

Exercise 2

1. Try to find where the issue is in this customer's page.

I found 3 issues on this customer's page:

1. The function 'Simulate a user' doesn't work normally, the number of sources never changed.
2. The information on 'DNA', 'Upload', 'Offload' is always '0', even when two tabs are opened at same time.
3. The color scheme of the video progress bar is not intuitive.

2. Write an email to our customer explaining the issue and when to expect a fix.

Dear Valued Customer/Dear Mr. Smith
(depends on if we know the name of the customer),

Hi, thanks for your email, and we are sorry you didn't enjoy the experience of the production. And we appreciate your feedback.

According to the issues in your email:

1. The function 'Simulate a user' doesn't work normally, the number of sources never changed.
2. The information on 'DNA', 'Upload', 'Offload' is always '0', even when two tabs are opened at same time.
3. The color scheme of the video progress bar is not intuitive.

Our team has been working on them to improve or fix the function and the UI Scheme, you could expect the production would be fixed within 2 workdays.

We would like to appreciate that you select us as your partner, your suggestions always make us serve you better.

If there is anything else we could help you with, don't hesitate to get in touch with us.

Thanks a lot.

Best regards,
Zhe Fan