How to write awesome bug reports

Key elements that make up an effective bug report.

- Title.
- Description.
- Steps to reproduce.
- Expected results,
- Actual results.
- Supporting documents.
  - Screenshots.
  - Videos.

Example of an incorrect bug report:

Title: The menu isn't working

Description: Clicking on the menu goes to the wrong page.

Why this is incorrect

The title isn't descriptive enough. Why is it wrong? Where is the navbar located? The description also lacks any details to help the developer pinpoint the issue such as the location, or the page that they were expecting to be taken to. The key items that are missing however are details on how to replicate the bug so the developer can reproduce and debug the issue.

Also there is no supporting documents, such as screenshots of the bug, or videos of the tester exposing the issue.

An example of a good bug report

Title: [Top Nav Bar] The link to the contact page results in a 404 error when clicked on

Description: When trying to access the contact us page from the link in the nav bar. The link points to a 404 page when the user tries to access it.

Steps to reproduce:

1. From the home page, hover the mouse on the support section until the contact link is revealed.
2. Hover over the contact link and click on it.

Expected result:

The user should be taken to the contact page.

Actual result:

A 404 page is displayed.

I would also take a quick screenshot highlighting the issue and a quick video taken with screen-cast software and attach those to the ticket.