

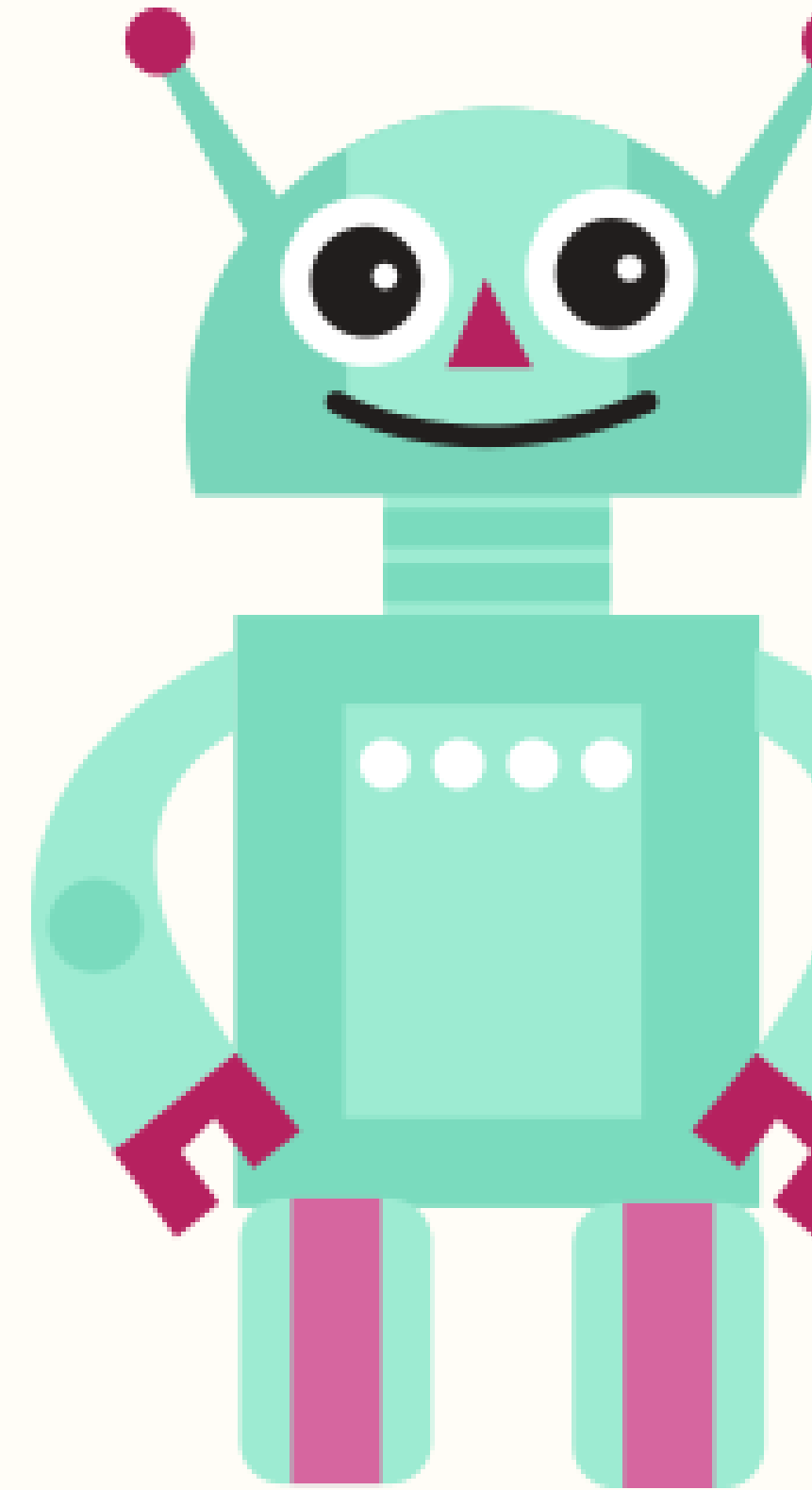
Guide to Bug Definition Mastery



Welcome

Thank you for choosing iSenseLabs Services. This guide is intended to share some good bug-reporting practices that are designed to minimize back and forth communication and save your valuable time. Less time to communicate means more time for development.

