

Question 1

From: marissa@startup.com

Subject: Bad design

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.

Thanks,

Marissa

Response

Hi Marissa,

No worries at all! I appreciate your feedback and I completely understand your frustration. I'd love to share some helpful tips on how you can clear and delete multiple indexes in just a couple clicks.

Below is a quick video tutorial on how you can clear and delete indexes from the "Indices" tab in the Dashboard as well as some supporting documentation.

<https://www.loom.com/share/d0d47a7c6b224461bb38216825f0ac0b?sid=0c16ffc9-e6a0-4035-b01f-fdc09806b735>

<https://www.algolia.com/doc/guides/sending-and-managing-data/manage-indices-and-apps/manage-indices/how-to/delete-indices/>

Please feel free to reach out if you have any questions! If you continue to have difficulties with our dashboard, I would be delighted to relay your feedback to our product team for further improvement.

Thank you,

Eduardo Sandoval

Question 2

From: carrie@coffee.com

Subject: URGENT ISSUE WITH PRODUCTION!!!!

Since today 9:15am we have been seeing a lot of errors on our website. Multiple users have reported that they were unable to publish their feedbacks and that an alert box with "Record is too big, please contact enterprise@algolia.com".

Our website is an imdb like website where users can post reviews of coffee shops online. Along with that we enrich every record with a lot of metadata that is not for search. I am already a paying customer of your service, what else do you need to make your search work?

Please advise on how to fix this. Thanks.

Response

Hi Carrie,

I apologize for the inconvenience! The best solution would be to remove the metadata that is not used for search from the records. We limit our record size to 100KB to ensure the best possible user experience. Check out our documentation [here](#).

Please let me know if you would like to schedule some time to review best practices when pushing records to your indexes and/or configuring your search.

Thank you,
Eduardo Sandoval

Question 3

From: marc@hotmail.com

Subject: Error on website

Hi, my website is not working and here's the error:

```
Uncaught ReferenceError: searchkit is not defined
    at Object.parcelRequire.6 (index.js:1)
    at newRequire (broken-webkitRequestAnimationFrame.47b209d0.js:48)
    at parcelRequire.6 (broken-webkitRequestAnimationFrame.47b209d0.js:75)
    at broken-webkitRequestAnimationFrame.47b209d0.js:101
```

Can you fix it please?

Response

Hi Marc,

I'm sorry to hear that your website is not working, unfortunately the error alone is not enough to recommend a solution.

Let's schedule some time to debug the error and understand the root cause. Below is my availability for the rest of the week:

[TIME BLOCKS HERE]

Please let me know if any of these times work for you and I will schedule the meeting.

Thank you,
Eduardo Sandoval

Reasoning

After doing some research, it looks like SearchKit can be used with some of Algolia's functionality(<https://www.searchkit.co/docs/components/autocomplete>) but it's also meant to be used with ElasticSearch. In addition, Marc did not provide enough context to derive a solution.

For these reasons, I offered Marc a meeting to better understand the issue and determine how Algolia can help resolve the issue.