Address: [https://verazhukouskaya.testrail.io/](https://verazhukouskaya.testrail.io/" \t "_blank)  
Username: [verisola@gmail.com](mailto:verisola@gmail.com" \t "_blank)  
Password: KbNdzIjwKvAM0SOHr6Ln

Best regards,

Vera Zhukouskaya

Student of IT Academy

# Group N Md-ST1-231-21

Mobile: +375293770160

Email: [verisola@gmail.com](mailto:verisola@gmail.com)

Skype: verchik101

**Case 1:**

There is a technical problem on customer side, which is show-stopper for your activity.

Contact person: Jonh Smith, Lead IT Engineer

Problem: no access to the server Srv923

Background: end of build preparation phase, this server is really needed

Task: need help from customer side

[VZ]

To: Jonh Smith

Cc: The team DL

Subject: Build 4.12- Srv923 access.

Hi Jonh,

Today is a Tuesday and our build 4.12 is planned to be ready by Thursday.

But there is an issue with build server Srv923 access.

Could you please reach out local IT department on customer’s side to get more information about the root cause, because if the issue couldn’t be resolved in one day, we are at the risk to break the timeline?

Thanks in advance,

Vera Zhukouskaya

# Junior Testing Engineer

Mobile: +375293770160

Email: [verisola@gmail.com](mailto:verisola@gmail.com)

Skype: Vera Zhukouskaya

**Case 2:**

You are Jonh Smith, Lead IT Engineer, which just received e-mail regarding Srv923 problem.

This server is not available due to electricity blackout (you are writing from 3G).

You need to reply.

[VZ]

To: The team DL

Subject: Build 4.12 (FYI)

Hello team,

I’ve received an answer from the customer’s support team regarding the build server Srv923 outage:

Several servers are unavailable due to electricity blackout. The issue should be resolved in two hours.

So, I’ll let you know when the server is up.

Have a nice working day.

# Jonh Smith

# Lead IT Engineer

Sent from iOS

**Case 3 (not connected to the previous cases):**

You just realized, that you are going to overdue customer logo preparation dead-line for a half of a day.

Write an e-mail to your manager.

[VZ]

To: Amanda Miller

Subject: Logo design deadline.

Hi Amanda,

During my work on logo design, I’ve bumped into the lack of requirements regarding the font color of secondary text. It’s not described in the final spec.

So, I need more time to prepare the finals.

Could you raise this question on today’s meeting with the customer?

But anyway, I’ve prepared some visuals with different colors. You can find them in attachments.

The logo will be ready by tomorrow 2 p.m. when we have the full spec defined.

If you have any questions or concerns, please reach out to me in Skype before the meeting starts.

Best regards,

Vera Zhukouskaya

# UI Designer

Mobile: +375293770160

Email: [verisola@gmail.com](mailto:verisola@gmail.com)

Skype: Vera Zhukouskaya