

ISSUE TRACKING WITH DONEDONE



Introduction

DoneDone (www.donedone.com) is a hosted issue/bug tracking service focused on simplicity and ease of use. Many bug trackers overwhelm users with a large number of textboxes, dropdowns, and options. DoneDone focuses on the core features needed in an issue tracker, with the goal of allowing users of all skill levels to log and manage bugs with minimal effort.

What is Issue Tracking?

Issue tracking is the process of identifying, reporting, and resolving problems found in a product or service. Issue tracking software helps teams manage issues by providing tools to:

- Log issues to a central location
- Assign issues to individuals
- Organize issues logically
- Facilitate communication between stakeholders

4 Best Practice Tips

When using an issue tracker, keep the following tips in mind:

1. Issue titles should be concise and informative. Avoid vague titles like “Problem on website” or “Signup doesn’t work”.
2. Issue descriptions should explain the problem, provide steps to reproduce the problem, and describe the intended result.
3. Issues should have exactly one fixer and exactly one tester. Clear responsibilities make for quicker resolution.
4. Keep data entry to a minimum. It’s tempting to add new custom fields to more accurately track an issue’s progress (% complete, estimated hours needed, etc), but users tend to enter the minimum amount of data needed. And, if there are too many required fields, users may avoid using the issue tracking system altogether.

For more issue tracking best practices, see:

www.donedone.com/how-to-write-an-issue-worth-solving

QUICK START

The DoneDone Blog is a great resource for both DoneDone tips and issue tracking in general. You can find a getting started guide for new users at: www.donedone.com/quick-start

A MONTH WITH DONEDONE

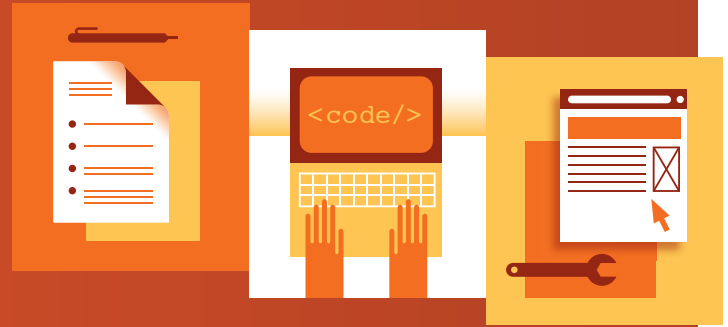
Over 2,700 companies use DoneDone every day to track their issues. Here’s what they accomplish in a typical month:

31,000 new issues created

170,000 issue updates made

20,000 issues resolved

FLEXIBLE ISSUE MANAGEMENT



DoneDone's Approach to Issue Tracking

DoneDone focuses on an easy-to-use interface that is flexible enough to work in a variety of industries. DoneDone's key features include:

- *Nothing to install.* DoneDone is a hosted service, which means you never have to worry about backups or updates.
- *Release builds.* Group several issues together for testing all at once – great for developers who use a staging-to-production workflow.
- *Public issues.* Forward your support email to DoneDone to better manage and respond to customer support inquiries.
- *Due dates.* Prioritize work by applying deadlines to issues. DoneDone offers filtering to find out what's past due and what's coming up.
- *Full-text search.* Quickly find past issues by searching titles, descriptions, histories, and filenames.
- *Update issues via email.* Send emails from DoneDone to add or make updates to issues without opening your web browser.
- *Reporting interface.* Slice and dice issue data with interactive charts, or download what you need as a CSV or Excel file.
- *Mobile layout.* Use DoneDone just as efficiently on your laptop, tablet, or smartphone.
- *Third-party integrations.* Connect DoneDone to other services you already use, such as Basecamp, GitHub, HipChat, and Harvest.
- *Developer's API.* Add DoneDone features to your own applications.

Try DoneDone Risk Free

Keeping close tabs on your issues can make a big difference to your business, both in terms of time and cost. Visit www.donedone.com to get started in seconds with a 30-day free trial – you'll never look back!

Dedicated to Support

DoneDone customers enjoy 1-on-1 support directly with the development team. Requests typically receive a response within 1 hour during regular Chicago business hours. Just email support@mydonedone.com.



**Ka Wai
Cheung**



**Jeremy
Kratz**



**Craig
Bryant**

TRUSTED BY COMPANIES IN OVER 70 COUNTRIES



TRY ANY DONEDONE PLAN FREE FOR 30 DAYS.



Starter

Great for smaller teams

- **\$39 per month**
- **Unlimited Projects**
- **15 Active Users**
- **10 GB Storage**
- **Public Issues**

Premium

Lots of clients & active projects

- **\$79 per month**
- **Unlimited Projects**
- **150 Active Users**
- **50 GB Storage**
- **Public Issues**

Pro

Medium-sized teams & clients

- **\$49 per month**
- **Unlimited Projects**
- **50 Active Users**
- **25 GB Storage**
- **Public Issues**

Max

Unlimited active users

- **\$99 per month**
- **Unlimited Projects**
- **Unlimited Users**
- **120 GB Storage**
- **Public Issues**

Sign Up Today

Unlimited projects on every plan. No credit card required. You'll be up and running in just a few minutes. You'll also be your team's hero. Join the thousands of companies using DoneDone to track issues. Visit www.donedone.com to begin your free trial.

ANNUAL PREPAYS

You can also pay for a full year of DoneDone under any plan, by credit card or check and you'll receive an extra month of service for free.

Annual payments are non-refundable.