TIP #1.
Briefly explain what is the
exact problem





✓ I can't get FacebookLogin
to appear on the registration
page.

iSense Comment: Great. We can identify all
information as well as the problem

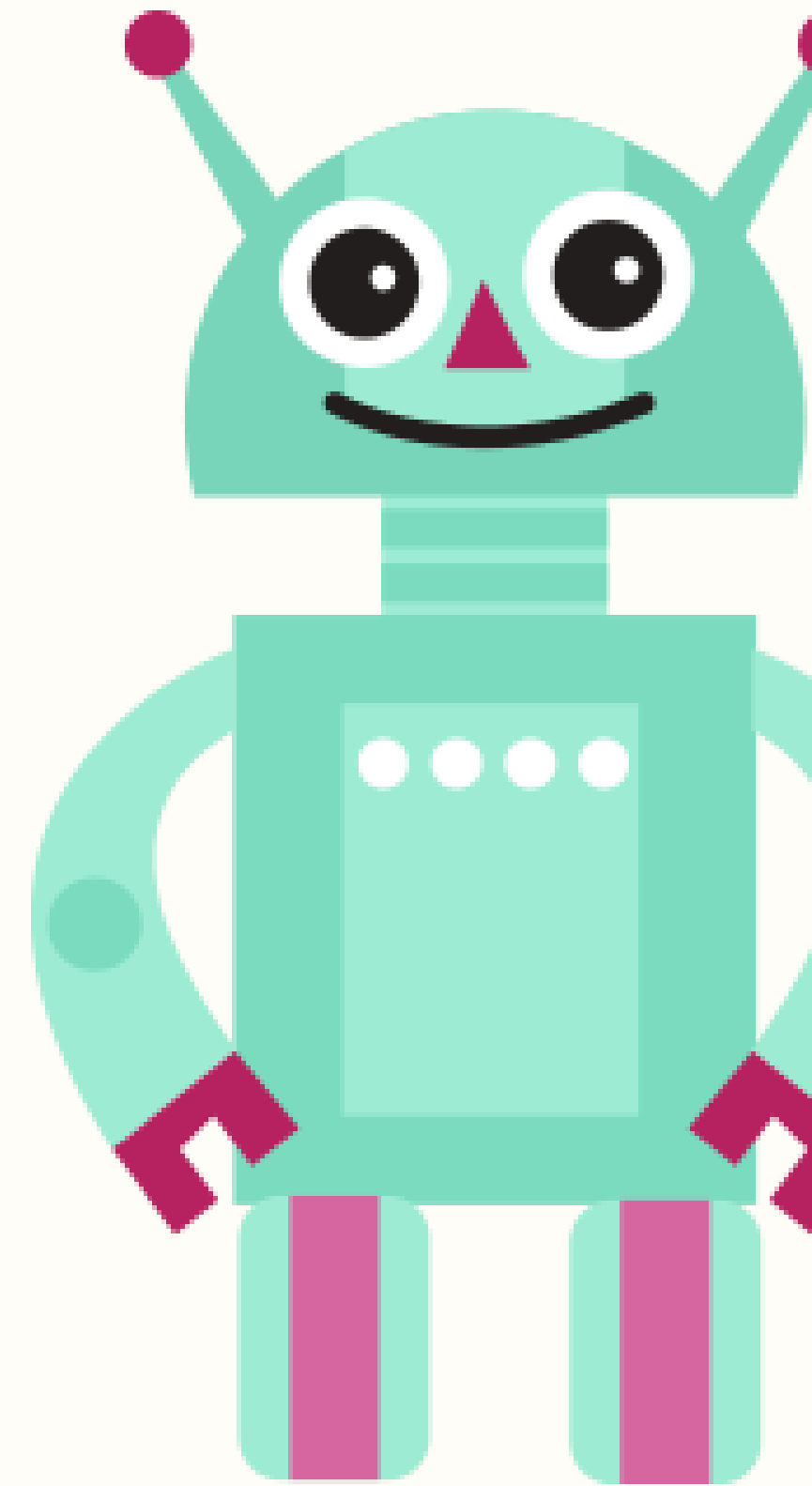


✗ FacebookLogin does
not work.

iSense Comment: The definition is too general
and does not provide any specific information.
Try identifying the issue by giving more narrowed
down information

