

10 Fixes for Bug Fixing.

Automate bug reporting and
accelerate issue resolution.



Lee Le
CTO & CO-FOUNDER
USERBACK



Report a bug

Let us know what's broken



Feature request

Tell us how we can improve



General feedback

Give general feedback of this page



Support

Get in touch with our support team

Powered by  userback

Whether you're building something new or just need to keep an existing platform running smoothly, you need to be able to identify and rectify bugs, fast.

As co-founder of SaaS user feedback platform Userback, I spend a lot of my time looking at how to improve and streamline the way that software teams can manage user feedback, feature requests and bug reports. As a developer I am always looking for ways to improve the bug-related workflows — from collection to closure — so that we can streamline our own business as well as helping our clients to accelerate the development cycle for their products.

In this short guide I have highlighted 10 ways that Userback can help you to spend less time fixing bugs and more time doing what you love... building awesome stuff.

Lee Le

CTO & CO-FOUNDER, USERBACK



CONTENTS

- Introduction** Where is it going wrong?
- 01. Collection:** Standardized bug reports, every single time
- 02. Contextualization:** Know exactly what's what
- 03. Visualization:** See their bugs with your own eyes (and ears)
- 04. Annotation:** Accelerate resolution
- 05. Integration:** Supercharge existing workflows with instantly actionable bug reports
- 06. Communication:** Keep users in the loop (without actually having to talk to them)
- 07. Prioritization:** Take the guesswork out of what to do first
- 08. Implementation:** Get it right first time every time
- 09. Completion:** Don't just close the loop, slam it shut
- 10. Installation:** Set up your automated bug fix feedback loop in minutes

For many of us, bug fixing is a pain in the butt: it takes up too much time and takes us away from doing what we like to do best — building great products.

38%
of developers spend
over 25% of their
time fixing bugs*

26%
of developers spend
over 50% of their
time fixing bugs*

That's not how I want things to be.
**I want to spend my time
developing, not fixing.**

Sure, sometimes things are really broken, but too often what takes up most of the time isn't actually fixing the bug itself... It's chasing up all the relevant information required to replicate and resolve it.

And the pain increases the more we have to manually manage this process:

39%

of developers still use tools that require them to manually respond to errors

22%

feel overwhelmed when using manual processes to address errors in software

31%

say manually responding to errors makes them feel frustrated

**Knowing that bugs are always going to happen,
I wanted to minimize their impact by detecting,
assessing and resolving them as quickly as possible.**

We built Userback as an end-to-end platform for managing user feedback — such as bug reports and feature requests — from collection to closure.

Here are 10 ways you can use Userback to streamline the bug fixing lifecycle and spend less time figuring out what's broken and more time developing...

