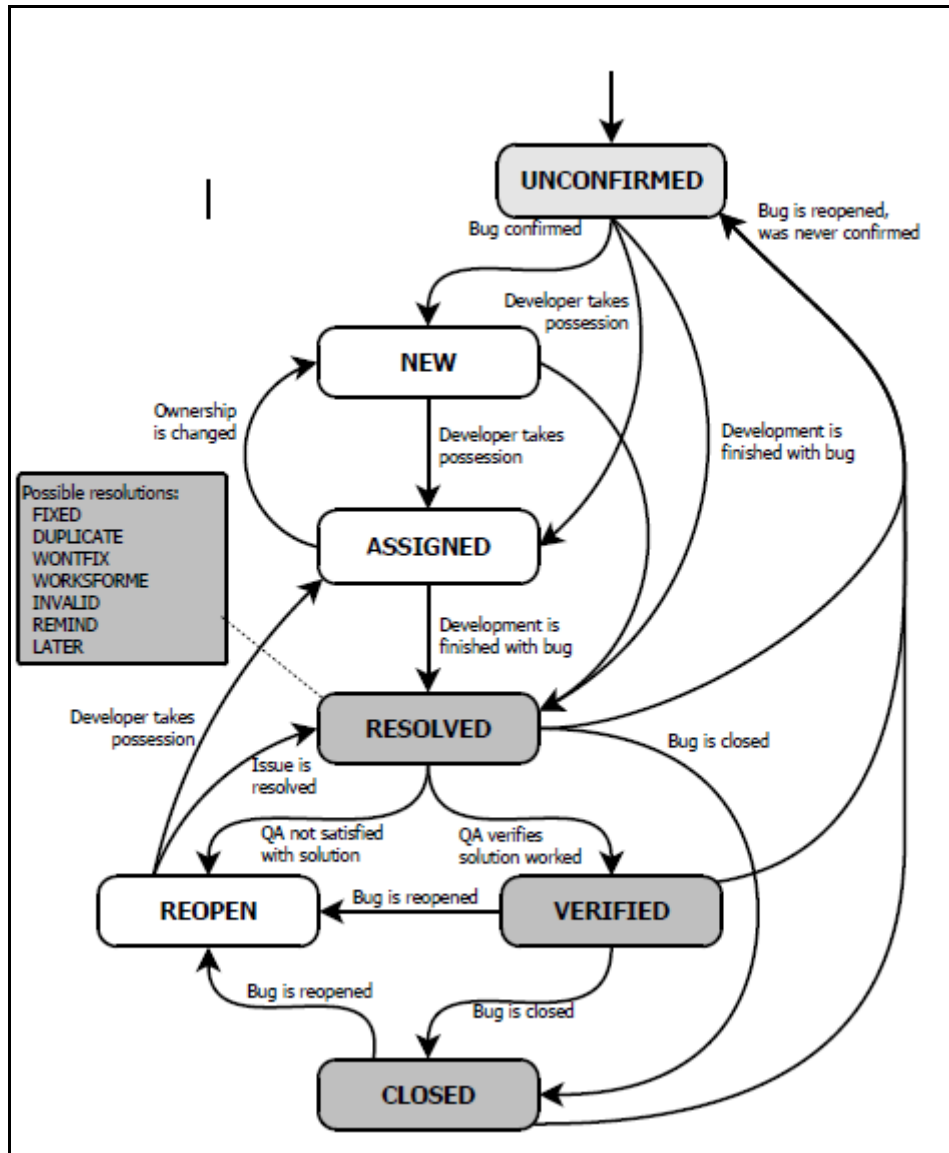


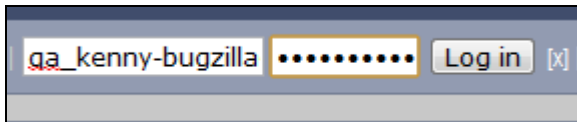
## Suggested Workflow on Issue Tracking



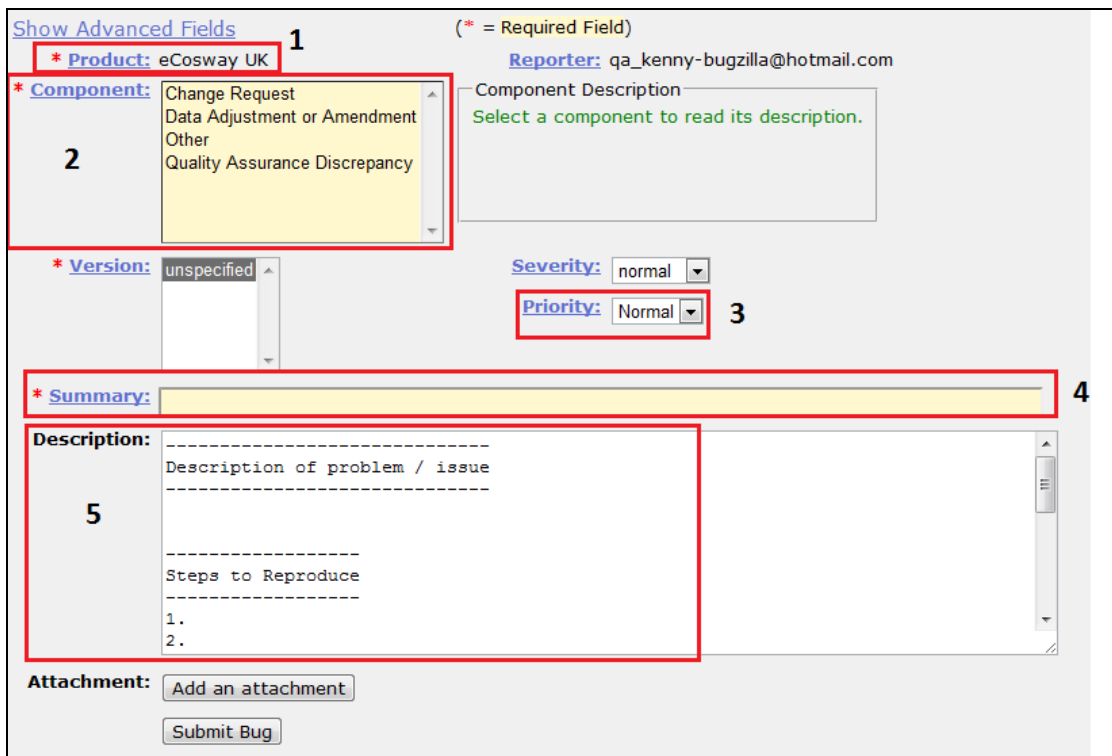
*Sample Scenario:*

Kenny, who from the QA team, is attempting to submit a Charge Request via Bugzilla:

1. First, Kenny log in to the Bugzilla



2. Kenny enters the details via the following form:



1 - Product: eCosway UK

2 - Component: Change Request, Data Adjustment or Amendment, Other, Quality Assurance Discrepancy

3 - Priority: Normal

4 - Summary: [Empty text box]

5 - Description: Description of problem / issue, Steps to Reproduce, 1., 2.

- 1 – The affected product
- 2 – Types of the issue
- 3 – Priority of the issue. Useful for the assignee to priority their task
- 4 – A very short description of the issue. Should be as descriptive as possible
- 5 – Detailed description of the issue

3. After filled up all the required information, Kenny clicks the “Submit Bug” button.

4. Below is the sample of the submitted issue:

**Bug 7**

**Summary:** [UK-CR-013] Auto Display Sponsor Name When Register Another New Member

**Product:** eCosway UK      **Reporter:** Kenny Qa <qa\_kenny-bugzilla@hotmail.com>

**Component:** Change Request      **Assignee:** Manager Developer <manager\_developer-bugzilla@hotmail.com>

**Status:** CONFIRMED ---      **QA Contact:** Manager Qa <manager\_qa-bugzilla@hotmail.com>

**Severity:** normal

**Priority:** High

**Version:** unspecified

**Hardware:** All

**OS:** All

<b>Time tracking:</b>	<b>Orig. Est.</b>	<b>Actual Hours</b>	<b>Hours Worked</b>	<b>Hours Left</b>	<b>%Complete</b>	<b>Gain</b>
	0.0	0.0	0.0	0.0	0	0.0

**Deadline:**

**Attachments:** [Screenshot of the suggested changes](#)

---

[Kenny Qa](#) 2011-03-17 17:32:30 MYT [Description](#)

Created [attachment\\_4](#) [[details](#)]

Screenshot of the suggested changes

-----

Description of problem / issue

-----

Auto display Sponsor Name in the Registration Form when a member click to register another new IBO or VIP Shopper from the link provided on the Registration & Payment Confirmation Page after registration completed.

-----


