Root Cause Analysis

1. New Features
   1. Text entries have upper and lower limits
   2. Phone number entry must be ten digits
   3. New employees can be added
2. Bug fixes
   1. Text entries have upper and lower limits
   2. Phone entries must be ten digits

Now take some more time and run some of your previous tests again! We’ll get into why we re-run tests in the future. For now the idea is to make sure the features that were previously working are still continuing to work.

After doing some re-testing and making sure the website is working correctly, make a list of items you would like to see as a user for Employee Manager.

Items I’d like to see added:

1. A second field for both email and phone
2. Notes on design/user flow
3. Design is simple, intuitive
4. Adding new employees as “New Employee” means erasing the text, raising the potential for mistakes
5. New employees can’t be added below the bottom of the browser screen
6. What features are listed to be added in the docs?
7. Phone numbers will be formatted in US format
8. Employee list will be on database and accessed through API
9. A search function will be added to filter employee list based on Job Title, Name, and/or ID
10. An email address field will be added
11. How do you want to see these features implemented?
12. I’d like to see these features implemented for the next release
13. Some of the reasons why issues brought up by the customer have not yet been addressed might be that the app is still in the prototype stage, and that the functionality to support the features mentioned by the customer aren’t ready yet.

**Customer Update Letter:**

Hi, I just wanted to tell you about the latest features we’ve added to your app, Employee Manager.

Since the last time you saw it, we’ve added the ability to add new employees to the list, and upper and lower limits to the number of characters that can be entered. This should greatly reduce the possibility of faulty entries. No blank entries can be made. The app now saves data until the browser refreshes.

The save and cancel buttons are now only available after changes have been made, and the cancel button will revert the entry back to the most recently saved version.

We’ve also fixed our error message functions and enabled the save function to work after error messages are sent.

We remember how you felt about the style and looks, and hope to have your input incorporated into an upcoming release. We also remember you requested a log-in/log-out function and search function as well, and will be adding those to upcoming releases.

Rather than set specific dates in this letter for those functions, I’d like to put them on the roadmap at the earliest opportunity. How about our upcoming Planning meeting?

QA Manager Report:

During this sprint:

1. Added the “Add New Employee” function
2. Save and cancel buttons only work after changes are made
3. No blank entries are allowed
4. Cancel button reverts to previous save
5. Fixed the bug in the employee ID that caused one to be a negative number
6. Fixed error messages
7. Enabled saving after error message
8. Set upper and lower limits on text entry lengths
9. Set telephone number entries to ten digits only