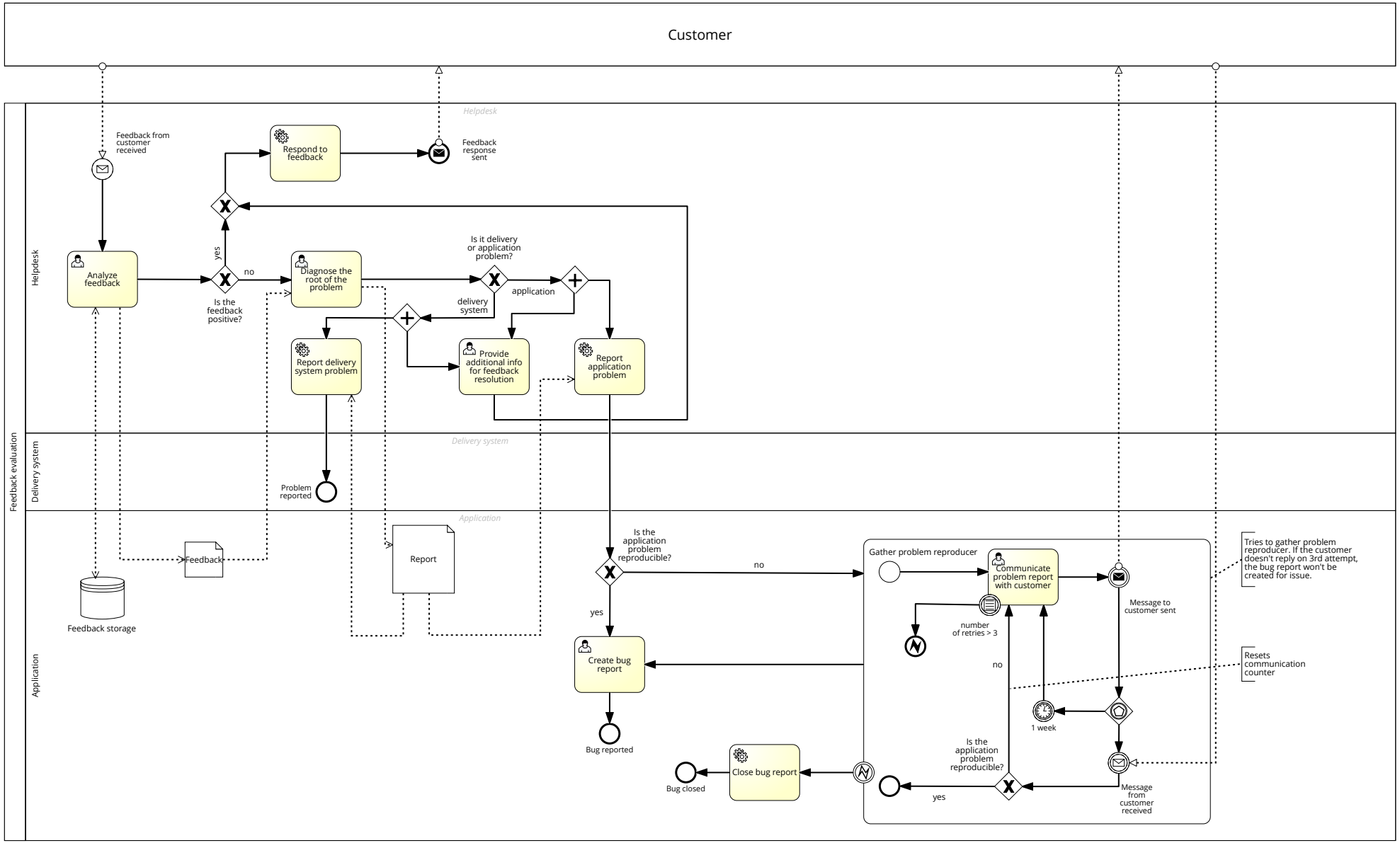
HW02 - L2 - Feedback evaluation

Name: Šimon Priadka
UČO: 422600
Seminar Group: 02



L2 Feedback evaluation process extends L1 feedback evaluation process, which takes feedback obtained from the customer and acts upon it respectively. The L2 Feedback evaluation process extends L1 feedback evaluation process by bug reporting mechanism, to deliver better quality of our application services. If the feedback concerns our application and is reproducible right away , the bug report is filed immediately. If we're having problems with reproducibility of the bug, we try to gather information from the customer. If the customer won't respond within 3 weeks, we'll close the bug.

Result: 12