Incentive for suggesting feature & finding bugs
Posted by ivanjones - 2008/11/09 19:26

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Ari Quiz is expensive at $75 per installation!

My suggestion is that there is an incentive for bugs found / features suggested that are incorporated.

Say, a discount from future installations, or an extra years support.

That would be good!

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Re:Incentive for suggesting feature & finding bugs
Posted by admin - 2008/11/10 09:45

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We appreciate your idea but let us describe. Some customers submit "bugs" - as they think that are often not really bugs. Joomla! is great CMS but to work with it administrator should have some technical knowledge. There is great amount of books and articles.

There is also F.A.Q. and Help sections in ARI Quiz component that are worth to get acquainted with. This forum has a lot of posts that should help to solve many "issues".

If customer finds real bug we fix it. If this is not really a bug but feature request ad it is not customer-specific we implement it without taking money. Since we have limited number of resources it is not immediate process and may take some time.

We try to do our best to solve customer's issues. If they have troubles we ask them for access to their sites and help them to get us and running as soon as possible. That's why many customers appreciate our support service and rate ARI Quiz component high.

Customers may have a discount by purchasing several products at once.

Please let us know if you have any questions about this.

Regards,
ARI Soft

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