

## These are notes from Ilan Krayn for Skills Assessment

### Item 1

5 favorite support tasks

- Manage a support team
- Find and recruit teammates for the support team
- Help train and onboard new support teammates
- Work with the product team to develop a new feature based on feedback from customers
- Analyze hundreds of support tickets to spot trends the product team can use

5 least favorite support tasks

There is really nothing on this list that I don't enjoy doing.

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### Item 2

What I'll need to learn to work at Vercel is front end, JavaScript development. This is not an idea that I focused on before, and clearly, I will need to improve in to so I can do a great job here.

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### Item 3

At Harness I was working with a banking customer facing failed deployment and was not able to understand why (this was a very common support issue). Since this was a P1 issue, we had a call going to work on this. Looking at our agent logs I found the root issue and showed the customer how to fix it. The customer immediately tried my suggestion, and the deployment was completed successfully. Once it was fixed, I showed the customer how I was able to find the problem so in the future they can troubleshoot themselves and solve issues faster.

Another example, At Aisera I worked with a large national retail store chain. They felt that they were not getting value from the product. Working together with the dedicated CSE of the account we helped figure out what features they were not using to get value and walked the customer through configuring them. This allowed us to turn a churn risk customer into a happy, renewing one.

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### Item 4

It is not clear if the question is about when to use Vercel in general, or when to choose between these components. I'm going to answer the second question.

Edge function should be used when we need fast, dynamic functions that run closer to the user location. For example, OAuth callbacks, responding to webhook requests.

Serverless functions require full node.js runtime and can be scaled up and down. They should be used to execute server-side logic like form submission parsing and response, database queries, or serving as API endpoint.

Edge Middleware is a function that operates at the edge of the network and is invoked before a request hits the actual page. It is useful for managing authentication, geo and language routing, A/B testing, etc.

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## Item 5

Before asking the customers too many questions, I'll review the errors that we see. It may be (and may not be) self-explanatory. If not, I'll check our internal and external docs in case that was answered before. Lastly, I'll Google the error. It has happened before that knowing what the error is about and knowing our software, I'm able to determine the problem.

If these did not find a solution, I'll ask the customer if they know what change caused it. Since the code is in git, we should be able to pinpoint the commit that caused the error. That may give us information on what caused it. Lastly, I'll ask them what they are trying to do. It is possible that I can offer a workaround using technology I'm familiar with.

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## Item 6

Hi customer,

I totally understand that troubleshooting this issue is taking too much of your time. I'm here to help. The point of using Vercel is to make your life easier and get deployment to happen faster. This is not what we want to see. I would very much like to solve it for you, but with the information I now have, I don't know how to do that. A few answers from you will go a long way for me finding the problem and a good solution.

If it easier for you, I'm happy to jump on a zoom call to shorten communication round trip. I look forward to your answers or to meeting you on zoom,

Ilan

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## Item 7

Hello customer,

This is a good question. There are several ways to redirect and choosing the right one can be tricky.

I'm guessing that you are looking do a permanent redirect so any person hitting the /blog endpoint will be redirected to the correct web domain for the blog (like <https://blog.yourdomain.com/>).

Since this is a permanent redirect, I recommend that you use Vercel edge configuration to make it happen. This is the fastest, and least user impacting method. To do so:

If you are using Vercel native Next.js framework, edit the file `next.config.js`. Look for the `"async redirects()"` function, and add to it. We have a sample code and more information in our [documentation](#).

If you are using a different framework, redirect configuration is in the `vercel.json` file located in the root of your application. We have a sample code and more information in our [documentation](#).

I hope that this is the information you are looking for. If I made a wrong assumption about what you are asking, and provided the wrong answer, or if you need more information, please write back to let me know. If I got it right, I'd appreciate it if you tell me so I can mark this as solved.

I look forward to hearing from you.

Ilan

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## Item 8

Hi customer,

Search engines crawlers check the `X-Robots-Tag` in the HTTP header before indexing a page. If it is set to `noindex`, the search engine will not index the page. To prevent your project from being indexed, add this custom headers with the `headers` property in `next.config.js` for Next.js projects, or in `vercel.json` for all other projects.

Once your header is set, you can test your project using the command:

```
curl -I <DEPLOYMENT_URL>
```

It will return all the URL headers, and you can confirm that `X-Robots-Tag: noindex`.

On a side note, Vercel sets the `X-Robots-Tag` HTTP header to `noindex` for all Preview Deployments so that search engines do not accidentally index the Preview URLs. If you use the non-common [custom domain is assigned to a Git branch](#), this behavior is prevented and the `X-Robots-Tag` header is not set.

As always, I would love to hear back if you have any more questions. We are here to help!

Ilan

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## Item 9

Matthew Sweeney and I spoke about this during my interview.

My point was that moving from service based web environment like Apache, NginX, etc. to functions based environment like Vercel and Lambda requires new way of thinking. The design should be even driven, and all connections must be initiated and destroyed in each function.

Another common happens when using traditional databases like MySQL or PostgreSQL and using traditional connection methods like ODBC. These stateful connection protocols cause heavy load on the database server, and moving to serverless function causes too many connections and a big load on the DB server.

A potential solution is to move to http-based database connections.

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## Item 10

This is a good familiarization exercise. One suggestion is to have a look at the logs area so a support person can get a feel for what it looks like and how robust the filtering is.

Thank you for your time.

Ilan