

Failure triage checklist

Six checks, in order, to take a red test from "it failed" to "we know who owns it". Most failures resolve in the first four.

Work the steps **in order** and stop at the first one that explains the failure. The goal is not to decide whether Functionize is at fault – it is to reach the right owner quickly, with enough evidence that nobody has to repeat your work.

1 Re-run the failed test once

A single re-run separates a genuine failure from a transient one.

INTERMITTENT Passes on re-run – note it, raise a ticket only if it recurs.

2 Check the failed step's screenshot

Did the application actually load? Look for an error page such as **"Oops! Something went wrong"**, a blank frame, or a partly rendered screen.

APPLICATION Error page or unloaded screen – environment issue, not the test.

3 Compare the element with the recorded selector

Has the ID, visible text, or structure changed in the application? Case changes count – holidaygroup and holidayGroup are different selectors.

TEST Update the selector. Prefer text or label based over position based.

4 Check the test data

Does the record already exist from an earlier run, or has the underlying data changed? Duplicate-record messages on save are the usual tell.

TEST DATA Reset the data, or make it unique per run.

5 Try the same step manually

Reproduce it by hand in the application, outside the platform.

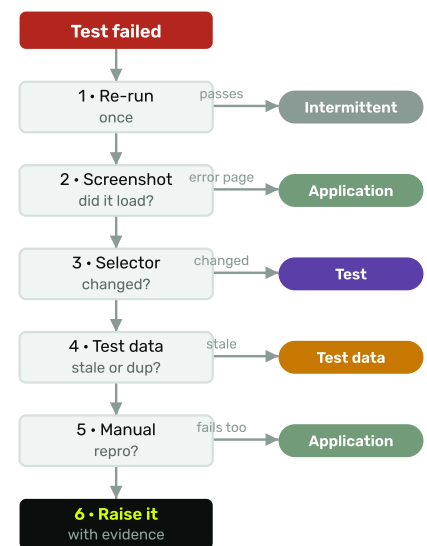
APPLICATION Fails manually too – it is application behaviour.

6 If none of the above explains it, raise a ticket

Include everything from the box opposite. A ticket that arrives with the checks already done is the one that gets solved first.

FUNCTIONIZE Now it is ours, and we have what we need to start.

TRIAGE FLOW



WHAT TO INCLUDE IN A TICKET

- ▶ Test ID
- ▶ Step number
- ▶ Run link
- ▶ What you already checked
- ▶ Screenshot of the failed step
- ▶ Whether it reproduces manually

Naming the checks you ruled out is the single biggest factor in how fast a ticket gets resolved.