**PRIORITY AND SEVERITY**

**Levels of defect:**

**High Severity & High Priority**:

An error which occurs on the basic functionality of the application and will not allow the user to use the system.

For example: ATM vending currency feature where after entering the correct username and password, the machine does not dispense money but deducts the money from your account.

**High Severity & Low Priority:**

An error which occurs on the functionality of the application (for which there is no work around) and will not allow the user to use the system but on click of link which is rarely used by the end user.

For example: in the bank logo, instead of ICICI, it is written as ICCCI in terms of functionality, it is not affecting anything so we can mark as low severity, but it has an impact on user experience.

**Low Severity & High Priority:**

The spelling mistakes that happens on the cover page or heading or title of an application.

For example: web page not found when user click on a link

**Low Severity & Low Priority:**

 Any cosmetic or spelling issues which is within a paragraph or in the report (Not on cover page, heading, title).

For example: If the privacy policy of the website has a spelling mistake

**HOW TO PREPARE DEFECT REPORT**

Your defect report checklist should include these four items:

**1.Define the defect**

**2.Research to narrow down the root cause and get beyond the defect symptom**

**3.Add support Documentation**

**4.Format all text for readability and easy understanding**