1. COLLECTION

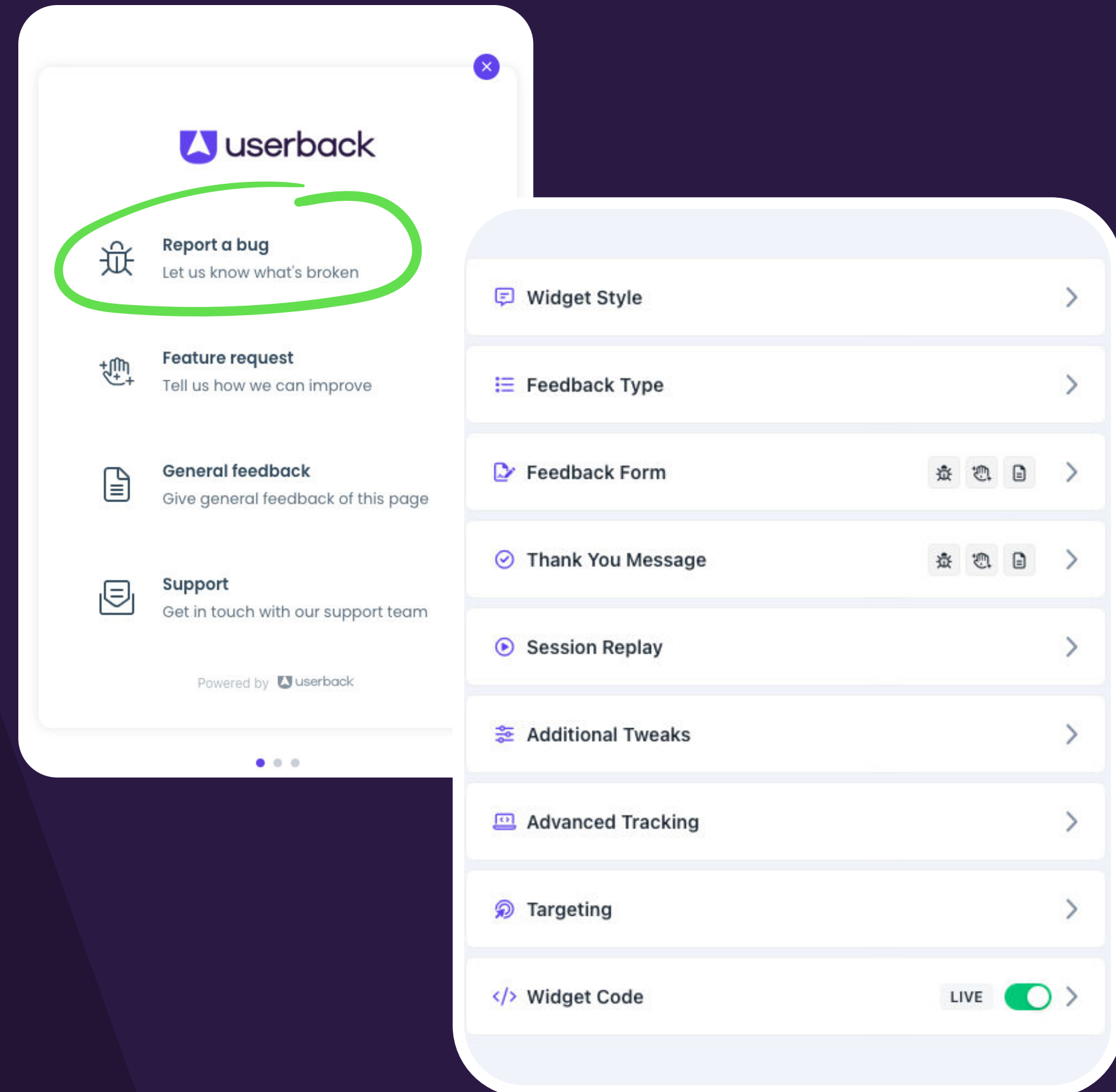
Standardized bug reports, every single time.

With Userback it's easy for users to create standardized bug reports — along with feature requests and general feedback — 'on the fly' without leaving your app.

No more sifting through random emails, recalling distant phone conversations, or sorting notes and scribbles to understand what a user was trying to say.

Simply replace disconnected platforms with a single consolidated all-in-one solution.

BECAUSE IT'S EASIER FOR USERS TO REPORT BUGS THEY CAN BE DETECTED AND RESOLVED FASTER.



2. CONTEXTUALIZATION

Know exactly what's what.

Userback removes any ambiguity and subjectivity from bug reports by automatically capturing contextual information in the background:

- Session Information
- User Data
- Console Logs
- Event Tracking

PRO TIP: USE OUR JAVASCRIPT API TO CUSTOMIZE THE DATA THAT IS CAPTURED, FOR EXAMPLE ADDING CUSTOMER TYPE OR ACCOUNT ID.

The screenshot displays a user data capture tool interface. At the top, it shows contextual information for a page visit: Page: <https://www.readytogo.io/pricing/> Pricing - Ready to go. Below this, it lists system and browser details: Rating: -, System: Windows 10, Browser: Chrome 106.0. Further down, it shows window and display settings: Window size: 2560 x 1297, Resolution: 2560 x 1440, DPI: 1, Colour depth: 24-bit, and Location: San Francisco, California, USA. At the bottom, there is a list of data categories: User Data, Console Logs, Event Tracking, and Custom Data. The 'Custom Data' category is highlighted with a red circle.

Page:	https://www.readytogo.io/pricing/ Pricing - Ready to go
Rating:	-
System:	Windows 10
Browser:	Chrome 106.0
Window size:	2560 x 1297
Resolution:	2560 x 1440
DPI:	1
Colour depth:	24-bit
Location:	San Francisco, California, USA

- User Data
- Console Logs
- Event Tracking
- Custom Data

3. VISUALIZATION

See their bugs with your own eyes (and ears).

