

Customer Satisfaction Report

Team: 3: Obsidian

2016

Customer: Ms. Marable

Date: September 29,

Report #: 1

- Has your team contacted you since the last Report? yes
- If so, how (e.g., in person, e-mail)? In person and email
- Are you satisfied with the amount of contact since the last Report? yes
- Has the contact since the last Report been constructive? Please elaborate.
This is the very first report and yes, it is helpful.
- Do you feel that you know where your team is in the development process? Please elaborate. Yes. While they are still in the beginning stages, they are currently working with the Systems Requirements Specialist document. In a nutshell, they are developing e-commerce site.
- Are you, in general, pleased with your team's progress since the last Report? Please elaborate. Since this is the first report, I think they're off to a great start.

Comments (positive or negative): I am happy to be working with them.