is high because it is payment is failed and Priority is low because rarely any one clicks 50 times.

Low Severity & High Priority:

1. Suppose there is a spelling mistake or content issue on the homepage of banking website e.g. (Bank name) In this case, though this fault is not affecting the website or other functionalities but considering the status and popularity of the website in the competitive market it is a high priority fault.
2. Suppose ICICI Logo has been misspelled, though severity is low because it's not harming our business but harming our image since it is top of portal. so, priority is high.

High Severity & High Priority:

1. Suppose there is an any banking website which gives some banking related reports e.g. (bank statements) weekly, monthly, quarterly & yearly by doing some calculations. In this application, there is a fault while calculating weekly report. This is a high severity and high priority fault because this fault will hamper the functionality of the application immediately within a week. It should be fixed urgently.
2. Suppose a payment section of Icici bank portal gets failed after single hit, it means - though its severity is high because it is payment is not completed and Priority is high because user is not able to make a payment from the bank portal

Low Severity & Low Priority:

1. Suppose there is a spelling mistake on the about us page which has very less hits throughout the website. This fault can be considered as low severity and low priority.

Instagram Application

High Priority, Low Severity: -

If the company name (Instagram) is misspelled on the home page of the Instagram application, then the priority is high and severity is low to fix it.

High Severity, Low Priority: -

Web page not found when user clicks on a link e.g: Theme (user, does not visit that page generally)

Low Priority, Low Severity: -

Any cosmetic or spelling issues which is within a paragraph or in the report on privacy policy page.

High Priority, High Severity: - An error which occurs on the basic functionality of the application and will not allow the user to use the system (E.g., When user click on the Reels page and its redirecting to the blank page)