

Case 1.

Task: 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 a help from customer side

To: Jonh Smith

CC: Project manager

Subject: Server Interruption Notification

Dear Jonh,

Let me inform you that server Srv923 is not available. Status code "404 Not Found" (please note the attached file "ping Srv923.png"). We are thinking that a technical problem with the server is on the customer side.

We are unable to release the next build, so access to this server is needed.

I would appreciate it if you fix this problem as soon as possible.

Please confirm the receipt of this message. If you have any questions on this issue, you can contact me via email or directly to my phone number +375.....

Attachment: ping Srv923.png

Thank you in advance,
ILLIA VASHKEL
QA engineer

Case 2.

Task: Customer asks for results of testing (report). You've started to create a report already but suddenly electricity blacked out. You need to reply (e.g. using 3G on your phone).

To: Respected Customer

CC:

Subject: Testing report (FYI)

Dear Nick,

I'm sorry to inform you, but I can not provide the results of the testing report at this moment. For the force majeure, no electricity in the office, I have not any access to the testing data, documents on my laptop and server.

Well, I will do my best to make the report quickly, when the blackout disappears.

Best Regards,
ILLIA VASHKEL
QA engineer

Sent from my iPhone

Case 3.

Task: You've just realized, that you are going to overdue deadline of testing for a half of a day. Write an e-mail to your manager.

To: QA Manager
CC: Project manager
Subject: Testing deadline

Hi Svyatoslav,

MFU it was said that the testing deadline is today at 12:00 (Minsk, GMT+3). I'm not so sure about this time.

I'm afraid I am not able to finish all the tests at this stage because yesterday we had problems with access to the client's server. I want to perform regression testing after we get more details on this problem.

Could you give me some more time to do this?

Okay, we don't have a lot of time, so I am planning to finish testing at the end of the day by 18:00 (Minsk, GMT+3).

I hope you've found this information useful.

Kind Regards,
ILLIA VASHKEL
QA engineer