

Troubleshooting Customer issue

An overseas customer is reporting a crash of a released driver which has undergone formal in-house testing. This has impacted their delivery schedule and is looking to cost them millions of dollars in lost revenue. What steps would you take to alleviate this situation and close it off?

I would perform the following steps to resolve this issue.

Goals/purpose	Actions/steps
Build confidence in customer	<ol style="list-style-type: none">1. Assure the customer that we will find a resolution2. Provide update in each step of resolving the issue.3. Involve appropriate teams/persons (i.e development team, higher management)
Avoid revenue loose	<ol style="list-style-type: none">1. Reproduce the problem in the local environment.2. Find a suitable workaround until the problem is resolved.3. Collect all possible logs (app log, event log, database log) and pass it to development team.
Avoid such future event	<ol style="list-style-type: none">1. Identify why the problem was not detected during in-housing testing.2. Add missing test cases to test this scenario.3. Involve the support and development team to analysis the root cause problem.4. Identify any component/area that needs to be addressed to avoid similar events.