Task 1

Once the client is onboarded, the client will need to be managed on a steady-state. There might be a change in policies that need to be configured accordingly or new needs or issues that they need to handle. You will need to put the client's interest at the highest priority – so it is important to handle all stakeholders (clients, sales, product and all internal external teams).

Please go through the below mail and follow the instructions

From: Hulk hulk@marvel.com

Cc: xavier@marvel.com

To: You

SUB: Customisation on Darwinbox

Hi XXX,
Hope you are doing well!

As you know I will be taking on the internal HR operations at Marvel. I have a good idea of what you have at Darwinbox as I am a satisfied user myself. Congratulations on building a world-class product!
As you already know, understand skills (shooting, generating energy, thinking on feet) of our employees is very important to us. You have presently an option to add skills as a custom field where I can add skill against each of our employees. As all our employees are constantly undergoing training, we want a field that helps us add the latest date of training for an employee on that skill and his rating on that skill. This is very important for us and I think we need this in the next two weeks to continue using your software.

Please send us dates by when this can be done.

Regards,
Hulk

The product roadmap for the next 6 weeks is frozen. You still write to the Product Team asking for the above requirement and below is the response you get

Hi XXX – I think this is an excellent feature to have, a lot of clients have asked for it and we are planning to launch in our future release 8 weeks from now. Please convey the same to your client.

Please evaluate the scenario and let us know what steps would you take next? Also, draft a mail as a response to the client (Hulk).

Task 2

Connecting Companies with Campuses

You are a part of the new product launch team of a leading Software firm **ValueTech**. ValueTech has been operational in India and South East Asia for over 5 years and has been a leader in Enterprise technology space. The company has over 200+ leading brands using their software. In the year 2020, the company is planning to launch a new software platform that can directly connect Companies with Campuses and help both of them find their ideal match. The new product team has been thinking of features that can add value to both enterprises and students (like open internships, video-based mentoring etc.)

The team needs your help in ideating and finalizing on the final top 5 features that should be built into the software. The team also needs your help in taking the product to market by giving it a name and by reaching out to potential customers.

Kindly share the below

- Top 5 features you think should be built in the new product. Highlight the problem each feature will solve or the value-add it is going to offer. (Keep your points crisp)

- A name for the new product along with one-line description (not more than 50-70 words)