Prove user paths and communications

Fictional case data and worked reasoning

A manufacturer of networked measuring instruments announces the termination on October 1, 2031. Without a new agreement, he cannot fulfil current manufacturer tasks after this date. The responsible market surveillance authority has already received a dated notification. For 145 out of 160 known users, information about the setting is transmitted comprehensiblely. 15 devices lack direct contacts. A distributor could take over redirection, but has not yet confirmed the assignment of the relevant devices and the shipping route.

Test point	Purpose or comparison	Observation	Decision
Public sector	Before taking effect:	Receipt confirms receipt in the handover file	
User information	All available routes as far as possible	145 out of 160 forwards 15 cases to further process	
Next jurisdiction	Responsible for users	Distribution partners still unresolved	Secure transition before end

Expected result

Traceable coverage, remaining gap and follow-up action per path.

Identifying the existence and specific information objective

Check the accessible channel and verified notification.

Prioritize open paths and re-examine the actual correction.

Counter-test and next decision

The sales partner confirms the acceptance of the 15 contacts, but sends the information only two days after the appointment. The team can prove the assignment. It has to evaluate the time and still open information before the recruitment separately.

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For your observation, specify a findable document.

Compare planned recipients or purchase channels with documented information on the actual version.

Verification identification, legal entity and date of processing and responsible body

Product, version and responsible organisation

Recipient groups or purchasing channels and confirmed target content

Message, dispatch or user-observed display

Version status and sample

Time, competent body and open contacts

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Refer remedial and post-test to the original test order.

Findings and supporting evidence

Further channel, correction or query

Tested follow-up test with date, observation and version documentation

Documented decision and audited information

Release by and on the open order and date