EFFECTIVE BUG REPORTING

Help the customer immediately   . **More information is always better**

. **Use good tools**   **Train your team**

RULE 1:

Would it make sense to send bug reports to the technical team via email? Is it okay to save them in the Zoom chat? While both email and Zoom have their advantages, they are not intended to be more than communication tools, and not places to store information for further use. To make bug reports effective, you need to store them where they can be accessed by multiple people, categorized easily, and have a very low chance of getting lost. By using the appropriate tools, you can keep track of what needs to be fixed, and you can foresee some of the problems, and make sure they get sorted out appropriately. Such tools as Jira, Basecamp, Trello, etc. can come in handy.

RULE 2:

Anybody who has bug-reporting on their responsibility list, like front-line customer service staff, would benefit from knowing how to work with bug reports. For instance, any staff who work with customers are likely to receive feedback about bugs and errors, and it might be useful if they learn how to get to the root of the problem on the spot.

RULE 3:

They say that information rules the world. When it comes to staff with no technical insight or experience, the more information they manage to relay to the technical team, the better chance there is of the problem getting fixed efficiently and effectively. The key to it, though, is that all the data has to be relevant to the problem, so it is necessary for the staff to learn how to ask the right questions, ask enough questions and be sure to note down the answers.

RULE 4:

Certain bugs may take hours and even days to catch. However, when it comes to problems, they generally need to be fixed as soon as possible to maintain customer satisfaction. Customers are generally unaware of the company's inner bug-fixing processes. They don't know how much time is necessary for a fix to be created and applied, so any delay between the issue report and the release of the fix feels significant to them. The faster their problem gets resolved, the more satisfied they are likely to be. It is a good idea for front-line staff to have several basic, simple techniques at hand that can be used to fix some of the more common problems - turning the device off and on again is a popular example that is always worth a try. However, it is important to adequately assess the seriousness of the issue. Quick fixes are useful, but only in situations where they have a chance of successfully working.