Step #1

from: matiasbazan@gmail.com

to: GermanOviedo@gmail.com

Subject: Problems with the device web site

Dear Mr. German Oviedo

We are writing to inform you about some problems we have already found on our website.

They are the following:

1 – In some product does not appear the price, instead of that, we can observe different characters like $,%,@….

2 – At the moment to concrete the pay, the system doesn´t allow virtual wallets, although it is programmed to accept this method.

3­ – Some operating systems are not enable to access to the website.

These problems are causing the delay of implementing the project and it´s impact on the timeline.

My team solicits you, an extra time about 15 days to study each of the problem and find the best solutions for them, if it´s possible, as a workaround.

As you know, our group is sufficiently prepared with the technical tools to deal with this problems.

We wait for your answer as soon as possible and stay at your disposal.

Step #2

We have been discussing largely in my team about the problems we have already communicated to our manajer through an email, and we have arrived to these possible solutions.

Problem number 1: In some product does not appear the price, instead of that, we can observe different characters like $,%,@….

Possible solutions: Check in detail the tipe of variables in the differents algorithms.

After this revision we must actualize the prices of each product.

Problem number 2: At the moment to concrete the pay, the system doesn´t allow virtual wallets, although it is programmed to accept this method.

Possible solutions: Confirm that the system software and virtual wallet integration modules are up-to-date.

Conduct thorough testing using various virtual wallets to ensure compatibility and functionality.

Review any restrictions or limitations set by the payment processor or virtual wallet provider.

Problem number 3: Some operating systems are not enable to access to the website.

Possible solution: We must check operarive systems affected. check if the problem is browser-specific rather than OS-specific by trying different browsers.

Following the steps mentioned, the issues should be solved.

And finally we suggest enable a telephone line and a email to solve any other problem.

Project Documentation Update

As part of the recent overhaul and enhancement of our website, we have made significant updates to the project documentation to reflect the changes implemented. The first update addresses the correctness of product pricing, detailing adjustments to the code query logic and database. This section includes clear instructions on how to ensure that prices are displayed correctly on the site, as well as audit and testing procedures to prevent similar errors in the future.

The second update focuses on the redesign of the website. A new section has been added describing the new color scheme and visual design, with sample templates and guidelines for maintaining aesthetic consistency. This documentation also provides recommendations on the use of user analysis tools to gather feedback and continuously optimize the customer experience.

Finally, we have incorporated detailed guidance on improving product descriptions. This section includes examples of well-written descriptions, guidelines for the inclusion of key technical information, and a standardized process for periodic review to ensure that content remains current and relevant. These updates are essential to ensure that all members of the development team, as well as new team members, understand the modifications and can effectively maintain the quality and functionality of the Web site. Documenting these changes also facilitates future scalability and maintenance of the project, ensuring a streamlined and consistent user experience.