As well as automatically collecting user system and session information, Userback allows users to add screen grabs and video to their bug reports. With video recording the user can record a voiceover of them talking you through what they are doing.

Session Replays record every mouse movement and interaction in the background, so you can see exactly what has happened without having to ask the user.

NOTHING GETS YOU AS CLOSE TO BEING THE USER AT THE POINT IN TIME WHEN THINGS DON'T WORK THE WAY THEY SHOULD!

The screenshot displays the Userback interface. On the left, a session replay is visible, showing a user interacting with a website. The website content includes a 'Report a bug' section with a bug icon and the text 'Let us know what's broken', a 'Feature request' section with a hand icon and 'Tell us how we can improve', and a 'General feedback' section with a document icon and 'Give general feedback of this page'. Below these is a 'Support Premium' section with a price of '\$217/month' and a '25 Users' section with 'Add'l users \$4.50 per month'. A 'Mouse Click' tooltip is visible over the 'Unlimited Projects' section. On the right, an 'EVENTS' console shows a list of user actions with timestamps, including 'Click .userback-button userba...', 'Widget Open', and 'Click .userback-controls-close'.

4. ANNOTATION

Accelerate resolution.

Userback also allows users to enrich their feedback by annotating screen grabs and videos with scribbles and notes when they're submitting a bug report.

You can then respond to their comments if you need more information.

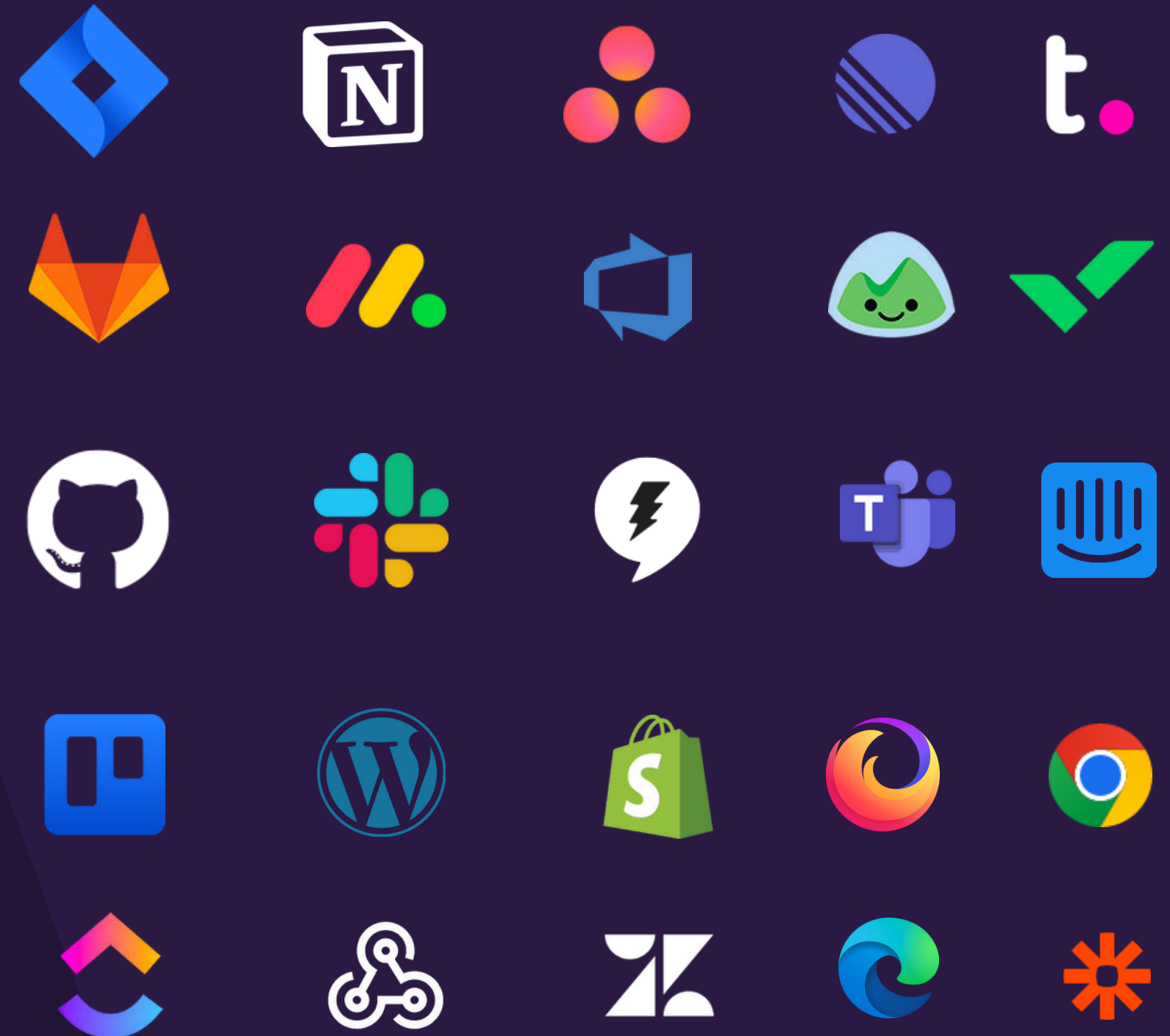
The screenshot shows a user feedback interface. At the top right, there are three icons: a blue diamond, a profile picture, and a green checkmark. The main content is a message from 'Acme Admin' dated '03 Oct 2022'. The message text is: 'Hi there, I'm trying to install the widget into my react app. Somehow I'm getting this error after adding the script in the <body> section: Error: Parsing error: Expression expected. info - Need to disable some ESLint rules? Learn more here: <https://nextjs.org/docs/basic-features/eslint#disabling-rules>'. Below this is a response from a user dated '04 Oct 2022 07:35 AM'. The response text is: 'Hi there, Would you be able to provide us access to your app so that we can look into it for you? Cheers, Reply'. There are icons for edit, attach, and delete in the top right of the response box. A 'Reply' button is visible at the bottom left of the response box.

