



# Why You Need Bug Tracking Software For Your Business

## What is Bug Tracking Software?

Bug tracking software, also known as issue tracking software, is a software application that allows developers and project managers to log, prioritize, assign responsibility for, and track progress on bugs, issues and tasks found in the software being developed or maintained.

## Some key functions of bug tracking software include:

- Tracking all bug reports and issues in one central location so the entire team has visibility. This prevents bugs from falling through the cracks or getting overlooked.
- Allowing new bugs to be logged with relevant details like a description, priority level, affected versions, steps to reproduce and more. This provides necessary context around each issue.
- Assigning bugs and tasks to specific developers or team members for resolution. Status updates can then track progress towards fixing each item.
- Organizing bugs by priority level or severity so the most important ones get addressed first. Critical bugs can be flagged.
- Setting target resolution dates to help meet deadlines and measure team performance over time. Milestones can keep large projects on track.
- Conducting searches across all logged issues to check for duplicates before logging new bugs. This avoids wasting time on repeat reports.
- Providing a comment stream for discussion around each bug between team members as resolution is attempted.
- Generating reports on open bugs, resolved issues, ageing bugs and more for management visibility and metrics.

## Benefits for Development Teams

[Bug Tracking Software](#) offers many benefits for software development and QA teams when it comes to managing the development process and bugs found during testing. Some key advantages include:

- Improved transparency as all team members have 24/7 access to the current bug list, statuses and discussions. No more emails with partial status updates.
- Enhanced collaboration as bugs can be discussed, assigned and tracked centrally in one place. The entire history is logged.
- Increased accountability when issues are assigned owners and target dates. Progress is more easily monitored by managers.
- Streamlined workflow from bug submission to verification to resolution. Reduces time spent switching between tools or channels.
- Reproducible bugs with detailed steps, screenshots and attachments included in reports. Saves time recreating hard to find issues.
- Automated reminders prevent bugs from falling through cracks by reminding owners of impending deadlines.
- Metrics and reporting features provide objective data for analysis, resource planning and process improvement efforts over time.
- Integration abilities allow tying bug tracking to source control, project management and other tools used by modern development teams.

## Benefits for Businesses

Bug tracking software streamlines software development workflows while also offering strategic benefits for entire businesses:

- Lower support costs with fewer bugs reaching production resulting from proactive tracking, prioritization and fixing early in testing cycles.
- Improved customer satisfaction from fewer issues and bugs impacting end users of delivered

software. This strengthens brand reputation.

- Faster development cycles as more time is spent coding new features rather than fixing avoidable bugs down the road. Speeds time to market.
- Enhanced product quality helps increase renewal and upgrade rates for subscribers. Bugs erode confidence and trust in a product.
- Valuable metrics for executive reporting with objective data showcasing team velocity, most severe bugs, top problem areas and return on investment of the QA process over time.
- Centralized knowledge base results from comments, attachments and discussions. This institutionalizes lessons learned for future reference.

### **Popular Bug Tracking Software Options**

While many commercial and open source options exist, some of the most popular bug tracking software used today include:

- Jira by Atlassian for agile development with custom fields, workflow automation and integration with source control tools.
- Bugzilla from Mozilla for large open source projects with advanced permissions, reporting and customization.
- GitHub Issues for projects already using GitHub repositories with built-in issue boards, milestones and pull request linking.
- Redmine for smaller teams with wiki, project planning features in addition to issue tracking at no upfront cost.
- ClickUp versatile platform incorporating issues, tasks and projects in a simple interface for any business or team.

Implementing bug tracking software is a critical best practice to streamline quality assurance processes, facilitate collaboration, and deliver higher value software at a lower cost to any business relying on technology development. The right system pays for itself through productivity gains and reduced support issues long term.

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#### **About Author-**

**Money Singh** is a seasoned content writer with over four years of experience in the market research sector. Known for her strong SEO background, she skillfully blends SEO strategies with insightful content. Her expertise spans various industries, including food and beverages, biotechnology, chemical and materials, defense and aerospace, consumer goods, etc.

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