Next-Gen QA

How The Right Bug Reporting
Practices Can Save QA Teams
More Than $125,000 Per Year

Marker.io

Based on time-savings alone, a tool like Marker.io that improves understanding and collaboration can save QA teams **more than $125,000 per year.**

The Biggest Challenge Your Teams Face During QA Testing

No one gets excited about QA testing, but it's a crucial phase of delivering high quality digital experiences.

Over and over, we see teams suffer from the same issues:

- Reporters are non-technical, leading to bug reports **that fail to include crucial details**.

- Because it's a painful process, **not enough bugs get reported** on staging, and make it to production.

- Traditional tools like PowerPoint or Word documents **frustrate developers**, who prefer proper bug tracking systems.

- The problem only gets worse with **more pages** and **more stakeholders**.

How Bug Reporting Software Eases QA Testing and Saves Companies Money

We've identified 3 core areas where QA teams can save time and money:

1. **Increasing number of bug reports:** by making it easy to report bugs—in one click.

2. **Increasing bug report quality:** by giving reporters tools that automatically attach technical details and session replay.

3. **Reducing bug resolution time:** by ensuring these detailed bug reports are immediately sent to project management tools.

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How Reporters
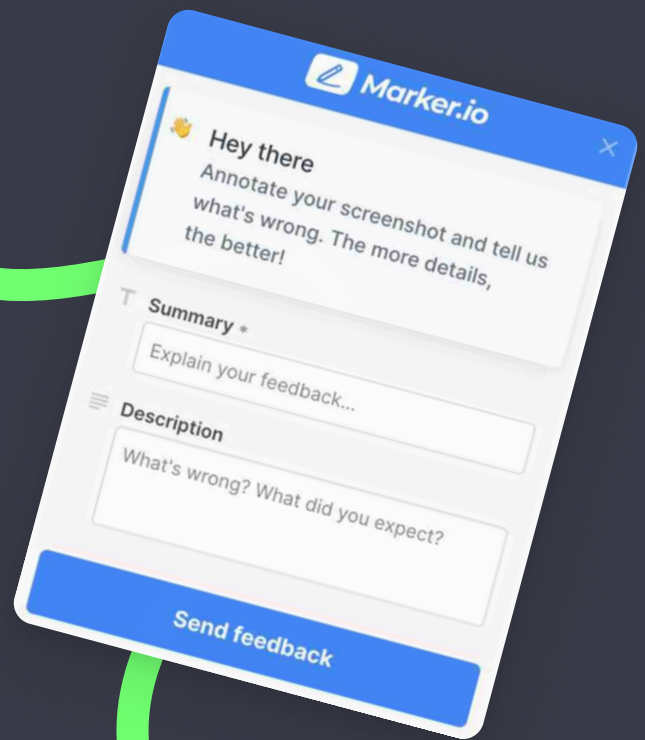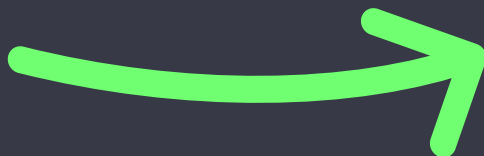# Can Report Bugs
10x Faster

The current process to report bugs looks something like this:

1. Open screenshot tool
2. Select bug area
3. Take a screenshot
4. Annotate it
5. Open PowerPoint/Docs/Excel
6. Add technical information and comments
7. Send to project manager
8. The bug is triaged
9. An issue is created and assigned to a developer in the project management tool.

The key to reporting bugs faster is to **eliminate as many of these steps** as possible.

Removing tedious steps means:

1. It's **easier** to report a bug
2. It's **faster** to report a bug
3. So **more bugs** get reported
4. And **fewer bugs** make it to production.

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👋 **Hey there**
Annotate your screenshot and tell us what's wrong. The more details, the better!

Summary *

Explain your feedback...

Description

What's wrong? What did you expect?