5. INTEGRATION

Supercharge workflows with instantly actionable bug reports.

You can use Userback on its own, or it can be readily integrated with your existing project management, workflow and communication platforms.

By automating your bug reporting loop within your existing workflows you can significantly shorten developer cycles and get updated products and features to market faster.



6. COMMUNICATION

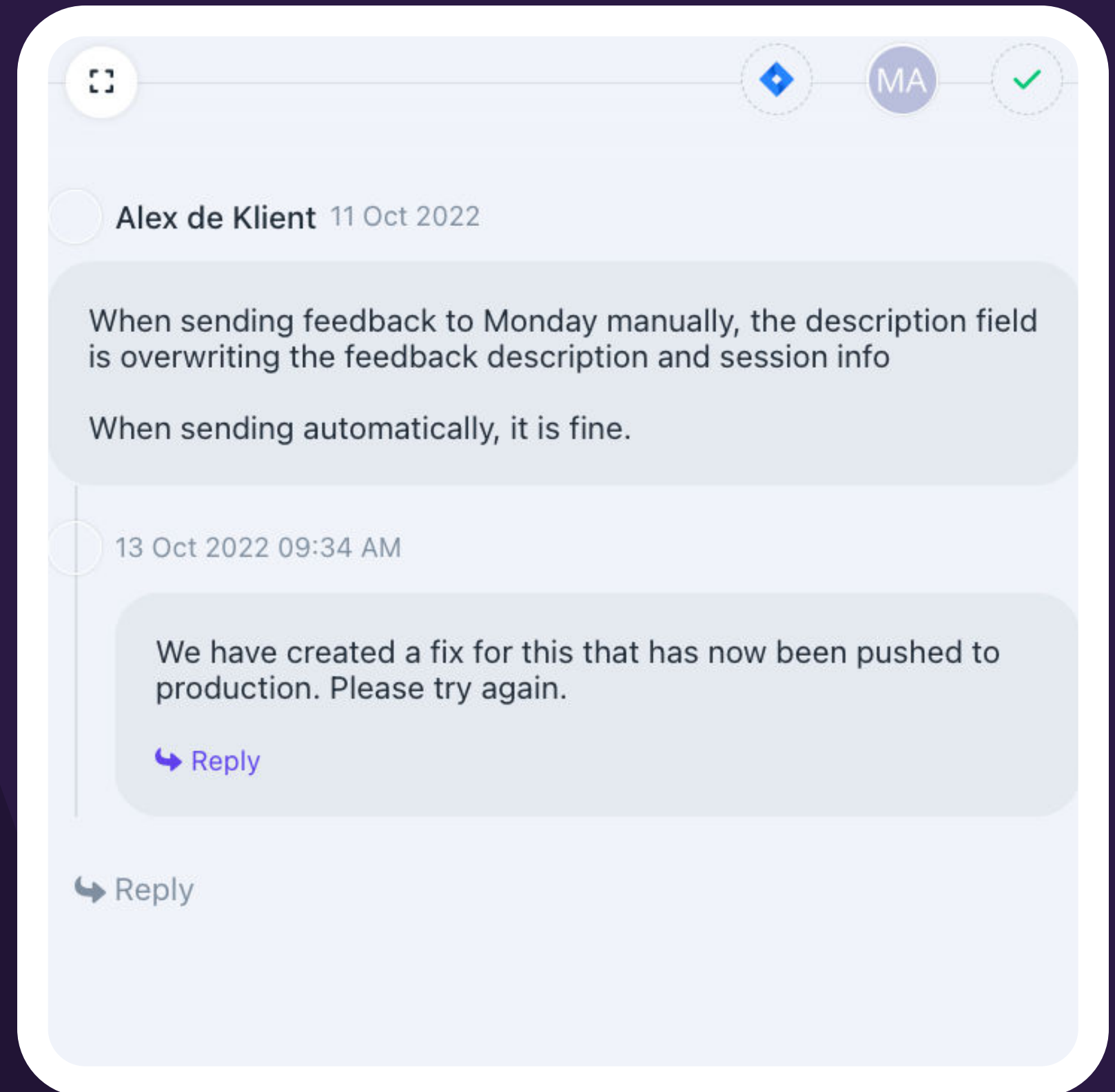
Keep users in the loop

(without having to
actually talk to them).

It's probably fair to say that most developers would prefer not to have to communicate with users directly if they can avoid it. Userback allows you to automatically keep users in the loop when they submit a bug report:

- Acknowledge that their report or request has been received;
- Let them know the planned resolution;
- Loop them back in when the necessary updates have been made.

