

## **Severity & Priority Labels**



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**SOFTWARE QUALITY ENGINEERING – PROJECT DELIVERABLE 03**

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**Severity** is based on the impact on usability, functionality, and user experience.

**High Severity:**

- Bugs/Features that significantly impact the core functionality or user experience.
- Critical issues that prevent users from accessing essential features or using the system effectively.

**Medium Severity:**

- Bugs/Features that affect user experience but may have workarounds or less critical impacts on functionality.
- Issues that impact navigation, usability, or aesthetic elements without halting core functionalities.

**Low Severity:**

- Minor bugs/features with minimal impact on user experience or system functionality.
- Cosmetic issues, missing non-essential elements, or functionalities that don't directly hinder core operations.

**Priority** considers the importance of the feature/bug in relation to core functionality and user experience.

**High Priority:**

- Critical issues that need immediate attention for system functionality or user experience.
- Bugs/Features that directly hinder core functionalities or pose major usability concerns.

**Medium Priority:**

- Issues that need attention but can be addressed in subsequent iterations or updates.
- Bugs/Features that impact usability but are not critical for immediate resolution.

**Low Priority:**

- Issues that can be handled in later updates or iterations without immediate impact on usability.
- Minor bugs or missing features that don't significantly affect user experience or system functionality.

Category	Errors/ Bugs	Severity to fix	Reasoning	Priority to fix	Reasoning
User Functionalities	Error messages not displaying for incorrect credentials while logging in, redirected to error page instead.	High	It can lead to user confusion and hinder usability as user may not know why the login is failing.	High	It affects core functionality and usability; it is critical for a good user experience as well.
	Failure to display appropriate error messages for empty fields when registering a new account	High	It impacts user experience and data integrity as users are not prompted to fill in required fields, affecting usability	High	It affects the user's ability to register properly, critical for the user interaction/ user onboarding
	Redirects to login page after registering new user instead of displaying any message about successful registration or redirecting directly to the main homepage without requiring to login again.	High	It can lead to user confusion and hinder usability as user may not know if he/she has been successfully registered or not.	High	It affects core functionality and usability; it is critical for a good user experience as well.
	Doesn't specify the limit of characters allowed for each field when registering, instead redirects to error page if a username longer than 32 characters has been entered	High	It can lead to user confusion and hinder usability as user may not know what length of username is allowed.	High	It affects the user's ability to register properly as it can cause confusion. It is critical for the user interaction/ user onboarding
	Doesn't validate correctness of email address or if it has been written in following the	High	Incorrectly formatted or invalid email addresses can compromise the integrity of	High	Valid email addresses are crucial for user account creation and communication.

	correct format (**@**.com) when registering		user data within the system. It might lead to communication issues with users regarding their orders, account information, or promotional content.		Users expect a smooth registration process, and a failure to validate email addresses can directly hinder this fundamental functionality.
	Doesn't check for duplicate data when registering; registers a user even if the credentials are already in use of another account.	High	Allowing duplicate registrations can lead to data inconsistency and integrity issues within the system. Users may mistakenly assume they have created a new account, causing confusion and potential complications in managing orders, preferences, or personal details associated with these duplicate accounts. If the system allows multiple accounts with the same credentials, it could compromise security. For instance, if someone registers using an already existing email or username, they might gain	High	This issue directly impacts user experience, potentially causing confusion and frustration among users who might inadvertently create duplicate accounts. From a legal standpoint, mishandling user data or allowing unauthorized access due to duplicate registrations can lead to legal complications related to data protection and privacy laws. Resolving this issue promptly maintains user trust. It assures users that their data is managed securely, and that the platform ensures data uniqueness, preventing any confusion or

			unauthorized access to another user's information or orders, violating user privacy and security. Addressing this problem ensures the consistency and accuracy of user data within the system, making it easier to manage orders, preferences, and personal information reliably.		unauthorized access.
Admin Functionalities	Error messages not displaying for incorrect credentials while logging in	High	It affects usability. It can lead to confusion and hinder usability as the admin may not know why the login is failing.	High	It affects core functionality
	On the admin dashboard, clicking the Home Page button redirects to an error page	Medium	It affects navigation, but not the core functionality	Medium	It affects navigation, but not the critical functionality
	Redirect to Error Page on Update Product in Products Category Functionality	High	Functionalities should redirect to appropriate pages, and redirecting to an error page disrupts one of the responsibilities of an admin.	High	It affects the inventory management which is important and a core functionality of an e-commerce website.
	Updates categories even if fields are left	High	It is a core functionality and	High	It affects the inventory management

