

**Due date 17.10.2017 - 23:59**  
**Do not forget to name your \*.vpp file with your student ID.**  
**For example, 01010001111.vpp**

“Customer complaints are recorded into customer service system using log files by the primary support unit. If the solution of the problem is known (or exists), it is then explained to the customer and the complaint record is closed after the customer's approval. If the problem is not known ( or no solution exists), the problem is transferred to the advanced support unit for investigation. If advanced support unit found a workaround about the problem, it is explained to the customer and the problem is transmitted to the engineering team. Here the seriousness of the problem is investigated. At this point demand for an immediate change is entered into the database, engineering team is being notified of the problem and advanced support unit tracks issue in the same time. During this process; advanced support unit contact customer, if additional information needed from engineering team. When issue resolved by engineering team, if not patch request for the next version of the software is entered. In both cases, information is given to the customer.”