Q1 -- Integration inquiry

Is there an Olapic integration with Demandware? We are in the process of moving to Demandware; if we decided to use Demandware, how would we go about doing that?

A1: Yes, Olapic is one of the partners of Demandware. You can easily integrate Olapic using the integration package at http://www.demandware.com/link-marketplace/olapic.

Rationale/Sources: http://www.demandware.com/link-marketplace/olapic

Q2 -- Product feed inquiry

Hi Olapic. Here's a sample of our product feed in your Olapic schema: link to feed. I created this according to your documentation: http:///olapic.github.io/PublicDocs/product-feed-full-public.html. Please take a look & import this into my account, and let me know when it's done.

Note: Olapic product feeds must be validated before it is queued up for ingestion. See here for Olapic feed validation guidelines: link

A2: I will respond back to the customer and ask him if he has validated the product feed against the Olapic XSD file. I do not see the link to the feed to determine if the feed was given in one of the valid methods which include SFTP, FTP, and HTTP. Once that is handle we can move forward and create the stream for the customer.

Rationale/Sources: http://olapic.github.io/PublicDocs/product-feed-full-public.html

Q3 -- API vs. SDK

We're considering both your RESTful API integration and iOS SDK integration for our new iOS app. Which one is the better choice for our mobile app?

Note: API documentation can be found here: http://photorank.me/api.html & iOS documentation can be found here: https://github.com/Olapic/Olapic-SDK-iOS

A3: You will need both the API and the SDK. The SDK allows you to quickly integrate your mobile app with the api and allows you to easily manage your streams and content. Using the SDK will speed up your time to market instead of having to right custom code to accomplish the same task.

Rationale/Sources:

Q4 -- Deployment issue

Hi Olapic! I'm saving changes to my templates in your markup editor, but the CSS changes are not appearing when I view the widget. Does your platform have any limitations that I should be aware of?

Note: It takes about 45 minutes for templates to deploy from sandbox to production environment. There is a button in Olapic admin that allows you to do this.

A4: I would advise the customer of the 45 minutes wait time in order for the changes to be visible. I would then tell him that I could speed up the process for him and manually deploy the changes. I would then confirm that the changes have been in fact deployed.

Rationale/Sources:

Q5 -- Customization request

Unless Olapic JS widgets support IE8, it looks like we may have to take our business elsewhere. What can you do to make this happen?

Note: Olapic widgets only support IE9+ and modern browsers. Olapic API is often used as an alternative to Olapic JS widgets.

A5: I would explain to the customer that the olapic JS widget does in fact only support IE9+ but that we can easily accomplish the same task using other api end points which supports older browsers. I would then see if we can set up a meeting to discuss this possibility a little further.

Rationale/Sources: http://www.photorank.me/apidoc/v2\_2.html

Q6 -- Unhappy customer

Our widgets are down! You sent us an email saying our new API key is ready and now we're getting a message saying API key expired!

Note: Due to a bug on our side, the API key that was generated for them was expired at the time they received it. The new API key is now ready for them to access in their Olapic account.

A6: I would first start with an apology and afterward I would inform them that I was able to get them a new key and that the email will be sent out. I would ask if they can verify and make sure this key works.

Rationale/Sources: In order to diffuse the situation you have to actively listen and provide adequate solution. Making sure that the problem is resolved while on the phone with the customer will be a top priority.