



Beta Issue Reporting & Feedback Pack

Help testers report bugs, screenshots and useful product feedback in a format that can be actioned.

Beta onboarding support pack

How to use this pack

- Send the bug report template when something breaks or does not behave as expected.
- Send the product feedback form after setup and one test lead.
- Send the agency version to agency testers.
- Use the P1-P4 rules internally to decide what blocks beta and what becomes roadmap polish.

Beta bug report template

Tester details

- Your name
- Business / agency name
- Website URL
- Email
- Date/time of issue

Plugin/test details

- Plugin version or zip filename
- WordPress theme
- Caching plugin active?
- Logged in as admin?

Device and browser

- Desktop / laptop / phone / tablet
- Chrome / Safari / Edge / Firefox / other
- Screen size if known
- Light or dark mode
- Normal or incognito/private mode

Area affected

- Install / activation
- Dashboard / Setup / Appearance
- Visitor Buttons / chips
- Frontend widget / auto-open
- WhatsApp handoff
- Lead email / phone lead / weekly summary
- Licence / Founder Beta / trial
- Save button / saved confirmation

What happened?

Expected result

[What did you expect to happen?]

Actual result

[What happened instead?]

Steps to repeat

1. [First step]
2. [Second step]
3. [Third step]
4. [Fourth step]

Screenshots or video

- Screenshot of the full page where possible
- Screenshot of any error message
- Phone screenshot if the issue is mobile/email related
- Short screen recording if the issue is hard to explain

Issue priority rules

Priority	Meaning	Examples
P1	Critical beta blocker	Install fails; admin cannot open; widget missing; WhatsApp or lead email fails.
P2	Important issue	Wrong lead details; hard-to-use phone number; save/navigation issue; confusing setup.
P3	Minor issue	Small spacing, copy, dark-mode or polish issue that does not block testing.
P4	Idea / future improvement	New vertical, extra reporting, QR, directory, pricing or channel idea.



Product feedback form

<p>First impression</p> <ul style="list-style-type: none"><input type="checkbox"/> What did you think 247ChatMate does?<input type="checkbox"/> Was that clear quickly?<input type="checkbox"/> What confused you?	<p>Setup experience</p> <ul style="list-style-type: none"><input type="checkbox"/> Was setup easy?<input type="checkbox"/> Which part took longest?<input type="checkbox"/> Did you know where to enter WhatsApp?<input type="checkbox"/> Did you know where leads would be emailed?
<p>Widget and lead flow</p> <ul style="list-style-type: none"><input type="checkbox"/> Did the widget feel useful?<input type="checkbox"/> Did visitor buttons fit your business?<input type="checkbox"/> Did WhatsApp open correctly?<input type="checkbox"/> Was the lead email useful?	<p>Dashboard and summary</p> <ul style="list-style-type: none"><input type="checkbox"/> Did the dashboard show value clearly?<input type="checkbox"/> Did Website chats opened make sense?<input type="checkbox"/> Did Phone leads saved make sense?<input type="checkbox"/> Did the weekly summary feel valuable?
<p>Business fit</p> <ul style="list-style-type: none"><input type="checkbox"/> Would you use this?<input type="checkbox"/> Would you pay for it?<input type="checkbox"/> What price would feel fair?<input type="checkbox"/> What would stop you buying it?	<p>Missing business type</p> <ul style="list-style-type: none"><input type="checkbox"/> Could you find your business type?<input type="checkbox"/> What should be added?<input type="checkbox"/> Which visitor buttons would suit better?
<p>Final score</p> <ul style="list-style-type: none"><input type="checkbox"/> Ease of setup: /10<input type="checkbox"/> Usefulness: /10<input type="checkbox"/> Trust/professional feel: /10<input type="checkbox"/> Would recommend: /10<input type="checkbox"/> Best quote/testimonial if positive: [optional]	



Screenshot and testing checklist

Best screenshots to send

- Full browser screenshot
- Page title/sidebar visible
- Any error message
- Exact button or field
- Mobile email screenshot if relevant
- Frontend screenshot if widget issue
- Before and after save
- Dark-mode screenshot if relevant

Useful details to include

- Plugin zip/version
- Website URL
- Browser
- Device
- Light/dark mode
- Normal/incognito mode
- What you clicked before the problem
- Whether clearing cache changed anything

Do not send

- Passwords
- Licence keys
- Private customer information
- Full private email inbox screenshots
- Anything containing sensitive personal data unless it is blurred

Agency beta feedback form

Agency fit

- Would you use this on your agency website?
- Would you install this for clients?
- Which client types benefit most?
- Which client types would not suit it?

Setup friction

- How long did setup take?
- Which part would clients struggle with?
- What questions would clients ask?
- What should be clearer?

Client value

- Would clients understand the lead email?
- Would clients understand the weekly summary?
- Would key labels make sense?
- Would this help prove value?

Commercial feedback

- Would you pay per client site?
- Prefer 3-site / 10-site bundles?
- What pricing is easy to sell?
- What would make this hard to sell?