

# Communication with the Tester

- Add a comment
- Notification in the menu

# Add a comment

To start a communication, first navigate to the corresponding menu item. Click on "Evaluation" > "Select tests" in the left-hand navigation bar and click on the "Feedback" tile of a test under the corresponding evaluation.

This will take you to the detailed feedback analysis. Click on the "Validate feedback" button in the top right-hand corner to access the list of all feedback for the selected test objects.

To add a comment, click on the three dots in the "Actions" column and then on "Add comment".

The screenshot shows the Teamware Reports interface. The left sidebar contains navigation items: Startpage, Evaluations, Reports, Select Tests (highlighted), Select Test Objects, Excel report templates, Data pool, Templates, Master Data, and Buchungskalender. The main area displays a 'Report' for 'Fleet Management > Drive - IN 6290 / Garner Matthew > Feedback'. A table lists feedback entries for '04-SUV\_FM\_1' (Test Objects key: 212 3435). The first entry is selected, and a context menu is open, showing options: Details / edit, Duplicate, Add comment (highlighted), Complete, and Delete. The table columns are: Validated, Test Objects name, Test Objects key, Time, Tester, Category, and Rating. The first entry has a rating of 3, dated 10/09/2023 10:07, by Matthew Garner, for the Transmission category. The second entry has a rating of 6, dated 10/09/2023 10:04, by Matthew Garner, for the Interior category. The third entry has a rating of 7, dated 09/07/2023 04:47 pm, by Matthew Garner, for the Exterior category. The interface also shows a search bar, a filter icon, and a 'matrix' toggle.

| Validated                | Test Objects name | Test Objects key | Time                | Tester         | Category     | Rating |
|--------------------------|-------------------|------------------|---------------------|----------------|--------------|--------|
| <input type="checkbox"/> | 04-SUV_FM_1       | 212 3435         | 10/09/2023 10:07    | Matthew Garner | Transmission | 3      |
| <input type="checkbox"/> | 04-SUV_FM_1       | 212 3435         |                     |                |              | 6      |
| <input type="checkbox"/> | 04-SUV_FM_1       | 212 3435         | 10/09/2023 10:04 am | Matthew Garner | Interior     | 7      |
| <input type="checkbox"/> | 04-SUV_FM_1       | 212 3435         | 09/07/2023 04:47 pm | Matthew Garner | Exterior     | 9      |

Select from the following three options directly above the text field:

1. **Toggle Confidential** – signals to other users that the comment should not be forwarded
2. **Tester can reply to your comment only once**
3. **Forward comment to tester** - means that the comment will be sent to the tester and the iOS app. This option can only be used for completed feedback

Click on the respective checkbox to activate the relevant function for your comment. Then use the input field below the checkboxes to add your comment and proceed by saving it.

- Startpage
- Evaluations
- Reports
  - Select Tests
  - Select Test Objects
  - Excel report templates
  - Data pool
  - Templates
  - Master Data
  - Buchungskalender

Customer Demo

Logged in as: Evan Wood

Report

Select Tests

Fleet Management

Drive - IN 6290 / Garner Matthew

Feedback

Search list

Y

1 / 1

matrix

Create feedback

Settings

Affected Test Objects: 1 of 1

5 of 5, with 0 validated, 5 completed

| Validated                | Test Objects name | Test Objects key | Time  | Tester         | Category     | Rating |
|--------------------------|-------------------|------------------|---|----------------|--------------|--------|
| <input type="checkbox"/> | 04-SUV_FM_1       | 212 3435         | 10/09/2023 10:07 am<br>Transmission slips out of gears. | Matthew Garner | Transmission | 3      |

2 comments

Benjamin Higgins - 10/09/2023 10:12 am

Does this happen when shifting?

Matthew Garner - 10/09/2023 10:14 am

It happens sporadically.

Benjamin Higgins - 10/09/2023 10:15 am

Please contact the responsible mechanic and if possible continue to observe how the transmission reacts.

☐ Forward comment to tester
☐ Tester can reply to your comment only once

Confidential

Write a comment on this feedback

|                          |             |          |                  |                |              |   |
|--------------------------|-------------|----------|------------------|----------------|--------------|---|
| <input type="checkbox"/> | 04-SUV_FM_1 | 212 3435 | 10/09/2023 10:06 | Matthew Garner | Transmission | 6 |
|--------------------------|-------------|----------|------------------|----------------|--------------|---|

You can delete and edit your own comments as long as they have not yet been forwarded to the iOS app.

For **other's** comments:

- the Toggle button "Confidential" can be activated/deactivated by the planner and analyst. The comment can then be forwarded.
- the text content cannot be edited or deleted (crossed-out pencil symbol in the text field).

# Notification in the menu

## Response from a tester

There is an envelope icon in the navigation bar next to your username. The icon will have a red dot on it when there is a reply from the tester to one of your comments. Click on the envelope to view the replies. Then click on the corresponding message to be forwarded directly to the reply and your associated comment in the feedback validation.