

Use this blueprint to better manage issue report and resolve process for your product/app.



## ISSUE TRACKING (SAMPLE)

Please name this process: "{{Date}}-{{type}}-{{name of the reporter}}"

**Reported by (Name) (Required)**

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**Contact Email (Required)**

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**What is the issue? (Required)**

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**Notes**

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### 1 Determine channel of reporting

**Assignees:**

Process Starter

**Deadline:**

1 day after a process is launched

Determine whether this issue is reported by a client or an internal employee

**Who reported the issue? (Required)**

Internal Employee (QA/employee)

External agent (Client/Partner)

**When was this issue reported?**

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## Summarize the issue

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### 2 Check for duplicate/similar bugs

**Assignees:**

Process Starter

**Deadline:**

1 hour after Step 1: Determine channel of reporting

Determine whether this issue is actually a bug or an event that needs troubleshooting (from previous issue incidents)

**Is this is a new bug? (Required)**

- Yes - new issue  
 No - old issue/troubleshooting topic

### 3 Send helpful notification to client

**Assignees:**

Process Starter

**Deadline:**

1 hour after Step 2: Check for duplicate/similar bugs

If the issue reported is an old/common incident, send support articles and troubleshooting help to the client in an email. If it is a new issue, let them know you are addressing it.

**Body of the email to be sent**

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**Screenshot for reference**

 Attach file(s)

**Links to related support article(s)**

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**Link(s) to related support article(s)**

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**4**  **Create a new ticket**

<b>Assignees:</b> Process Starter	<b>Deadline:</b> 1 hour after Step 2: Check for duplicate/similar bugs
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Please create a new ticket for this request:

Name:

**[Reported by (Name)]**

Email:

**[Contact Email]**

Issue:

**[What is the issue?]**

Please describe the issue in detail:

- What happens?
- When does it happen?
- Does it always happen?
- Under what circumstances is it happening now?
- What steps can you take to reproduce the event?

**Describe the issue in detail (Required)**

**- What happens? - When does it happen? - Does it always happen? - Under what circumstances is it happening now? - What steps can you take to reproduce the event?**

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**Enter issue number/URL (Required)**

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**5**  **Prioritize and assign**

<b>Assignees:</b> Process Starter	<b>Deadline:</b> 2 hours after Step 4: Create a new ticket
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Prepare to pass issue to be fixed by dev team by adding more details :

Ticket Number:[Enter issue number/URL]

Issue:

**[Describe the issue in detail]**

**Priority (Required)**

- A
- B
- C
- D

**Owner**

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**Severity**

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**Status**

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**Version to fix it in**

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**Application**

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**Module**

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**Category**

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**6**  **Send confirmation to client**

**Assignees:**

Process Starter

**Deadline:**

2 hours after Step 4: Create a new ticket

Acknowledge receipt of communication and summary of the issue (**[Enter issue number/URL]**)  
Provide client with ticket number or future reference and expected turnaround time.

**Expected turn around time (in days)**

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7

**Fix issue****Assignees:**

Process Starter

**Deadline:**

1 day after Step 5: Prioritize and assign

Dev team analyzes and fixes the issue:

Ticket number: **[Enter issue number/URL]**

Description of the issue:

**[Describe the issue in detail]**

Priority:

**[Priority]**

Owner:

**[Owner]**

Severity:

**[Severity]**

Status:

**[Status]**

Version:

**[Version to fix it in]**

Application:

**[Application]**

Module:

**[Module]**

Category:

**[Category]**

Notes

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**8**  **Send to QA team for testing**

<b>Assignees:</b> Process Starter	<b>Deadline:</b> 1 day after Step 7: Fix issue
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QA team to test the fix on the reported issue.

Notes from dev team:

[Notes]

**Why was the issue occurring and how was it fixed? (Required)**

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**9**  **Review and approve fix**

<b>Assignees:</b> Process Starter	<b>Deadline:</b> 2 hours after Step 8: Send to QA team for testing
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Please review and approve fix:

[Why was the issue occurring and how was it fixed?]

**Is the issue resolved? (Required)**

- Yes - issue resolved
- Not yet - please see notes

**Approval Notes**

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**10**  **Review feedback and fix issue**

<b>Assignees:</b> Process Starter	<b>Deadline:</b> 1 day after Step 9: Review and approve fix
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If the issue is not fixed as expected, Dev team works on the solution to provide a final fix.

Please review approval notes and fix issue:  
**[Approval Notes]**

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**11**  **Send notification to client**

<b>Assignees:</b> Process Starter	<b>Deadline:</b> 1 day after Step 9: Review and approve fix
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Inform the client about issue resolution and send support articles and troubleshooting help to the client in an email.

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**12**  **Send notification to team member/QA**



**Assignees:**

Process Starter

**Deadline:**

1 day after Step 9: Review and approve fix

13

 **Close ticket**

**Assignees:**

Process Starter

**Deadline:**

1 day after Step 9: Review and approve fix

Add feedback and rating received from the client

**Feedback from client/team member**

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**Link to updated support article for this issue**

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