

Bug Tracking and Quality Assurance



Abstract

With the consolidated view provided by Bug Tracking and Quality Assurance for AppExchange, software makers can easily see which products have recurring problems, which get the most feature requests, and how the development and quality assurance teams are handling each bug or request filed.

Description

Bug Tracking and Quality Assurance gives software makers a consolidated view of the bugs reported on their products, the fixes made, and who on the team is taking care of them. It takes much of the mystery out of questions like, "Which products have the most problems?" and "What features do our customers consistently ask us to add?"

Bugs and feature requests can be monitored to identify the products that are generating the most problems — and consuming the most resources. With the consolidated data provided by Bug Tracking and Quality Assurance you can spot quality trends, keep track of the status of individual bugs, and see who is assigned to review the severity of those bugs.

You can also use this application to zero in on possible recurring product flaws to make sure they are corrected as efficiently as possible and ensure that underlying problems are addressed for future versions. By tracking feature requests, the application gives you the data to make more informed decisions about how your developers prioritize their time.

Highlights

Name	Description	Type
Bug	Track bug details here, including what Product Component this bug is related to, the priority, the status, and the product team working to fix this.	■ ☐
Component	A Product may be comprised of one or more Components. This object tracks all related Bugs, Test Cases, and Feature Requests related to a Component of your Product.	■ ☐
Feature Request	Feature Requests may come from customers and internal groups. They may be associated with related Bugs, and should be assigned an appropriate Product Manager to determine whether this Feature Request is rolled into a product release.	■ ☐
Test Case	Test Cases outline specific prerequisites for certain testing scenarios, and their expected results.	■ ☐
Related Bug	Connector object to relate Bugs.	■

■ = Custom Object, ☐ = Custom Tab, ● = Custom Link, ◆ = Custom S-Control
≡ = Plug-In, ✕ = Composite Component

Features & Benefits

- Manages all the test cases, feature requests, and bugs logged for your product suite
- Monitors time and availability of developer and quality assurance engineer resources
- Enables you to compare the quality of products across your product suite

Key Reports & Dashboards

Name	Description
Number of Test Cases	By product or by status
My Bugs Open > 30 Days	Tracks the queue of one's bugs that need to be addressed
Progress Reports	Number of Test Cases logged by users
Developer Unassigned Bugs	Which bugs need to be assigned someone to look at them?
Number of Open Bugs by Priority	How many high priority bugs are open?

Requirements

External Service	None
Salesforce.com Edition	Professional Enterprise

Specifications

Publisher	salesforce.com
Type	Native
Salesforce.com Certification	None
Pricing	Free

Bug Tracking and Quality Assurance

Screenshot

