

From: Michael Denovan <michael@pricepond.com.au>
To: alan@pricepond.com.au
Date: November 24, 2021 1:18 pm
Subject: Neto Chat - Transcript

Bree-Anna W (11/24/2021, 12:56:10 PM): Hi Michael! My name is Bree-Anna - how can I help you today? Michael (11/24/2021, 12:57:51 PM): The SEO Performance of my site is currently too low, so I want to improve it by increasing site speed, adding caching mechanism and CDN to my site. Can you guide me through how I can do those in this Neto platform? I'm kind of lost here! Bree-Anna W (11/24/2021, 12:59:47 PM): To begin with, start by verifying your website with Google Search Console and installing Google Analytics to review and analyse traffic. From here, we recommend investing time into generating original content through blogs, product descriptions and information pages. While Maropost Commerce does not provide SEO services directly, we do align ourselves with a number of SEO agencies to deliver a complete service to its clients. It is important to continually invest in SEO as part of your marketing strategy. Bree-Anna W (11/24/2021, 1:02:13 PM): SEO (search engine optimisation) is all about improving the visibility of a web page in search engines via natural or unpaid (organic or algorithmic) search results. This article is an overview of search engine optimisation for your Maropost Commerce webstore. <https://www.netohq.com/support/s/article/What-is-SEO> Michael (11/24/2021, 1:03:46 PM): Can you guide me on Caching and CDN? Bree-Anna W (11/24/2021, 1:05:09 PM): That currently isnt a service Maropost Support provides however we do have a full list of approved partners here: <https://www.netohq.com/support/s/partner-directory-list> To submit a request for custom work please click the link below. We ask you to submit the request using the below link as there are terms and conditions to accept and the form is sent directly to the team to scope out the required changes and perform the work. <https://www.netohq.com/job-request-form> Michael (11/24/2021, 1:05:48 PM): I think you're not getting me properly Michael (11/24/2021, 1:06:31 PM): for example, suppose I want to add Cloudeflare CDN to my site (can be any company). Is it possible? Bree-Anna W (11/24/2021, 1:09:02 PM): My apologies, For a CDN to work effectively, it needs to be the default inbound gateway for all incoming traffic. Therefore, it is Maropost company policy that we cannot support the use of multiple CDN accounts to route your website through. Seeing as all Maropost Commerce websites are already configured through our CDN provider, adding an additional layer will cause issues with performance, caching and speed and may limit some security protocols. For these reasons, Maropost Commerce cannot provide support for site performance, site security, firewalls, web crawlers and/or bot attacks and various other security and performance aspects if you choose to use a 3rd-party CDN. Michael (11/24/2021, 1:12:24 PM): How to Configure Maropost Commerce CDN? I don't see it working on my site... Bree-Anna W (11/24/2021, 1:13:12 PM): I can check in with the team for you is michael@pricepond.com.au you're preferred email Michael (11/24/2021, 1:15:23 PM): better if you mail me in alan@pricepond.com.au Bree-Anna W (11/24/2021, 1:15:54 PM): No problem, ill update this for you now. Your case number is - 00506011. To follow or respond to this case, please log into the Maropost Commerce Cloud Support Hub. This case will be listed under your open cases. Is there anything else I can help with today? Michael (11/24/2021, 1:17:08 PM): Do you have any better caching mechanism other than that Web Accelerator? I don't see any changes to my speed if I turn it on or off... Bree-Anna W (11/24/2021, 1:17:27 PM): I dont believe so but ill add this to the case for you Michael (11/24/2021, 1:17:46 PM): okay please do that and inform me in my mail Bree-Anna W (11/24/2021, 1:18:10 PM): not a problem have a great afternoon Alan :) Michael (11/24/2021, 1:18:23 PM): Thank you!