

Pilot Support and the Process of QA

Now think back to the previous conversation, take some time to answer these questions:

1. Was the customer justified with their complaints? Sure. The customer was undoubtedly able to share their concerns. (no one shared with the customer that this was not the final product)
2. Did the QA do a good job responding to the customer's complaints? Yes, they addressed each concern. However, I do not think the QA was very intimate, and they seemed more like they were trying to justify themselves. They did not come to a joint conclusion at the end.
3. Would you address them in a different way? Yes, see the above answer.
4. What information would you need to adequately respond to their concerns? We need the client's wants and needs, paired with requirements and achievable for the Developers. We also need to share where we currently are in the project.

Based on the conversation above, create a checklist of features that the customer would like the website to do.

Checklist:

- Email field for the contact card
- Searchable to search the employee list
- To be able to log in and out as the user
- UI/Interface

Try to imagine yourself as a customer in this situation, what features would you want this employee-manager site to have?

Wants for the employee-manager site:

- Email field for the contact card
- Searchable to search the employee list
- To be able to log in and out as the user
- Secure database with employee-information
- UI/Interface

Now that you've thought about things from the customer perspective, let's shift back into the QA mindset.

Here's some documentation for Employee Manager: https://devmountain-ga.github.io/employee-manager/1.0_README.html

Let's remember what the Process of QA is:

1. Planning
2. Testing
3. Reporting
4. Following Up

Use the documentation above to create a document that answers these questions:

1. What are you testing? We're testing to make sure all information is available and sorted in one place.
2. How long will you test for? We will test until the project is completed.
3. Are there pieces you aren't going to test? No, we will test each function.
4. How do you plan on testing? We will add information to the manager's list, and then see if it saves and sorts. If the information does not do so, then we will need to continue testing.
5. How do you know when you're done testing? Once everything works as requested.

By answering these questions, you're starting to create a plan for your testing, the first step of the Process of QA!

Now you'll want to use that plan and take the next 30 minutes to do some testing! Take a close look at each feature in the application! This is the next phase, the actual testing!

Now based on your findings from running some tests, create a report with a list of all the issues/bug you found, but also include the positives! If you think the application is a good start, be sure to say that!

List of issues/bug's

- Currently unable to add to the list
- Missing Fields
- We do not have a place for Email to be input.
- Lack of communication and client does not know this was a prototype because we did not provide documentation. This could be bad for both the client and our developers it is certainly a QA issue.

List of positives:

- We have
 - ID
 - Name
 - Phone
 - And Title

And our last phase, following up. Take the next 30 minutes to write out a report to the customer from earlier in the lab. Include the issues you've found, and how you'd plan to address their questions and concerns.

Letter to the customer: