Customer Service Update - 2017 Feb 14

The first test of the customer service program is complete.

Summary of Test Results

Usage of the System: 86 submissions (52 Cases and 34 Actions)

Errors: 38 in total

Programming Errors: 9 (from Dec 1 to Jan 12)

* These errors were a result of incorrectly or poorly written programming code that did not properly handle the situation. During the trial, several programming corrections were made.
* No additional programming errors have occurred since January 12th.

Server Errors: 29 (from Dec 1 to Feb 10)

* These errors are difficult to identify and track as they happen on google servers. After a large amount of trial and error the main cause of the errors has been attributed to the process of creating the case summary and case listing documents.

What Does This Mean

Errors occurred 44% of the time.

The good news: to my knowledge, the errors did not cause any data loss, which means that when a user submitted information is was captured correctly.

The bad news: Often when an error occurred the information that was submitted, was not available to be viewed in the summary documents. Which basically made the system unreliable as a user could not be sure if the information they were looking at was up-to-date.

Why Did This Happen

Every time a case or action was submitted the program would do two things:

1. Add the received data into a spreadsheet row. (working reliably)
2. Generate a case summary document and update the case listing documents. (not reliable)

The process of generating documents caused the errors. Sometimes the server would correctly generate a document, other times the server would not generate the document at all.

In short, the process of dynamically creating many documents is not reliable.

What Has Been Done To Address The Problem

The purpose of the case summary documents and case listing documents were to help users view the information about the cases. Since the generation and update process for these documents was unreliable a different solution to allow users to view case information was needed. The document creation process has now been completely removed from the program and replaced with something that looks and behaves like a website (technical note: it is not exactly a website it is a web app, which is part of the google app script, which is attached to the google sheet). The website allows a user to view and filter the cases, which replaces all the functionality that the case summary and case listing documents provided. The website also has the benefit of opening significantly faster than the documents would open. Updates also show in seconds, as opposed to taking minutes with the old document process.

Next steps

1. Second Test - The program now needs to undergo a new test phase to check the reliability of the new website method of displaying case information.
2. Setup Help Site – create a site to provide walk throughs and documentation and well as the installation procedure.
3. Add Additional features – determine which if any additional features to add and when those feature improvements will take place. Here is a list of requested features so far:
   1. Web App - Order by case date
   2. Web App - Highlight idle cases
   3. Attach pictures to cases
   4. Auto send reminders for idle cases