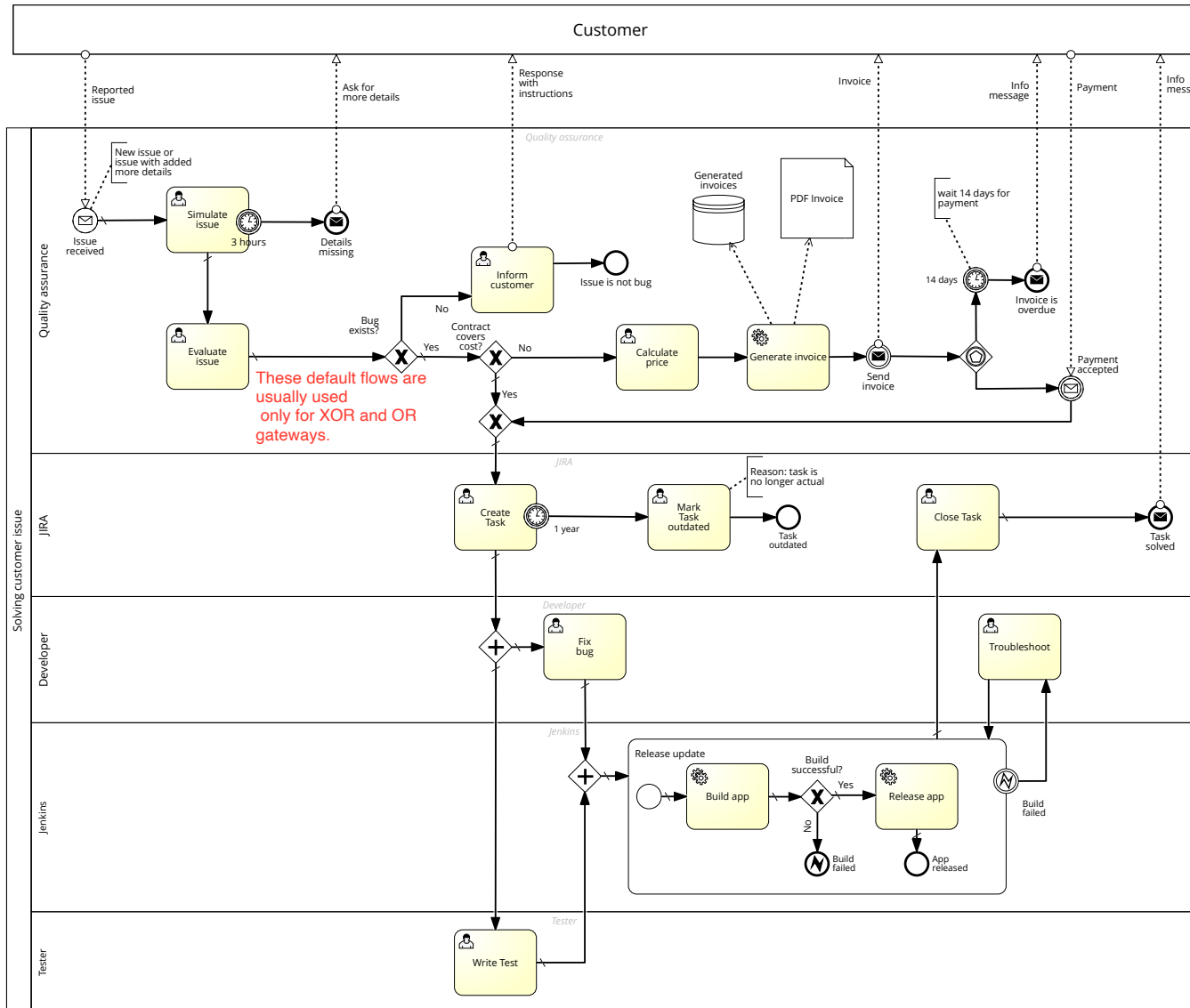


# Solving customer issue L2



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**SUMMARY:**  
The process starts when QA receives message from customer. It can be new issue or older issue with added more details. QA try to simulate issue. If he can not simulate it, he sends message to customer with request for more details. After successful simulation, QA evaluates issue. If it is not bug, he informs customer about right usage of app, sends tutorial. If it is real bug, he will find out if fixing is covered by contract with customer. If contract does not cover fix bug, QA calculate price, generate invoice and send it to the customer. If customer does not pay within 14 days, invoice is overdue and no one longer solve this issue. If contract covers cost or customer paid invoice QA will create a new task. When task is created, developer start fixing bug and tester writes new test. When fix and test are done, developer try to build app. If build is done, app is released, issue is closed and customer is informed. If build fails, developer tries to troubleshoot and build app again.