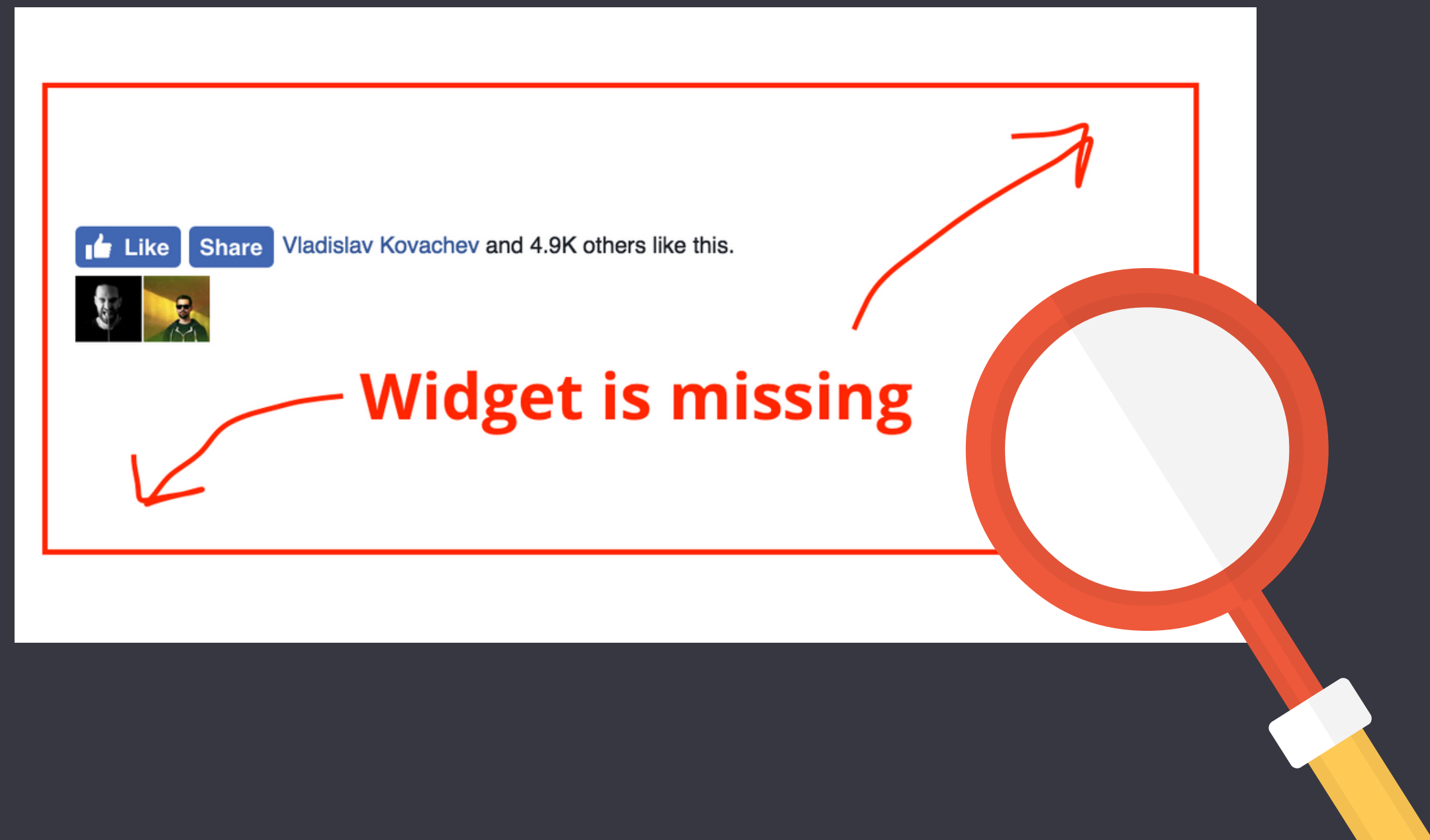
TIP #2.