Send feedback

TIME SAVINGS ON BUG REPORTING

A team of

10 people

Could save up to

60 minutes per person per week

for a cost savings of

$25,000 per year

10 × 1 hour × salary per week × 52 = savings per year

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With Marker.io (3 Steps) | **Without Marker.io (10 Steps)**

Click "Report"

Open screenshot tool

Select bug area

Take a screenshot

Annotate screenshot · Annotate screenshot

Open PowerPoint/ Docs/Excel

Add technical information

Add comments

Send to project manager

Triage

Click "Send" · Transfer issue to PM tool

Issue created

Marker.io
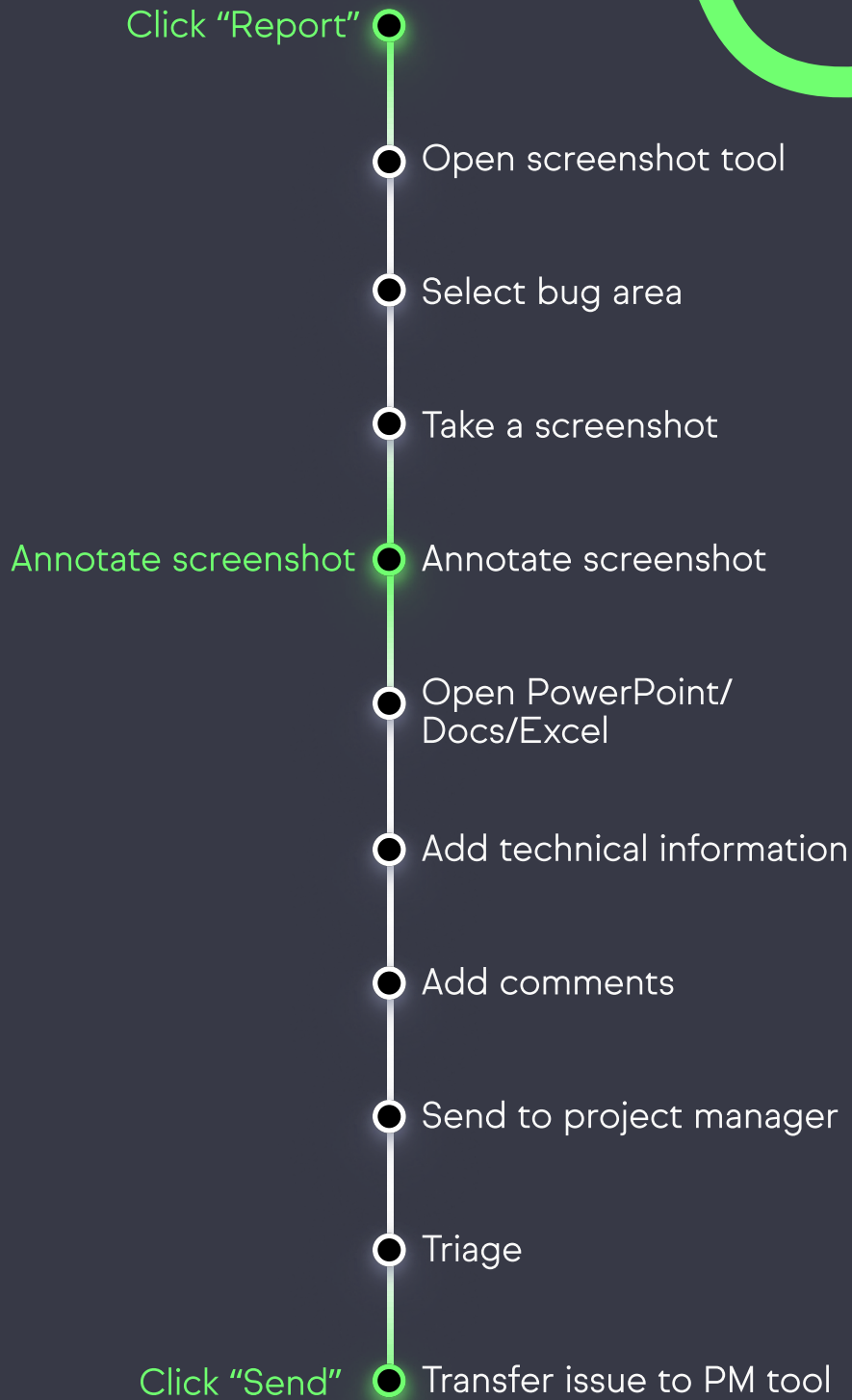
How Developers Can Resolve Bugs Twice as Fast

To resolve bugs fast, developers need complete information.

Missing details can add hours in **trying to reproduce an unclear bug** or hours in **back-and-forth for clarification**.

Some of these details are:

1. Title
2. Description
3. Defective URL
4. Console logs
5. Network requests
6. Screenshot or video recording
7. Browser
8. OS
9. Viewport, pixel ratio, zoom level
10. Any site-specific metadata

The best time-saving opportunity for companies is to **drastically reduce back-and-forth**.

