QA Retros & Defect Insights – Clovity AI Copilot for Jira

Introduction

The Quality Analysis app is a Jira Cloud application built using Atlassian Forge, designed to help you improve your development cycle by analyzing issue data, detecting patterns in reopens, identifying duplicates, uncovering root causes, and providing AI-powered quality insights. The app simplifies the process of backlog and issue analysis by providing:

- **Reopen Pattern Detection:** Identifies issues frequently reopened, helping flag rework loops.
- **Duplicate Ticket Analysis:** Detects and groups semantically similar issues using NLP.
- **Root Cause Tagging:** Categorizes recurring defect causes, such as missing validation or flaky tests.
- **Merge & Link Suggestions:** Recommends merging or linking issues to clean up backlogs.
- **QA Health Monitoring:** Tracks key metrics like reopen rates, duplicate ratios, and coverage risks.

This guide will help you get started with the app, explore its features, and make the most out of its powerful insights to streamline your issue management.

Installation & Setup

Prerequisites:

- **Jira Cloud Administrator Permissions:** You need administrative access to install and configure the app.

Installation Steps:

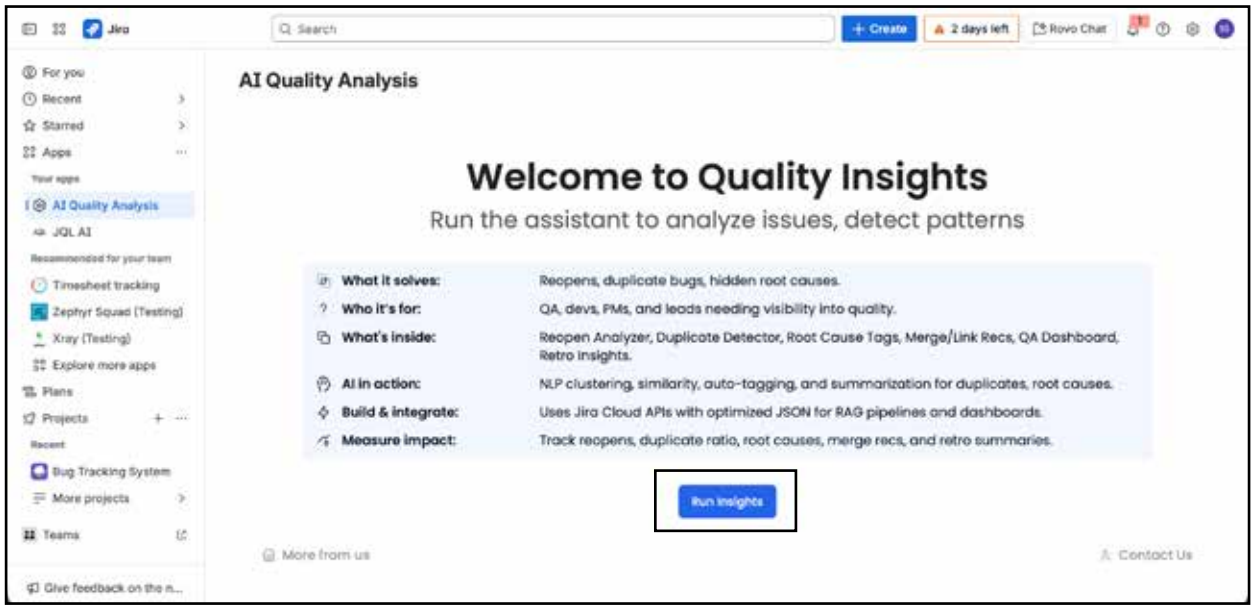
- Log in to your Jira Cloud instance as an admin.
- Navigate to Apps → Manage Apps
- Find and Install the Quality Analysis App
- Once installed, the app will appear in the Jira sidebar under the "Apps" section.

Getting Started with Quality Analysis

First-Time Setup:

Upon launching the app for the first time, the following happens:

- The **“Run Insights”** button will appear.