Include a snapshot or a **video** to showcase your issue



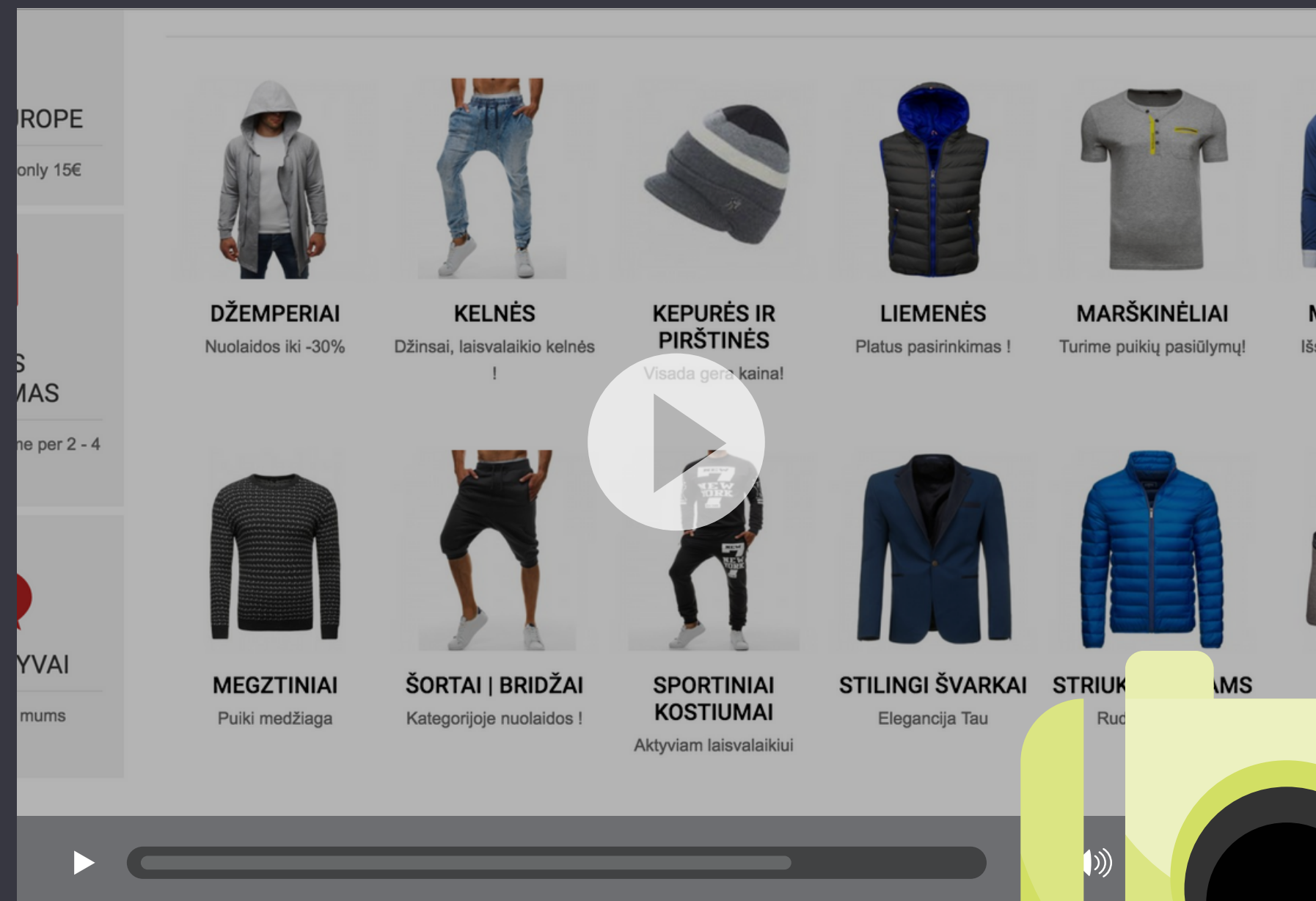


Photos are a great way to show single screens and errors, which do not need you to take several actions or steps. Make sure screenshots are easy to depict the actual problem. Use arrows, stickies or write on top of the screenshot to emphasize and communicate the problem.





