# A golden ticket from QA – checklist

☐ **Ticket name**

☐ **Detailed description**

☐ **Environment where bug is reproducible**
- ☐ Hostname of deployed environment
- ☐ Server configuration (timezone, distro, region, …)
- ☐ Cloud account used
- ☐ Proxy settings
- ☐ UI Theme selected
- ☐ Feature flags configuration
- ☐ A/B testing setup
- ☐ SSH, kubernetes, docker configs

☐ **User account**
- ☐ Your app's credentials for login
- ☐ 3rd party login information (eg. Browserstack)
- ☐ accounts for integrated tools
- ☐ license used, plan, or trial status

☐ **Steps to reproduce the issue**
- ☐ a list of actions or events to follow
- ☐ values entered into fields
- ☐ options made while navigating the app
- ☐ files attachments used during the interaction

☐ **Support files for issue replication**
- ☐ API keys
- ☐ certificate files
- ☐ sample file to upload
- ☐ JSON configuration file
- ☐ XML file to be parsed by the app
- ☐ image you used for upload

☐ **Support files to document the issue itself**
- ☐ web browser screenshots
- ☐ copy of a log file
- ☐ gif recording of some interaction
- ☐ video recording of the flow
- ☐ screen capture video with audio commentary

☐ **Browser details**
- ☐ browser type (mobile, desktop), vendor (Google, Mozilla), or version
- ☐ browser extensions list
- ☐ screen resolution and type
- ☐ console logs
- ☐ network logs
- ☐ HAR file export

☐ **Actual vs expected behaviour**