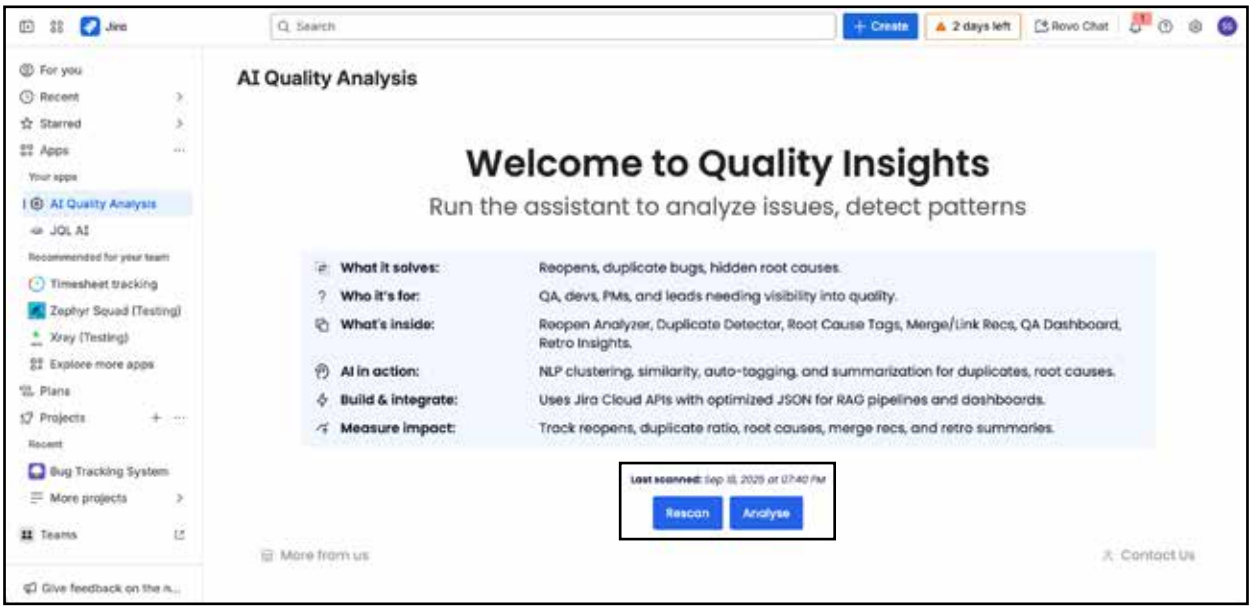


- Clicking this will start the first-time scan of your Jira Cloud projects.

  The app will:

  - Fetch all active Jira projects (excluding archived ones).
  - Pull issue data such as status, type, assignee, and other key fields.
  - Process issues to calculate key metrics like backlog size, cycle time, and more.

Once the initial scan is complete, the **Rescan and Analyze** buttons will become active for ongoing use.



Main Features

Run Initial Scan (First-Time Users)

Purpose: The first-time scan to set up the app.

Functionality:

- Retrieves all active Jira issues.

- Simplifies data (summary, status, assignee, etc.).
- Calculates key metrics like backlog size, cycle time, and aging issues.
- Unlocks the Rescan and Analyze buttons after completion.

Why this matters: This step is crucial to populate the backlog data & ensure the app is ready for analysis.

Rescan

Purpose: Refresh and synchronize your Jira Cloud data.

Functionality:

- Rescans all active Jira Cloud projects and issues.
- Displays the last scan timestamp to help verify if new data is required.
- Useful for syncing data before backlog reviews or sprint planning.

Why this matters: Backlogs can change frequently, & rescanning ensures your analysis uses the most up-to-date data.

