

Примери за писмена комуникация в работна среда

Пример 1. [Scope creep](#) (неусетна промяна в обхвата на проекта)

Преди:

Dear John & Jessica,

I am writing to express my concerns about a possible feature creep that is introduced by ticket #866. The request to add enhancements to the image dialog actually introduces a significant amount of new functionality. Therefore I have the feeling that the effort wouldn't be little with the new features you suggest. As a consequence there is a chance that we won't implement everything in time.

Looking forward to hearing back from you in a promptly manner!

Best regards,
Boyan

След:

Dear John and Jessica,

I am concerned about a possible feature creep in ticket #866. It introduces the following new functionality:

- adding a second image
- adding a cancel button

The effort for that will be 2 personweeks¹. Is that ok for you?

Best regards,
Boyan

¹ За значението на понятията personday, personweek, personmonth вижте <http://en.wikipedia.org/wiki/Man-hour>

Пример 2. Проблем с базата от данни

Преди:

Hi Emily!

I was wondering whether you know the contacts of the database admin, because we are having an issue with a table lock that is preventing us from proceeding with ticket DB-313 about the user authentication.

Thanks,
Boyan

След:

Hi Emily!

What is the email of the database admins? We are having an issue with DB-313 (user authentication).

Thanks,
Boyan

Пример 3. Проблем с показването на non-ASCII символи

История:

John Deere wrote:

Astea Team,

Please have a look at the troubleshooting result.

Thanks,

John

From: John Deere

To: Naomi Campbell

Subject: Re: Re: special character issues

John,

Let us assume there is no external export tool in the mix.

I created an AppX document and wrote the following text:

ok this is **appx** text by *me* (test)

@#&%*+ -=<>

~^(){}[]`:-(`

/\|\$\€£:~):-D:-P

©_;"'!?

done.

When I opened the BLOB in the database, I found the content.json file containing the following html tags:

ok this is appx text by <i>me</i> (test)

@#&%;%*+ -=<>

~^(){}[]`:-(`

/\|\$\€£:~):-D:-P

©_;"'!?

done.

If you look at the highlighted text, you notice that the AppX converted the &, <, > properly to the HTML codes.

The same kind of conversion should be processed on all non-ascii characters like: \$€¥£©

So, when I convert the content.json to content.html and put <html> tags, all Chrome/FireFox/Safari browsers displays the text as follows:

ok this is **appx** text by *me* (test)

@#&%*+ -=<>

~^(){}[]`:-(`

/|\\$â,¬Â¥£:-):-D:-P

Â©_;"'!?

done.

So, external export is not even involved. You cannot tell me that all Chrome/FireFox/Safari browsers are not working correctly!

Please fix this in the AppX by converting all non-ascii characters to its html codes. You can use the following URL as your reference:

<http://www.ascii.cl/htmlcodes.htm>

I am including the content.json and the content.html for your reference.

From: Naomi Campbell

To: John Deere

Subject: RE: special character issues

Hi John,

Astea replied to the bug : This suggests that the problem lies within the external export tool and the conversion it makes. We don't think there's an issue with the JSON content file in AppX.

Please follow up with the team that is doing the conversion to make sure they are using the right encoding.

According to Astea, the issue lies in the external export tool. Please troubleshoot and let me know if you have any questions or concerns.

From: John Deere

To: Naomi Campbell

Subject: special characters issue

Hi Naomi,

Here is what I do when I see the issues with special characters.

1. Enter text in the AppX document. Include ALL the special characters from the default keyboard of the tablet.
2. Save the document to the cloud. The content entered in the AppX document above is saved in content.json in the database BLOB.
3. Run the external export tool. It picks up the content.json and converts it to content.html
4. Load content.html - special characters are not exported correctly.

So the problem is, when the content.json is converted to content.html, the special characters are acting weird.

Възможен отговор 1:

Hello Naomi!

There are about 250 entries in the mapping between special characters and HTML ASCII representations.

Let me just mention a few letters that I use every day and don't have such representations: а б в ъ ь ю я.

I am just guessing, but there are probably more. How do you suggest we represent them with ASCII?

You have heard of UTF-8, haven't you? Well, this is something AppX uses.

Having set the encoding of the document helps the browser render the content.

The html you have sent is displayed correctly in both my browsers - Firefox 16 and Chromium 20.

Regards

Възможен отговор 2:

Hello Naomi!

Thank you for throwing some light on what you consider a problem.

AppX uses UTF-8 encoding as the ASCII HTML supports only around 250 "special" mappings.

Specifying the encoding in the HTML document helps the browser to render it well.

The file you have sent is displayed correctly in both my browsers - Firefox 16 and Chromium 20, and I don't see any reason to make changes.

The AppX content format is our "invention" and we haven't had any input or requirements from you. If you would want us to change something you should communicate with our PO instead of our QA.

Regards

Пример 4. Проблем при комуникацията с дизайнера

Hi Agent K!

1) The filter box, and the search field are native android components where we have a lot of control. On the other hand, the main editor screen is a web view component that renders html just like your browser does. Neither html nor css allow customising this element.

2) There are ways to emulate the blinking of a cursor image. We will however need to leave behind all of the web view editing capabilities that now come for free (positioning and moving the cursor, inserting letters, pasting) and implement them by ourselves. The webkit has been in development for the last 14 years and there are still refinements made around text editing in the latest release.

Regards,
Krali Marko

Agent K wrote:

Thanks for looking into this, Pesho.

1 – I'm curious about how it is being done in the filter box – there is a blue cursor/caret there. Also the search box in the library has what looks like a custom caret.

Is there something that stops you from doing the same in the body?

2 – Could you give a time estimate for 'will most likely take a lot of time'?

– If we customize: define a new colour for the default caret

– If we replace with an image (may need to be dynamically sized depending on font-size)

Thanks,
-K

From: Pesho Peshev

Subject: Re: Followup on Cursor Styling

Hello, Agent K

after some research it turns out that the caret in the HTML cannot be easily customized or replaced with a caret of our own. If we choose to try and implement a custom solution for the caret it will most likely take a lot of time and the result could be unstable.

Regards,

Пример 5. Включване на много нова функционалност

Hi Agent K!

Thank you for the effort of putting this together! We should have had such a specification months ago. We have a couple of general comments or concerns:

- <IRRELEVANT FOR THE EXAMPLE>

Some more specific questions we would like to ask are:

- <IRRELEVANT FOR THE EXAMPLE>

Based on these comments, I would like the The MIB team to help us determine the importance of this and how we should proceed:

- Consider this a feature and leave it for post-fall
- Extract the new functionality out of this description; then develop them in a branch in the next couple of weeks. Once done, full QA should be performed on the entire application.

I hope that we reach the best possible decision for delivering a great product!

Best,
Boyan