PRO TIP: ACKNOWLEDGE USERS' INPUT AND KEEP THEM INVOLVED IN THE PROCESS



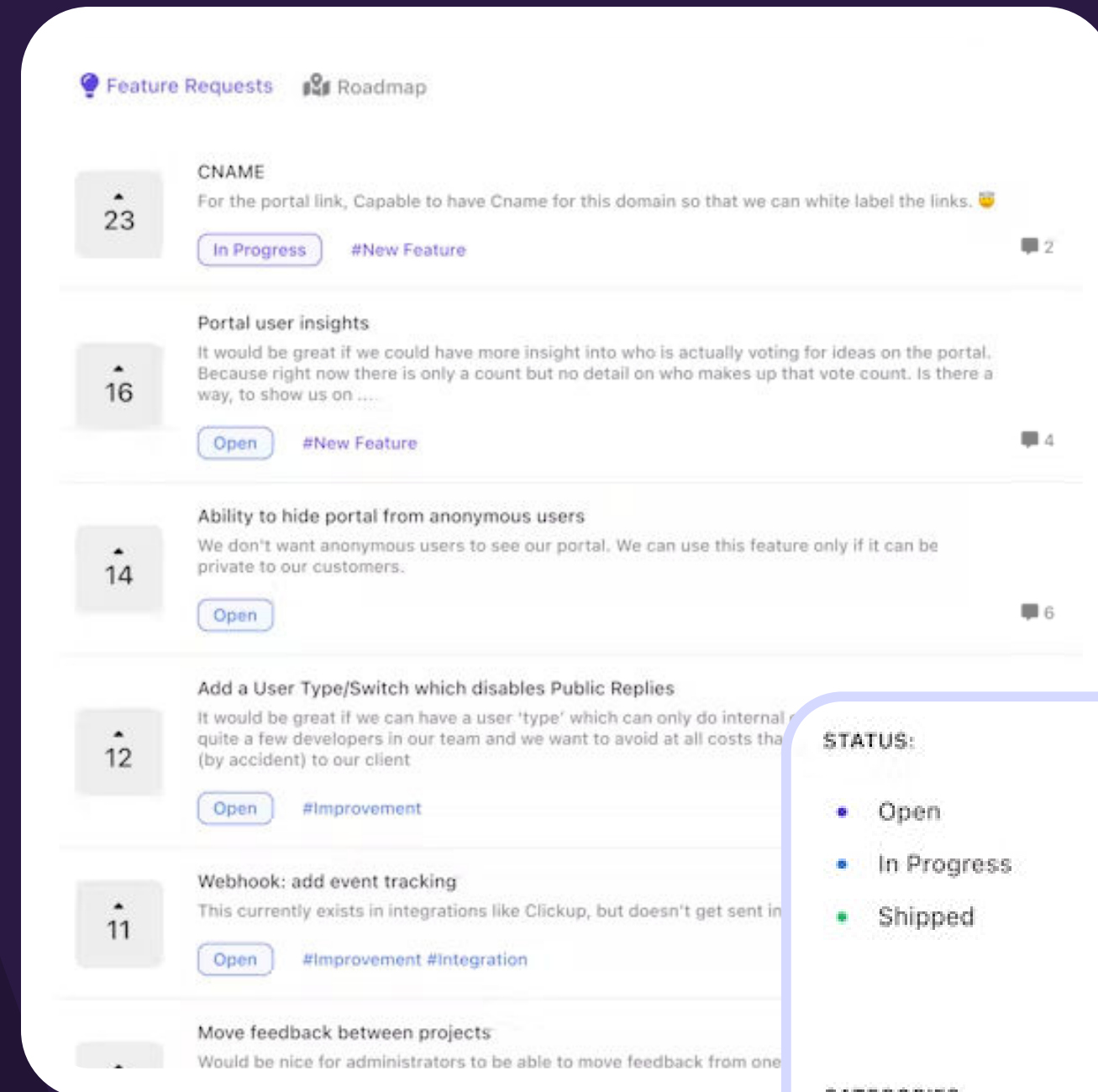
7. PRIORITIZATION

Take the guesswork out of what to do first.

If you have a number of issues to resolve it can be hard to know where to start or where to focus your time and effort.

With Userback's Feedback Portal you can give your user base access to the list of bugs that you are planning to resolve. They can up or down vote what is most important to them, so you know what matters most... and work on that first.

PRO TIP: USE THE FEEDBACK PORTAL TO FOCUS ON BUILDING WHAT'S OF VALUE TO THE MAJORITY OF USERS, NOT JUST THE MOST VOCAL ONES.



STATUS:

Open	84
In Progress	2
Shipped	14

CATEGORIES:

# Bug	3
# Improvement	39
# Integration	27
# New Feature	20
# UI	6

8. IMPLEMENTATION

Get it right first time, every time.

When it comes to scheduling bug fixes, the additional context and information provided through Userback allows for more accurate estimates of effort (story points) and decreases the risk of timelines and budgets getting blown out.

It's also easy to assign the task to a developer and Userback streamlines the communication loop as the work is being done, so that everyone knows where things are at.

The screenshot displays a user interface for managing feedback items. At the top, there is a search bar labeled "Search feedback" and a filter icon. To the right, the current filter is set to "Type: Bug" and the sorting is "Sort by: Date created".

On the left side, a "Status" column lists various stages of bug resolution with corresponding counts in rounded rectangles:

Status	Count
Open	107
In Progress	58
For Assessment	32
To be assigned	17
Assigned to Alex	9
Assigned to Jay	7
Front End UX	13
Resolved	345

The main area shows a list of bug items. The first item, "Feedback Form not...", is checked and has a dropdown menu open for assignment. The dropdown menu lists the following options:

