



QA - Bug Reporting Template

Document History Table :-

Document Location	https://docs.google.com/document/d/1PMPMn4ewMLiQDjH5AhV_ZIxfnQgHQfey4LzrtS9X20/edit			
Version	Author	Change Summary	Date	Reviewed And Approved By
1.0.0	Neha Arora	Initial Draft	18th August 2022	Reviewed: Mannu Khariwal

Purpose :-

The aim of bug reporting is to explain an issue to developers as soon as possible to aid overall project/product development. Before the QA team starts writing a bug report, they should know the answers to the following questions:

- What? – What has happened with the application?
- How? – What did we click/do to produce the bug?
- Where? – Where exactly in the app did we find the bug? What is the webpage and/or server (environment)?

How to Report a Bug:-

Below are the steps to report a bug for any application:-

Step-1:	As a QA, if you have found an issue in an application then get the confirmation from your Lead as well. Currently, we are using JIRA as our Bug Tracking Tool.
Step-2:	Go to “JIRA” link And click on the ‘Create’ button. Then select “Issue Type” as Bug.
Step-3:	Carefully add the below details for the bug in the template and assign it to the concerned Developer or the Dev Lead.

Project: Select the Project in which you want to raise the Bug.

Issue Type: Select Bug as an issue type.

Summary: A high level description of the bug summary/title. It should be crisp and clear. Add the name of the screen/Module as a prefix For example: Login - Spaces in password are acceptable.

Description: In this section, you need to describe the bug with steps to reproduce, environment details, Issue/Actual Result , Expected result with pre-condition if any.

Priority: Highest (if Crash), High (if Functional), Medium (if UI or Suggestion), Low and Lowest for trivial issues.

Attachment: Attach a screenshot of the issue or video.

Linked Issue: Link the story with the bug if required.

Assignee: Assign the issue to the concerned dev or dev lead and tag the Project manager.

Extra Details: Browsers , Devices and OS tested on (as required) Logs and Build no.

Sprint: Provide the Sprint number in the sprint field if required otherwise PM will do that task.

Example of a good Bug reporting :-

The screenshot shows a Jira issue page for the project 'Bugplot Scrum'. The issue title is 'Sign up (Module/Screen Name) - Already existing email id is acceptable'. The issue type is 'Bug'. The description includes a list of steps to reproduce the issue, an 'Issue (Actual)' section, and an 'Expected' section. The 'Steps to reproduce' list contains 10 numbered steps. The 'Issue (Actual)' section states: 'An account is getting created with the email id which is already existing in the database.' The 'Expected' section states: 'User account should not be created with an email address which is already existing.' The 'SS attached' section is empty. The 'Add a comment...' section is also empty. The left sidebar shows the project navigation menu with 'Issues' selected. The top navigation bar includes 'Jira Software', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Apps', and a 'Create' button. The breadcrumb trail is 'Projects / Bugplot Scrum / BS-97'.

Projects / Bugplot Scrum / BS-97

Sign up (Module/Screen Name) - Already existing email id is acceptable.

Attach Create subtask Link issue

Description

Steps to reproduce :-

1. Open the app by hitting the Url [Bugplot - Sign In](#)
2. Click on the Sign up link
3. Fill all the mandatory fields
4. Remember the email id you have added
5. Click on the Sign up Button
6. Click on OK button of confirmation modal
7. Again click on the sign up link on login page
8. Fill all the mandatory fields
9. In email field add the same email address which have entered before
10. Click on Sign up

Issue (Actual) : An account is getting created with the email id which is already existing in the database.

Expected : User account should not be created with an email address which is already existing.

SS attached -


NA Add a comment...


Pro tip: press **M** to comment


 Bugplot Scrum
Software project


PLANNING

BS board ▾
Board


 Roadmap

 Backlog

 Active sprints

 Reports

 Issues


 Components

DEVELOPMENT

 Code

 Releases

OPERATIONS

 On-call

 Project pages

You're in a company-managed project
[Learn more](#)

Projects /  Bugplot Scrum /  BS-97

SS attached -

First Name

Last Name

Work Email

Organization

Password

Confirm Password

I agree to [Terms of Use](#) & [Privacy Policy](#)

Browser Tested on - Chrome , Mozilla

Environment

Staging

 Add a comment...

Pro tip: press **M** to comment