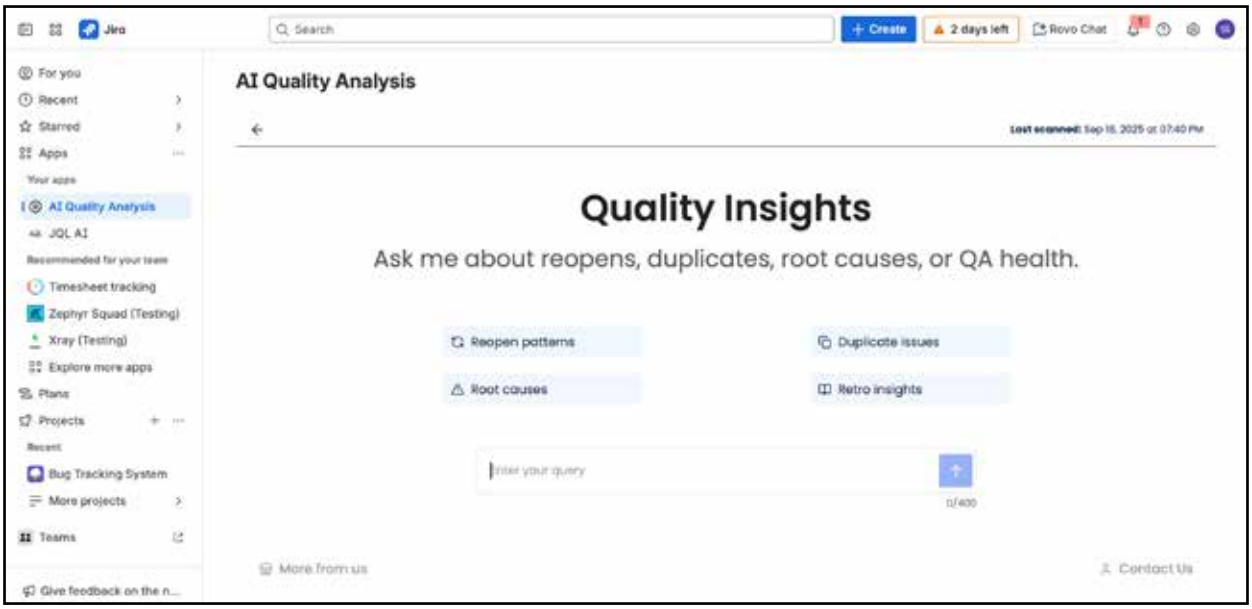
Analyze

Purpose: Opens the natural language query interface for backlog analysis.

Functionality:

- Lets you ask natural language queries like:
  - "What is the average cycle time for issues in Project A?"
  - "Where do issues get stuck the most in the workflow?"
  - "How many issues were completed in the last 30 days?"

- The app queries the backend and provides instant results directly in the chat interface.



Last Scan Info

Purpose: Shows the timestamp of the last scan for each Jira Cloud project.

Functionality:

- Displays the date and time of the last scan performed.
- Helps ensure you are working with the most current data before starting your analysis.

Metrics and Analysis

After running the initial scan, the app generates the following key metrics to help assess the health of your Jira Cloud backlog:

Reopen Pattern Detection

- **Purpose:** Identifies issues that are frequently reopened, indicating potential rework loops.

Duplicate Ticket Analysis

- **Purpose:** Uses NLP to detect and group semantically similar issues, identifying possible duplicates.

Root Cause Tagging

- **Purpose:** Automatically categorizes recurring defect causes such as missing validation or flaky tests.

QA Health Monitoring

- **Purpose:** Tracks the health of your backlog through metrics like reope rates, duplicate ratios, and coverage risks.

Querying the Backlog

With the Analyze feature, you can query your backlog using natural language. Some example queries include:

- **Cycle Time Query:**
  - "What is the average cycle time of issues in Project A?"
- **Bottleneck Query:**
  - "Where do issues most often get stuck in the workflow?"
- **Backlog Growth Query:**
  - "How many new issues were added to the backlog in the past month?"

- **Resolved Issues Query:**
    - "How many issues were resolved in the past 30 days?"

Best Practices for Ongoing Use

To maximize the value of the Quality Analysis app, follow these best practices:

- **Rescan regularly:** Run a rescan at least once a week to ensure your data stays fresh and up-to-date.
- **Use the Last Scan Info:** Always check the last scan info before starting an analysis to avoid unnecessary rescans.
- **Leverage the Analyze feature:** Use the Analyze button for quick insights instead of manually generating reports.
- **Focus on key metrics:** Monitor reopen patterns, duplicate issues, & cycle times to keep your backlog healthy.

Troubleshooting

Common Issues:

- **Project Not Listed:**
    - Ensure the project is active and not archived.
    - Verify that you have the necessary permissions to view the project.
- **Scan is Slow:**
    - Large projects may take longer to scan. Try running the scan during off-peak hours.

- **Metrics Missing:**
    - Ensure that all relevant issue fields (summary, status, assignee, etc.) are populated in Jira.

Summary

The Quality Analysis app for Jira Cloud is a powerful tool to automate and streamline issue analysis, helping teams to:

- Identify frequently reopened issues and resolve rework loops.
- Detect and group duplicate tickets.
- Uncover recurring defect causes and improve issue categorization.
- Track key QA health metrics to maintain a healthy backlog.

By leveraging this app, you can gain real-time insights into your Jira Cloud issues, improve issue resolution processes, & drive more efficient delivery cycles.