- Unassigned
- Alex
- Jay
- Front End UX

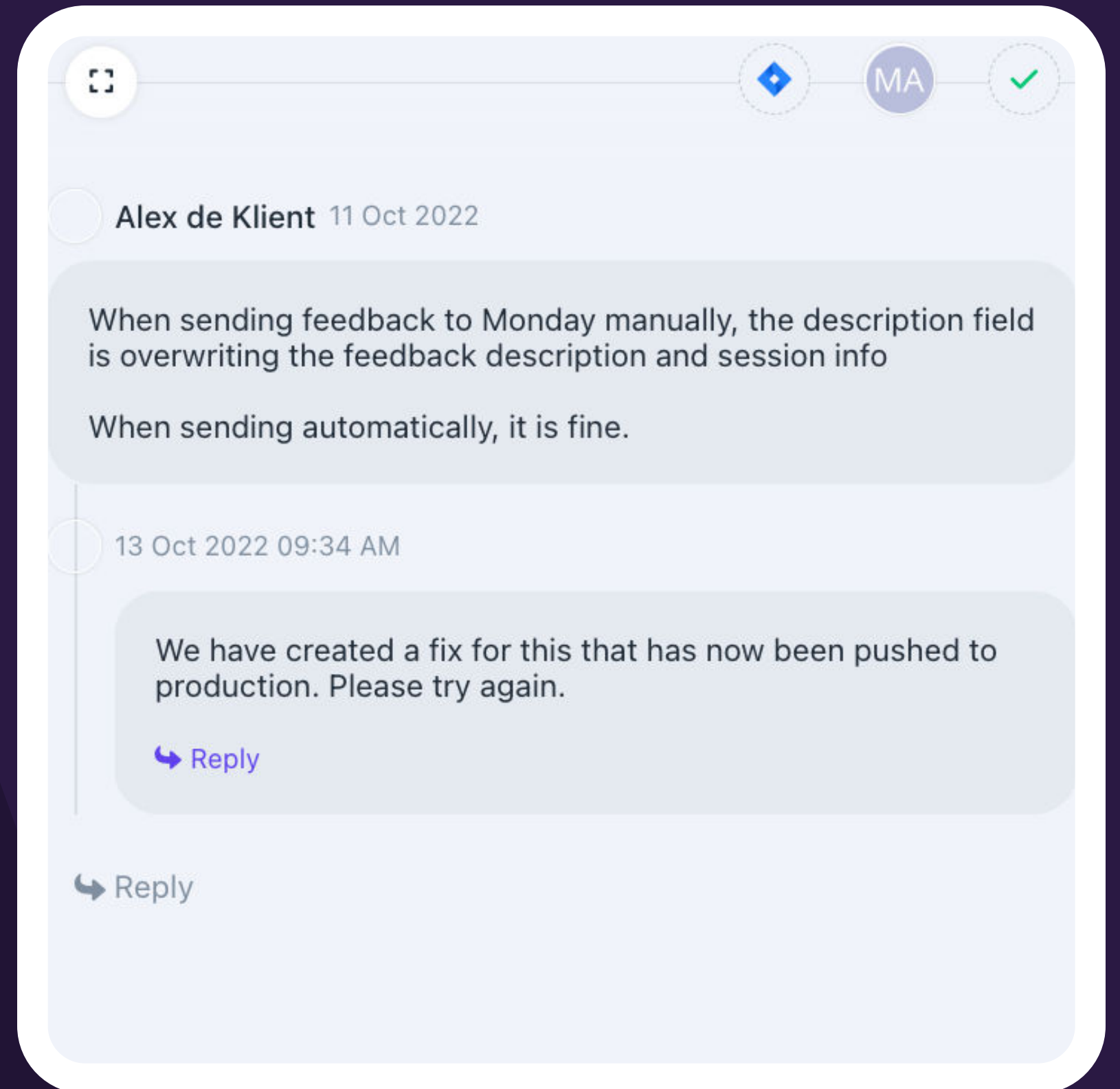
Other visible bug items include "Slack integrati...", "Link from Starter Pl...", and "Membership dashb...". Each item shows its ID, a "Report" icon, and the date it was created.

9. COMPLETION

Don't just close the loop on bugs, slam it shut.

Once the issue has been resolved you can use Userback's Feedback Portal to share updates and status changes with your community with zero effort and make sure their feedback has been addressed.

This helps to build user engagement in the future of your product.

