**QA PROFILE**

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**QUESTION 1:**

There are 8 categories of users in the situation:

1. New customers willing to take loyalty card and with coupon
2. New customers willing to take loyalty card and without a coupon
3. New customers not willing to take a loyalty card and with a coupon
4. New customers not willing to take a loyalty card and without a coupon
5. Existing customers with a loyalty card and without coupon
6. Existing customers without a loyalty card and without coupon
7. Existing customers with a loyalty card and with a coupon
8. Existing customers without loyalty card and with a coupon

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Types of Customer | A | B | C | D | E | F | G | H |
| Discount |  |  |  |  |  |  |  |  |
| 10% |  |  |  |  | X |  | X |  |
| 15% |  | X |  |  |  |  |  |  |
| 20% | X |  | X |  |  |  | X | X |
| No discount |  |  |  | X |  | X |  |  |

Types of customer A, B, C and so on is defined above the table.

Now to check which customer is applicable for which amount of discount you need check the type and corresponding discount from the decision table. Add the discounts in each column shown by ‘X’ sign to calculate the total discount.

**QUESTION 2**:

**Refuting the claim that the previous site maybe a better location for Jenny:**

Jenny has relocated her beauty parlour to a new location so she has different customers here and it needs time for the customers to build up that trust. Secondly, nothing has been told about the service and cost of the services offered. So there maybe a case that due to change of employees or other factors, service haven’t been like it was earlier. Also, maybe Jenny is now charging higher than what she was at the earlier location. There may also be a case that all beauty parlours are facing low volume because of external factors, for example digital businesses suffered less losses than non-digital ones during COVID-19. Other than that, claiming that Ronnie’s Auto repair shop location is better is also not reasonable because both are different businesses with different set of customers. Moreover, there is no conclusive evidence that Ronnie is opening another shop because this shop is doing a good business. There may be a case that he received some investment and is scaling his business because of that.

**Strengthening the claim:**

The location of Jenny’s beauty parlour may not be as good as was the earlier one. Maybe her current location doesn’t have enough target customers or there is more competition at the current location.

Ronnie opening a new shop may also be because he is earning enough from his shop and wants to scale up his business.

More information about Jenny’s current and previous location would help to better evaluate the conclusion. Other than that, information about Ronnie’s business, Jenny’s employee’s performance and prices and other competitors will also help.

**QUESTION 3:**

Things that are needed to be checked and tested to conclude if the wireless mouse is of good quality:

1. Check if the both the left and right buttons of the mouse are easily pressed and comfortable for the user if the user uses it for longer periods then also it should be comfortable.
2. Size and design of the mouse is comfortable for the users to hold.
3. Mouse has the scroll wheel and the scroll wheel is working properly, some mouses also have a feature where the wheel can be pressed so we need to see if it is also working properly.
4. ‘Double-click’ and ‘drag and drop’ functions are also working properly.
5. Mouse works perfectly on all the specified surfaces.
6. USB stick provided with the wireless mouse is of perfect size and easy to handle.
7. Delay between the operation on mouse and the time it is reflected on the computer should be minimum.
8. Range of the mouse is also good and the connection is proper without any lag.
9. Weight of the mouse is not too much which maybe uncomfortable for the user and battery requirement is checked.
10. The on/off switch is working properly in the mouse.
11. Speed and acceleration of the mouse pointer is optimum with respect to the speed of the mouse.