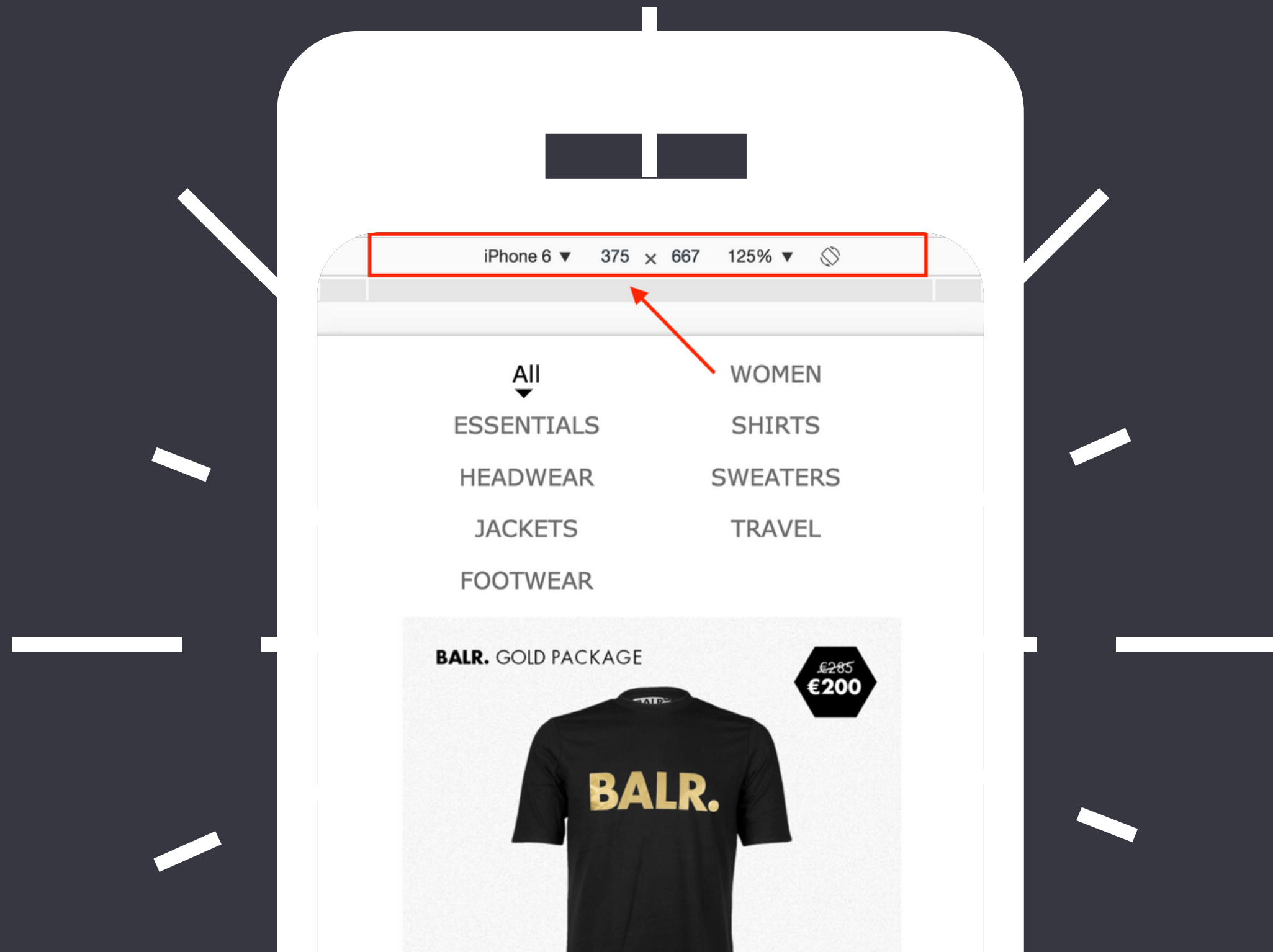
Videos are great for depicting more complex issues, which require several steps and actions. When recording a video make sure you use a screenrecording app (examples in the next slides).





When reporting a mobile issue, make sure you mention what phone, OS and browser you are using. Although not necessary, try to also see if you can reproduce the issue using Google Chrome's Device toggle.

