

REPORTING BUGS, BREAKAGES & INITIAL TESTING CHECKLIST



OVERVIEW:

The purpose of this checklist is to make sure you are accurately asking the right questions to try to resolve a problem for the client. This is not a concrete guide for all phone calls or problems that are reported however is guidelines for the crucial information to replicate or diagnose a problem. If you have an email report of an issue, it is recommended to resolve via a phone call instead of bouncing emails back and forth between you and the client.

THE MOST IMPORTANT ITEM THAT YOU SHOULD ALWAYS AIM FOR WHEN SPEAKING TO THE CLIENT:

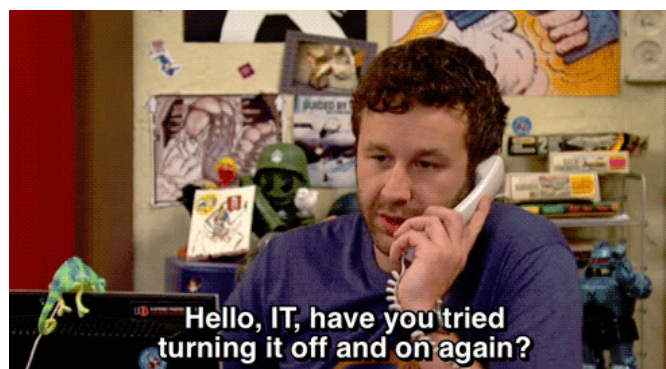
- Have you provided a solution to the client to fix for them then and there?



You can save yourself and the team a lot of trouble to providing a solution then and there for the client rather than leaving them with a broken open-ended resolution for their problem. This will just leave them with a BAD taste in their mouth for Schoolzine, especially when it comes time for renewal.

Whether you **GIVE THEM** instructions for a solution or you **ASSIST THEM** to get it resolved ASAP, that is your number one priority.

After attempting to resolve, you should then be trying to run through a standard list of steps to try to establish how the issue occurred as well as the extent of the issue. This will allow the development team to accurately replicate the problem, and resolve it for any further instances:



GENERAL CHECKS:

This checklist is separated into stages;

Stage 1: ASSESS straight away on the phone with them

Stage 2: ACTION after your phonecall

Stage 3: CONFIRM before lodging a Dev ticket

These items will relate to problems that have been reported surrounding the CMS, the newsletter or general SZ UI functionality.

- **Have you and client CTRL F5'd and refreshed?**
You'd be surprised at how often this fixes something cached in the system.
- **Have you managed to replicate on your own PC?**
Try to replicate in their Account firstly.
- **Where is the issue being replicated? ONLY in a certain section?**
eg Were they working in contacts first and then clicked on newsletters
- **Browser?** Chrome, Firefox, Edge, Internet Explorer, Safari?
- **PC or Mac?**
- **Obtain Screenshots from the client?**
Obtaining a screenshot can sometimes confirm the error/problem as well as the URL the client is on.
- **Can you replicate in TESTSS?**
Replicating for the dev team to test with is essential for them to be able to follow up the item and confirm that a fix will resolve it.
- **Is it ALL accounts? OR is it ONLY their account?**
If it is isolated to their account that will allow us to narrow down even further the conditions in which the problem is occurring.
- **Is it occurring on multiple computers on their end?**
it could be isolated to their computers at the school.
- **AU and UK or just one region?**
If only in one region this may be related to a recent upload

SZAPP ITEMS:

These items will relate to the Schoolzine App and the testing you will be recommended to do.

This checklist is separated into stages;

Stage 1: ASSESS straight away on the phone with them

Stage 2: ACTION after your phonecall

Stage 3: CONFIRM before lodging a Dev ticket

A lot of the app problems have been directly solved by logging out/in again.

- **Is their App completely up to date?**
Making sure they are on the most recent version of the App will ensure they have the latest rollouts and bug fixes.
- **Is their PHONE completely up to date?**
If they have pending updates for their Operating System there could be some fixes related from this.
- **Android, IOS?**
Confirm which device is having the issue.
- **USER that is logged in? – Are they Authenticated -process TBC**
For testing, but also confirms that they are logged in as the correct user they are 'sending' to.
- **Are they connected to School Wifi? Or phone network?**
School Wifi might be quite slow with receiving notifications.
- **SCREENSHOTS?**
From client as well as yourself, sometimes they may not give you 100% accurate information or misunderstand
- **Can you replicate on your end?**
Replicate using their parameters. – Sending to a group, Single User, via manage SZapp/New message.