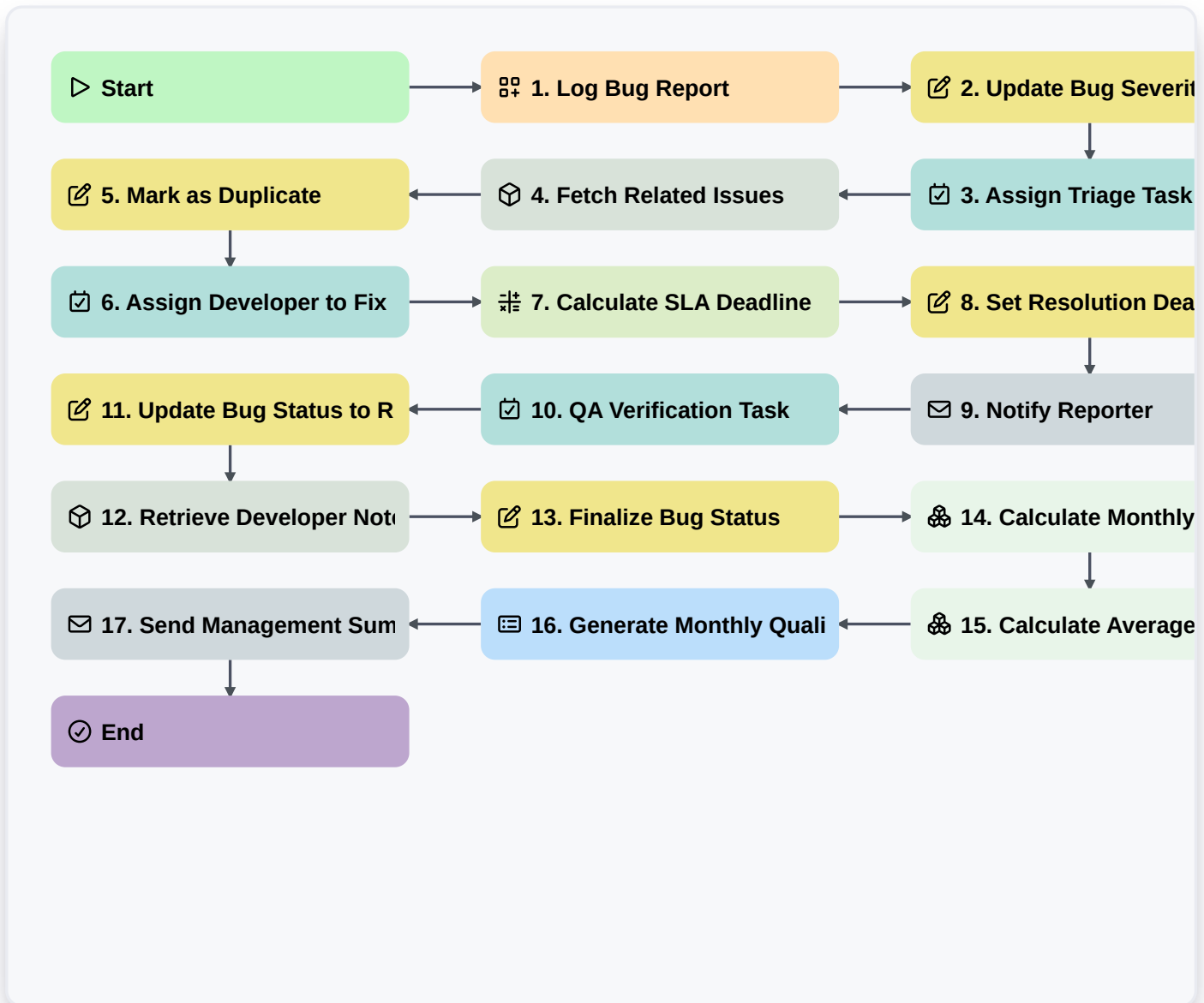


Bug Tracking And Resolution Process



▷ Start

Start of the Workflow/Process.

🛠️ 1. Log Bug Report

Create a new entry in the 'Bug Report' data model when a user reports an issue.

✍️ 2. Update Bug Severity

Update the severity level field in the Bug Report entry based on initial triage.

☑️ 3. Assign Triage Task

Create a task for the QA Lead to review and validate the reported bug.

📦 4. Fetch Related Issues

Get existing entries from the Bug Data Model to check for duplicate reports.

✍️ 5. Mark as Duplicate

Update the status of the incoming bug entry to 'Duplicate' if a match is found.

☑️ 6. Assign Developer to Fix

Create a task for the assigned developer once the bug is validated.



7. Calculate SLA Deadline

Execute a formula to determine the resolution deadline based on Severity and Time of Entry.

8. Set Resolution Deadline

Update the 'Due Date' field in the Bug Report entry with the calculated SLA date.

9. Notify Reporter

Send an email to the original reporter confirming the bug has been received and assigned.

10. QA Verification Task

Create a task for the QA team once the developer marks the bug task as 'Resolved'.

11. Update Bug Status to Resolved

Update the Bug Report entry status to 'Ready for Testing'.

12. Retrieve Developer Notes

Get the technical notes from the developer's task to include in the final report.

13. Finalize Bug Status

Update the Bug Report entry to 'Closed' after successful QA verification.

14. Calculate Monthly Bug Volume

Aggregate the total number of bug entries created within the current month.

15. Calculate Average Resolution Time

Aggregate the duration between 'Created Date' and 'Closed Date' to find the average time to fix.

16. Generate Monthly Quality Report

Create a summary report based on aggregated bug metrics and task completion rates.

17. Send Management Summary

Send an email to the Product Manager containing the Monthly Quality Report.

End

End of the Workflow/Process.