CASE 1

To: John Smith

Subject: Problem with the server Srv923

Hello John,

I am writing to tell you about the technical problem on the customer side, which is a show-stopper for my activity. There is no access to the server Srv923. It's the end of the build preparation phase, that's why this server is really needed. Could you communicate with the customer side as soon as possible?
Looking forward to your reply.

Best wishes,

Alexandra Lavrenova

Junior Tester

CASE 2

To: Alexandra Lavrenova

Subject: Re: Problem with the server Srv923

Hello Alexandra,

Thank you for contacting me. This server is not available due to an electricity blackout. They need some time to solve this problem.
Waiting for your response.

Best regards,

John Smith

Lead IT Engineer

CASE 3

To: John Smith

Subject: Overdue logo preparation

Hello John,

I've just realized that I'm going to overdue customer logo preparation deadline for a half of a day. Could you give me advice: what I should do? I can offer two options:

- we move deadline
- I skip some tests with a low priority to catch the time.

Hope to hear back from you soon.

Kind regards,

Alexandra Lavrenova

Junior Tester