SAMPLE CUSTOMER QUESTIONS

https://github.com/algolia/solutions-hiring-assignment/blob/master/customer-questions.md

answers by Kassim Assani

Question 1

Hello,
I'm new to search engines, and there are a lot of concepts I'm not educated on. To make my onboarding smoother, it'd help if you could provide me with some definitions of the following concepts:
- Records
- Indexing

I'm also struggling with understanding what types of metrics would be useful to include in the "Custom Ranking."
Cheers,
George

Hello George,
Nice to meet you. Thank you for getting in touch with us.
To answer your questions:
- A record is simply a data point that you want to be searchable. Records are added to what we call an index.
- An index is where the data that's going to be consumed by the search engines is stored. Indexing is the process of collecting, parsing and storing records in the index so that they can be searched and accessed via the search engine.

Regarding the metrics to include in the Custom Ranking I would advise to use some of the business metrics that make sense for your activity such as Best Sellers, Product views, Scores or any other metrics that could help your visitors discover more of your products and find the one they want to buy.

Hope this helps, don't hesitate to contact us should you have further questions.

Cheers,

Kassim

Question 2

Hello,
Sorry to give you the kind of feedback that I know you do not want to hear, but I really hate the new dashboard design. Clearing and deleting indexes are now several clicks away. I am needing to use these features while iterating, so this is inconvenient.
Regards,
Matt

Hi Matt,
Thank you for taking the time to share your feedback with us, we appreciate your transparency.
We have a solution that could actually help you save some time and automate some of your daily tasks. Managing, clearing and deleting indices can be achieved via API. Our API supports all common languages and you'll find everything you need to start saving some time by consulting our online documentation:
https://www.algolia.com/doc/guides/sending-and-managing-data/manage-your-indices/
Don't hesitate to contact us should you have any questions.
Kind Regards,
Kassim

Question 3

Hi,

I'm looking to integrate Algolia in my website. Will this be a lot of development work for me? What's the high level process look like?

Regards,

Leo

Hi Leo,

Thank you for your email.

At Algolia, we care deeply about our customers and we want to offer the best options for them to get up and running with our services quickly. To that effect, we've created various open-source libraries (API Client) for web and mobile as well as several web framework integrations. These allow our customers to quickly start integrating our services to their website. As an example, a front end integration process with the JavaScript API Client could look like this :

1.   Install the library from the back end or from the front end,
2.   Initialize the client,
3.   Start pushing data,
4.   Customize the search behavior,
5.   Test the search,
6.   Build the search UI.

This quick start tutorial will allow you to index and search objects in just a few minutes with JavaScript:

https://www.algolia.com/doc/guides/getting-started/quick-start/tutorials/quick-start-with-the-api-client/javascript/?language=javascript

Hope this helps, don't hesitate to contact us should you have further questions.

Kind Regards,

Kassim