

Feedback that gets fixed

You found something. Here is how to describe it so we can act on it fast.
Sixty seconds of good notes beats an hour of us guessing.

Good news: we already grabbed the boring stuff

Every report attaches these automatically. Do not retype them.
Spend your words on what happened.

[The page](#)[Who you are](#)[Session replay](#)

THE WHOLE FORMULA

1

What were you doing?

The steps that led here, enough that someone else could walk the same path.

2

What did you expect?

What you thought would happen next.

3

What actually happened?

What you saw instead. Specifics and numbers beat the word "weird".

SAME BUG, TWO WAYS TO REPORT IT

✗ HARD TO FIX

~~"It's broken. Doesn't work."~~

✓ WE CAN FIX THIS TODAY

What I did: clicked the export button on a results screen. **Expected:** a file to download. **Got:** nothing happened and no error appeared.

PICK THE RIGHT LANE



Bug

"What happened?"

Something is broken or wrong. Give the steps to see it again.



Feature request

"What would help?"

Something is missing. Say what you would do with it.



Suggestion

"What's on your mind?"

It works, but it is clunky. Tell us what felt rough.



Do

- ✓ One problem per report
- ✓ Be specific: what, where, when
- ✓ Say what you expected, not only what broke
- ✓ Report it the moment you see it



Don't

- ✗ "It's broken" with nothing else
- ✗ Three issues stuffed in one report
- ✗ "Sometimes" with no when or how
- ✗ Wait until later (you'll forget the details)



Not sure it is worth reporting? Send it anyway.

A quick note always beats silence. We would rather hear it twice than not at all.