5. By default, all of the new issue will be assigned to the manager of the developer team and the QA contact will be the manager of the QA team.

6. The manager of the developer team is then assigned the issue to one of the developers, Jackie.

**Assigned To:**

And, he/she sets the deadline to 1-April-2011.

**Deadline**

2011-04-01 

< **April 2011** >

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

7. Every change to the issue will notify the assignee and the reporter.

```
Changes submitted for bug 7

Email sent to:
qa_kenny-bugzilla@hotmail.com, manager_qa-bugzilla@hotmail.com, developer_jackie-bugzilla@hotmail.com
Excluding:
manager_developer-bugzilla@hotmail.com
```

8. Jackie gets notified via email about the issue. Then, she takes over the issue and start working on it.

```
bugzilla.tpm@gmail.com to developer_jackie-bugzilla@hotmail.com
[Bug 7] [UK-CR-013] Auto Display Sponsor Name When Register Another New Member
http://192.168.2.13/bugzilla/show\_bug.cgi?id=7

Manager Developer <manager\_developer-bugzilla@hotmail.com> changed:

      What      |Removed                |Added
-----|-----|-----
Estimated Hours|0.0                    |10.0
Deadline       |                        |2011-04-01
AssignedTo     |manager_developer-bugzilla@ |developer_jackie-bugzilla@h
              |hotmail.com              |otmail.com

--
Configure bugmail: http://192.168.2.13/bugzilla/userprefs.cgi?tab=email
----- You are receiving this mail because: -----
You are the assignee for the bug.
```

9. Once Jackie resolved the issue, she updates the reporter (Kenny) via Bugzilla.

```
Additional Comments:
Already developed the patch and tested in development environment. Please verify

Status: RESOLVED FIXED Save Changes
```

10. Then, Kenny verifies the patch in the development environment. If no problem, he requests the assignee, Jackie to deploy the patch into production environment.

**Additional Comments:**

```
Tested OK. Please deploy it to production server
```

Status: VERIFIED  FIXED

11. After deployed the patch, Jackie reply the reporter, Kenny about the deployed date.

**Additional Comments:**

```
deployed on 17-Mar-2011
```

Status: VERIFIED  FIXED

12. Done.