

Hi engineering team,

It has been a year since we purchased employee management software from you guys. with every release this software is getting worse, what the heck are you guys doing there?? We are encountering so many bugs with your software that it makes our life a living hell. If you can't build and test this piece of garbage you sell, please do us a favor and just stop making software. We requested a feature upgrade over a month ago and have seen no improvements or even a decent response. It is starting to feel like a big scam! We are ready to throw in the towel and buy what we need from someone else.

Sincerely,
You're about to lose a customer

John

Greetings John,

Thank you for reaching out and making us aware of the problems that you are having. The software development team will have a special meeting today to address your concerns. Your concerns are eye-opening. The employment management software should be helping with your needs. We certainly do not want our product to make things harder for you. We have made some errors that will be addressed immediately. I will personally make sure that I know what problems you are having and send an email to check over and make sure that I am not missing any concerns.

We will keep you informed of our progress in updating the software with your requested features and improvements. Thorough testing is vital to software development, and we will be sure to produce the solutions you need. You can plan on hearing from us with a full report and plans for our future release.

Sincerely,

Michael

Hello,

You **all** rock, we are users of employee management software. I would like to express how happy I **and** everyone on the team **is with** this application. We made the decision to switch your employee manager based on industry feedback **in** regard to this application. We are very pleased **with** the constant improvement to both the user experience **and** functionality of the application. Please **continue** the great work.

Best,
Jane

Hello Jane,

Thank you so much for the kind words. We work very hard to ensure that great customers like you remain happy with our product. I will certainly pass on your comments as an encouragement to the whole development team. Although you are pleased with our improvements, please let us know what else you would like implemented. We strive to make the best employee-manager software and continue innovating and improving.

All the best,
Michael

Scenario One

On average a QA Engineer at your company spends 3-4 hours a day on running manual test cases for a UI web application in addition to spending another 3-4 hours maintaining/updating test documents for the application. Every time there is a new update or a bug fix that needs to be released, it takes the QA engineer more than a week to complete regression testing of the application. What would you recommend in this situation?

Greetings Boss,

I understand your concerns about the QA Engineer spending more than the allotted time on test cases and bug fixes for releases. My suggestion is to check in with the engineer and see what keeps the timeline off schedule. Maybe some extra training or new techniques would be beneficial to a quicker, more efficient workflow, such as software training and time management techniques. Many resources are at our disposal to help speed up the QA process. I will be happy to facilitate as you see fit.

Sincerely,
Michael

Scenario Two

Your company has recently made a switch and now everyone works from home. After a few days, you noticed individuals on the team are not very responsive to messages. The project is getting behind and the part you're working on is blocked due to their lack of response. Current management has already made it a requirement for all employees to be "online" during hours recorded "on the clock" but many employees remain unresponsive. What could you do in this situation?

Greetings Boss,

Since all employees are now working from home, there is a delay in the project, and the part that I am working on is falling behind due to a lack of response from the rest of the team. Management has required that all employees be online during scheduled hours, although many team members remain unresponsive. I feel comfortable working from home and can stay on task, but the lack of communication and team effort hinders my productibility to a point where the project is almost at a standstill.

Would you please let me know what more I can do, if anything, to alleviate this problematic situation?

Sincerely,
Michael