This is achieved using software to automatically attach technical details and session replay.
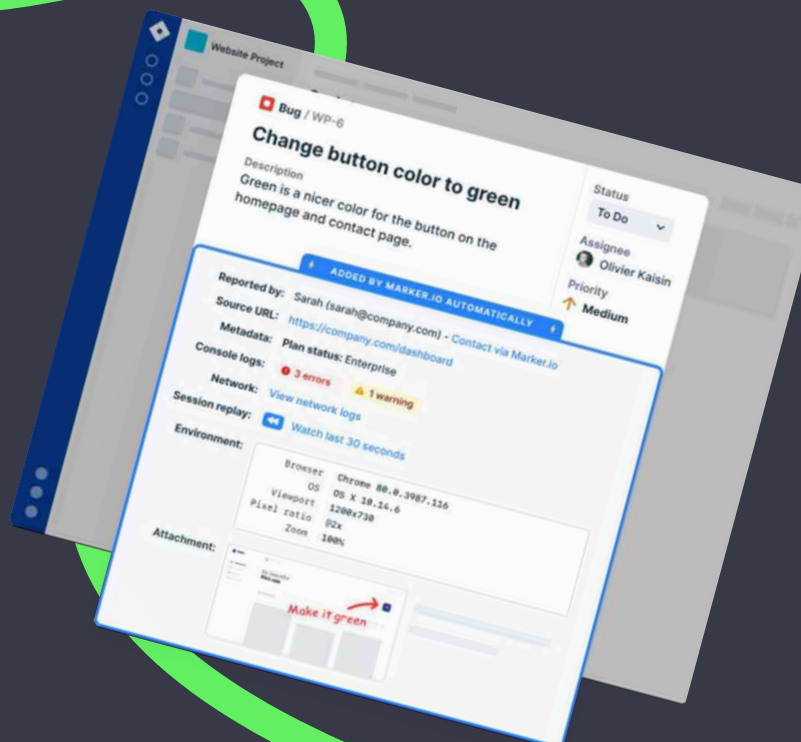
TIME SAVINGS ON BUG RESOLUTION

A team of

10 people

Could save up to

350 minutes per person per week

for a cost savings of

$100,000 per year

10 × ~6 hours × salary per week × 52
= savings per year

Marker.io

With Marker.io | Without Marker.io

⏱ 30 seconds

Gary Gaspar 1h ago
Hi, when I click "Add to cart" the button doesn't work.

Gary Gaspar 1h ago
Hi, when I click "Add to cart" the button doesn't work.

● Reported via ✎

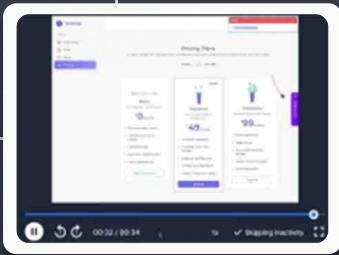**mystore.com/cart** ● URL captured

⊘ 3 errors ⚠ 1 warning ● Logs recorded

● Session replay ready

2m21s

Dave Devsson 1h ago
Hello! Which URL was this on?
Could you provide the console logs as well?

◀ Watch last 30 seconds

2m52s

Gary Gaspar 1h ago
It was on https://mystore.com/cart.
What's console logs?

● Issue created in ◆

32 seconds

Bug / WP-6
Change button color to green
Description
Green is a nicer color for the button on the homepage and contact page.

Status: To Do
Assignee: Olivier Kaisin
Priority: Medium

ADDED BY MARKER.IO AUTOMATICALLY

Reported by: Sarah (sarah@company.com) - Contact via Marker.io
Source URL: https://company.com/dashboard
Metadata: Plan status: Enterprise
Console logs: ⊘ 3 errors ⚠ 1 warning
Network: View network logs
Session replay: ◀ Watch last 30 seconds
Environment:
Browser Chrome 80.0.3987.116
OS OS X 10.14.6
Viewport 1200x730
Pixel ratio @2x
Zoom 100%
Attachment:
Make it green

4m11s

Dave Devsson 1h ago
Please press Cmd + Opt + J.
Tell me if you see any messages there.

7m31s

Gary Gaspar 1h ago
Some errors I don't understand

7m46s

Dave Devsson 1h ago
That's it. Can you screenshot that for me?

✎ Marker.io

Marker.io helps teams
report and resolve bugs 10x faster.

By providing reporters with a tool to report bugs faster, ensuring these bug reports are always complete, and seamlessly integrating with project management tools, Marker.io **helps teams deliver bug-free digital experiences**.

Want to find out how we can help your company?

Book a demo

or hear it from our clients...

How Much Time Does Marker.io Actually Save Your Team?

— Case Study —

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Watch video

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