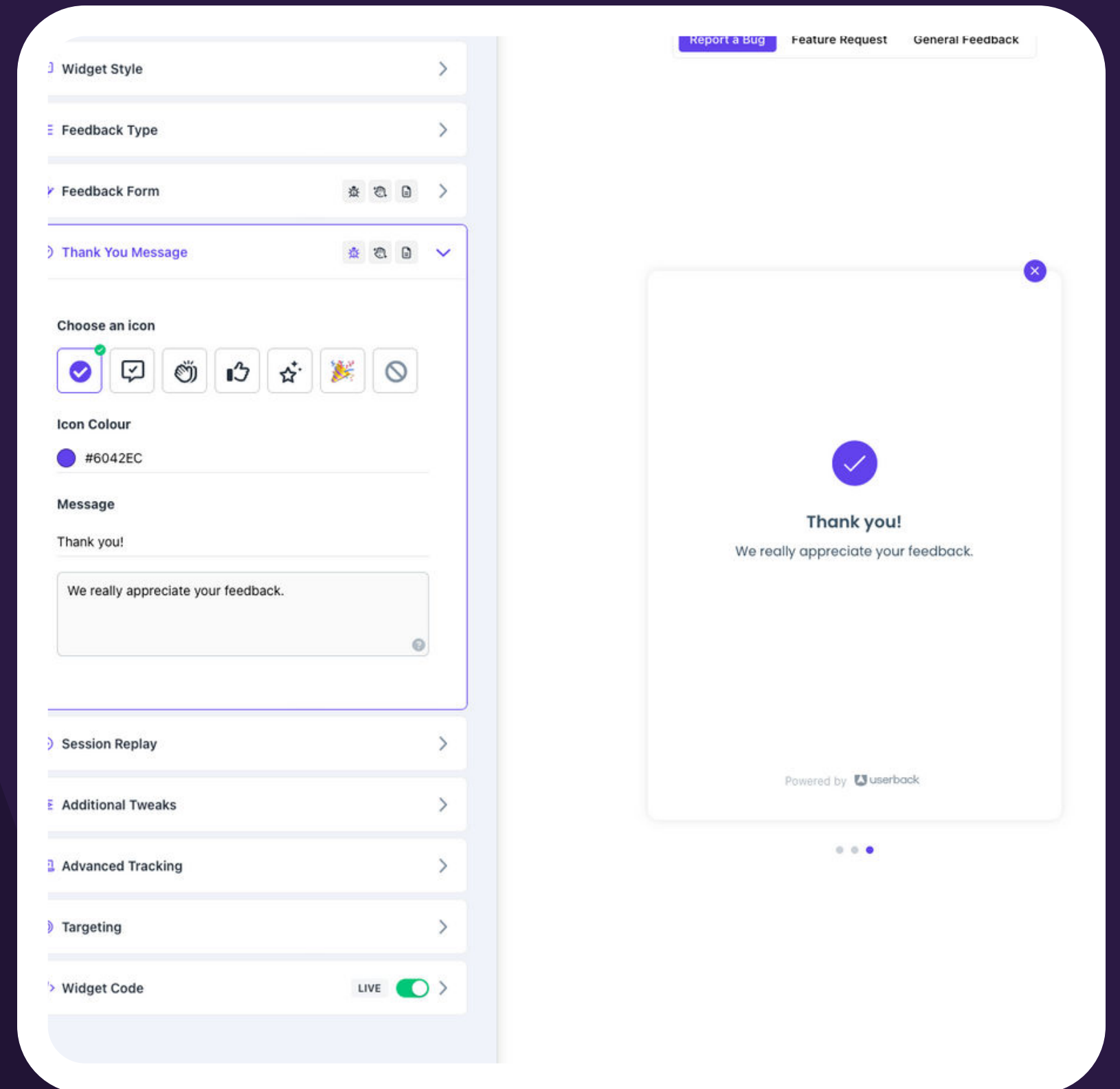


10. INSTALLATION

Set up your automated bug fix feedback loop in minutes.

Getting started couldn't be easier — you can set up an automated user feedback loop for bug tracking in minutes. Simply drop the widget into your site or app.

PRO TIP: CHOOSE FROM A RANGE OF BRANDING, CONTENT, PLACEMENT, ADVANCED TARGETING AND TRACKING OPTIONS.



So there you have it, 10 ways to streamline bug reporting and resolution with Userback.

But don't just take my word for it. 20,000+ software teams around the world choose Userback to automate their user feedback loops for feature requests and bug reporting. Userback is also the #1 rated "User Feedback Platform" on G2.

To try Userback free for 14 days today, visit userback.io



Rated #1
USER FEEDBACK
PLATFORM
on G2