<https://developers.google.com/web/tools/chrome-devtools/device-mode/>





We recommend using Jing for pictures



<https://www.techsmith.com/jing.html>



We recommend using Jing or Recordit for videos



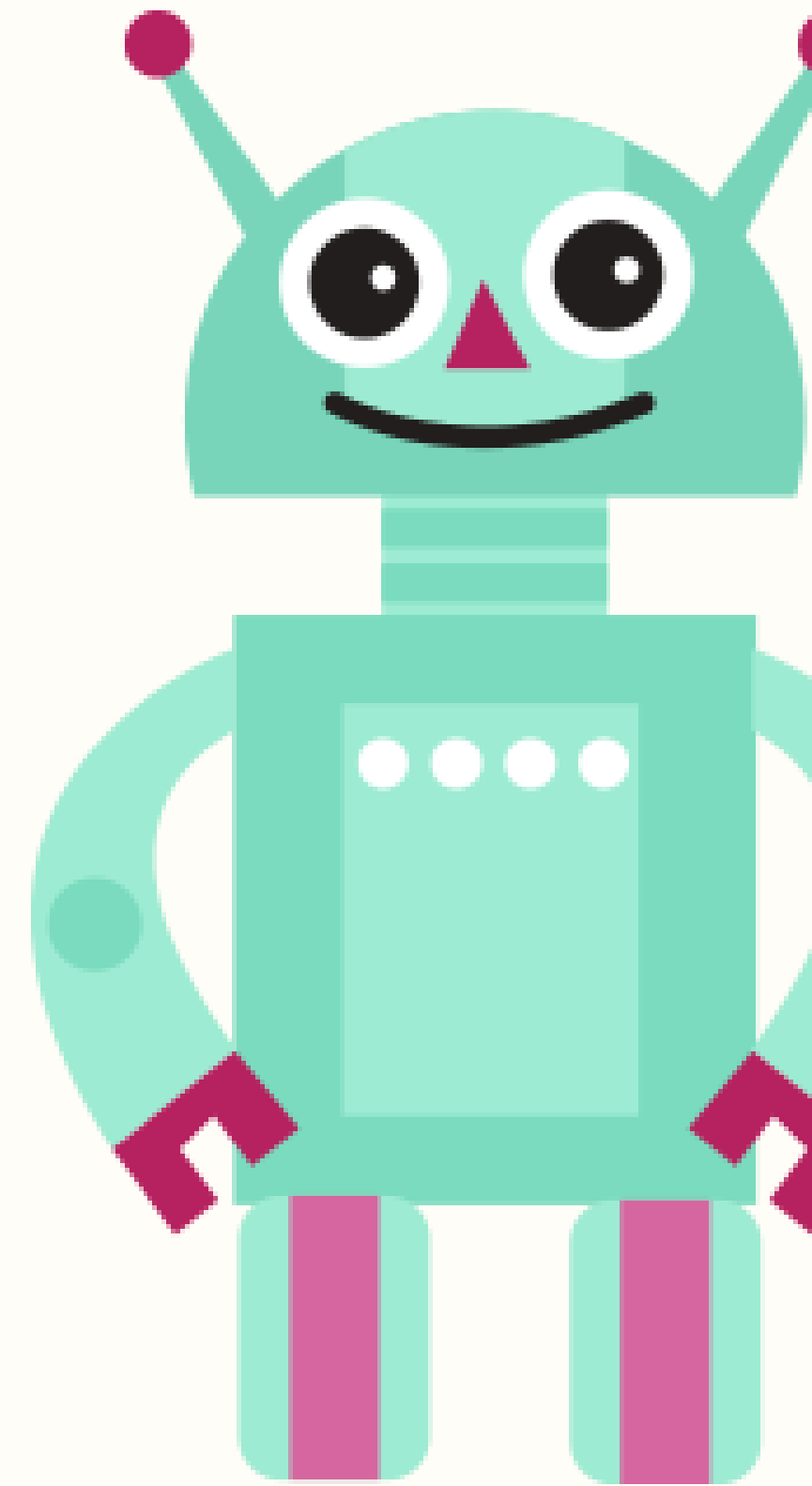
<http://recordit.co/>

iSense Comment: Videos and images always help us see things through your eyes. This minimizes communication and saves a great deal of time

TIP #3.

Housekeeping 101

Report **new** issues in **new** threads





Thank you. The initial issue is now fixed. Now I have a new problem I would like you to take a look at.