	empty or special characters or invalid data is used for the Update Category Functionality.		responsibility of an admin. Incorrect data being updated can lead to poor user experience.		which is important and a core functionality of an e-commerce website.
	Redirects admin to error message page when try to delete a category.	High	It is a core functionality and responsibility of an admin. Incorrect data being updated can lead to poor user experience.	High	It affects the inventory management which is important and a core functionality of an e-commerce website.
	Redirects to error page when admin tries to add new product in products category with all valid data but leaving category field empty	High	It is a core functionality and responsibility of an admin. It can lead to confusion about why the admin is failing at adding a new product.	High	It affects the inventory management which is important and a core functionality of an e-commerce website.
	Doesn't display error messages when incorrect fields entered while adding new product in products category	Medium	Although it creates confusion as to why a new product can't be added to the products category and it is important, but it doesn't affect the core functionality of the process.	Medium	It affects the experience of the inventory management process and overall user experience, but it doesn't directly affect the core functionality of an e-commerce website.
	Redirect to Products Page and displays updated list of products with newly added product even if no product description was	Low	While it's a deviation from expected behaviour (redirecting without a product description), it doesn't hinder	Low	Although the behaviour is not ideal, it doesn't critically impact the user experience or the core functionalities of the e-

	added while adding new product		the core functionality of the e-commerce system. Missing a product description might not directly impact the purchasing process or prevent users from interacting with the website.		commerce website. It is a non-critical issue since it doesn't hinder users from browsing products, making purchases, or navigating the website.
	Doesn't validate product image link while adding new product in products category and adds new product regardless of invalid product image link.	High	Incorrect data being added can lead to poor user experience as user might get confused about what the certain product looks like.	Medium	It doesn't affect the core functionality of the website anyhow but highly affects the user experience.
	Redirects to Error Page (Whitelabel Error Page) when admin clicks "update" button in products category.	High	It is a core functionality and responsibility of an admin. It can lead to confusion about why the admin is failing at updating a product.	High	It affects the inventory management which is important and a core functionality of an e-commerce website.
	The Page not interactive and lists down all the registered users, delete button is not available, the data is not editable (CRUD operations)	High	It is a core functionality and responsibility of an admin.	High	It affects the user experience of the admin. It halts a core functionality.

	cannot be performed) for the customers category.				
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Missing Functionalities / Bugs	Severity to implement	Reasoning	Priority to implement	Reasoning
Drop down menu displaying all categories and available options of the website	Low	While crucial for a good user experience, it's an additional functionality, and isn't fundamental to the system operations.	Low	It doesn't obstruct the core functionality of the website, but it enhances the user's interaction.
Logo / Name of Brand (instead of Welcome on home page) that redirects back to the home page	Low	While crucial for a good user experience, it's an additional functionality, and isn't fundamental to the system operations.	Low	It doesn't obstruct the core functionality of the website, but it enhances the user's interaction.
Search Bar	Medium	It is important for the user to navigate and lookup for certain desired products on a website.	Medium	It doesn't obstruct the core functionality of the website but enhances user experience and interaction to a great extent.
Support/Help Center	Low	While crucial for a good user experience, it's an additional functionality, and isn't fundamental to the system operations, it doesn't hinder the core system functionalities.	Low	It doesn't obstruct the core functionality of the website, but it enhances the user's interaction. It can be implemented in later deliverables/increments.
Shopping Cart	High	The absence of a shopping cart impedes users from collecting items for purchase. A shopping cart is an integral part of the purchasing process. Without it,	High	For an e-commerce website, facilitating the purchase process is paramount. Implementing the shopping cart functionality promptly ensures



		users can't view, manage, or proceed to checkout with selected items, which significantly hampers the website's core functionality. Users expect an e-commerce platform to have a shopping cart feature. Its absence can lead to frustration and dissatisfaction among users, impacting the credibility and reliability of the website. This directly affects the primary purpose of an e-commerce website – making it highly severe.		users can start selecting items for purchase without delay. No shopping cart feature can directly affect sales and conversions as the user/customer will not be able to purchase anything from the website. By providing users with the ability to add items to their cart, the website can facilitate and potentially increase sales. It is a standard expectation in the e-commerce industry that an e-commerce website has the shopping cart functionality, offering a seamless shopping experience. It is crucial to implement this feature quickly.
Missing “Welcome” text on the home page	Low	It looks aesthetically appealing. However, it doesn't affect the core functionality of the website.	Low	It doesn't obstruct the core functionality of the website. It only serves aesthetic purpose. It can be implemented in later deliverables/increments.
Account/Profile	Low	It is crucial to an enhanced user experience. However, it doesn't hinder any core functionalities of the website.	Medium	It is important for a better user experience. The user can edit or verify their necessary details while placing an order. It includes the order history which is an important section for any customer. It helps them to track

				their orders and reorder a previously ordered item.
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