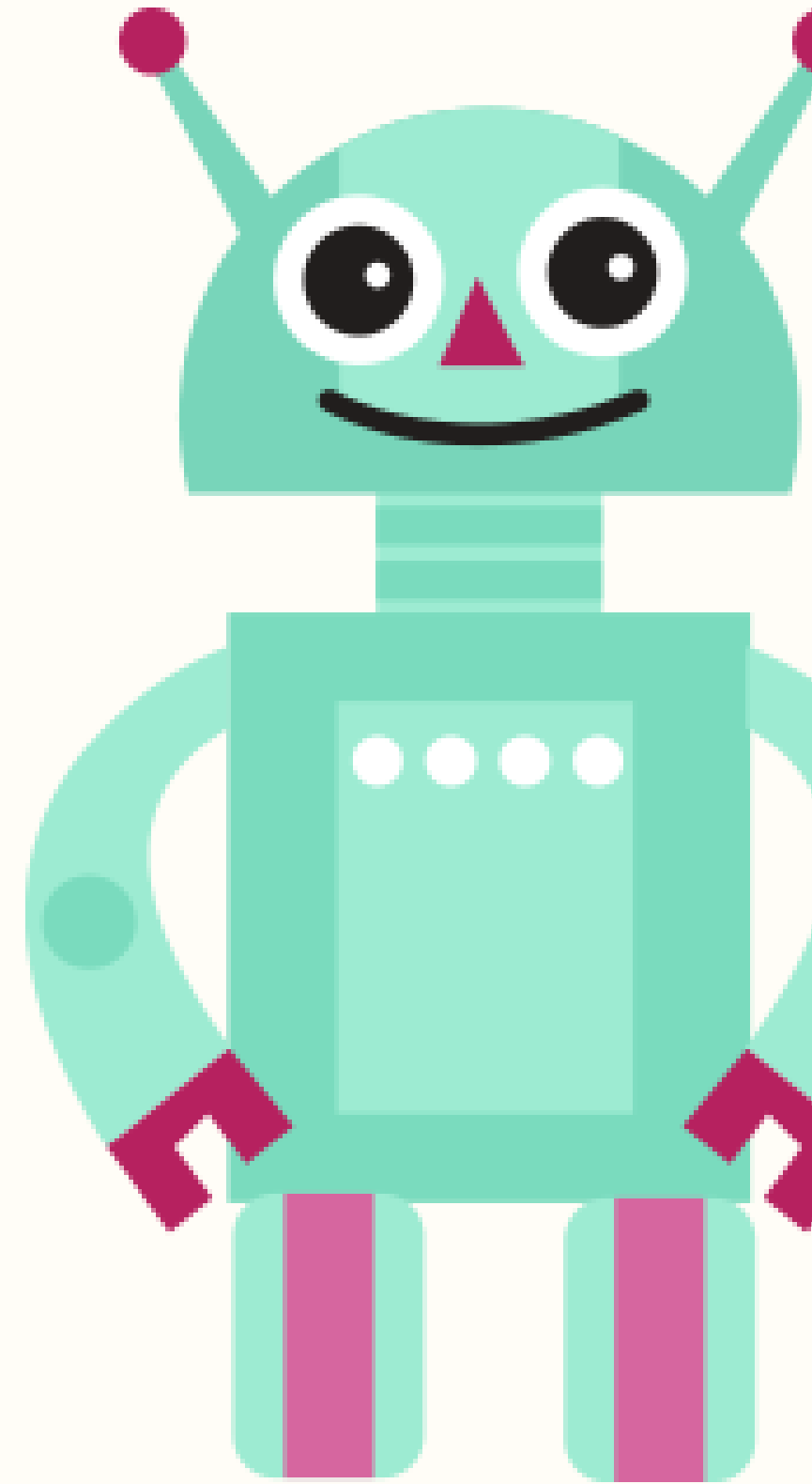
Sure. Please open a new email/support ticket and we will be happy to take a look at it.



Right away. Thanks for your service once again.

iSense Comment: Keeping threads organized and specific, keeps communication consistent. This makes it easy to trace back specific problems as well as use them as referral. Conversely long threads are tough to follow and increase the room for errors

TIP #4.
Store specifics
and why they **matter**





Store specifics are individual settings to every store. Such may include:

- **IP whitelisting**
- **modifications done by previous developers**
- **development environment setup**
- **store credentials**
- **another developer or you working on the site at the same time.**



We definitely recommend communicating your store specifics prior to starting your project.





To Sum Up:

- Define task issues clearly
- Give relevant info
- Use pictures and videos
- Open new tasks in new threads
- FTP and web store admin access
- Let us know if someone else is working on the site
- If possible have a development site and a live site

Ask us for more info



Thank You!

Communication should always be HOT.
That is, *honest, open*, and *two-way*. (Dan Oswald).

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