Re: INNOVATION

Maricel Bitancor <maricel.bitancor@newfold.com>
Wed 12/1/2021 8:19 PM
To:JesseLito Jadulco <jesselito.jadulco@newfold.com>;Lady Anne Louise Laconsay Barrun <ladyannelouiselaconsay.barrun@newfold.com>

Hi Jessie,

I truly appreciate these recommendations.

We will go through this and review and revert with our feedback.

Please continue to share your recommendation be it with the process or even for policies.

Thank you and stay safe!

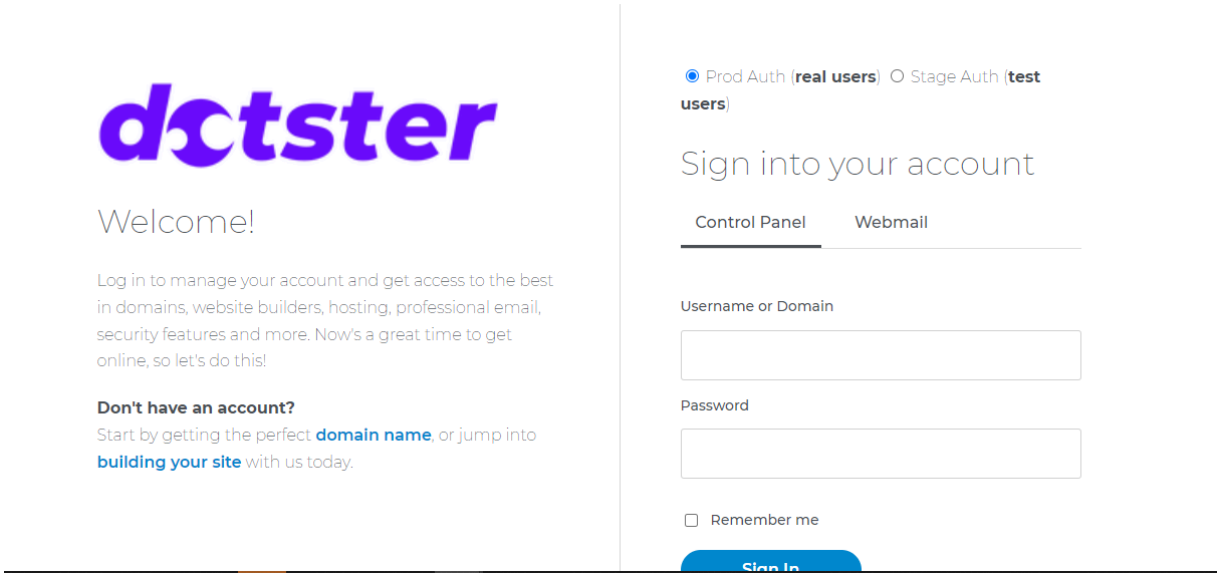
From: JesseLito Jadulco <jesselito.jadulco@newfold.com>
Sent: Friday, 26 November 2021 12:17 PM
To: Lady Anne Louise Laconsay Barrun <ladyannelouiselaconsay.barrun@newfold.com>
Cc: Maricel Bitancor <maricel.bitancor@newfold.com>
Subject: INNOVATION

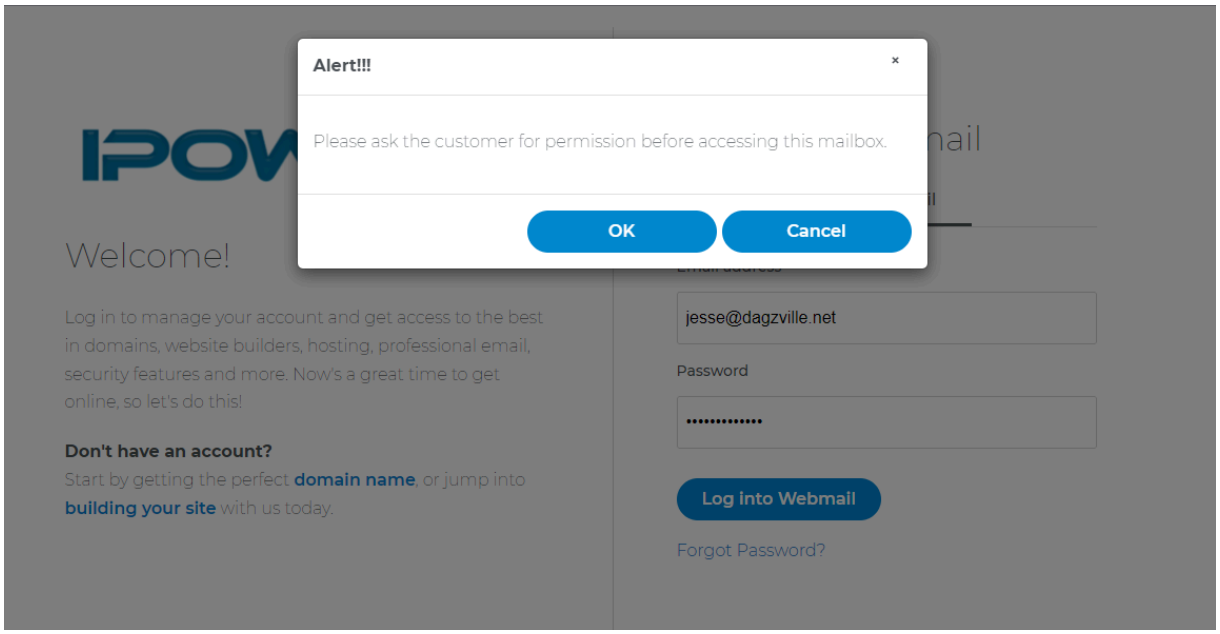
Hi Miss Lady,

Please see my **4 suggestions** for the RnR INNOVATION for November. Kindly review if these are valid suggestions if you have time. I would highly appreciate your feedback. Thank you in advance.

1. **Enhance Customer Log-in Experience for Control Panel and Webmail Log-in**

Problem: There are customers giving feedback why the log-in page has a Prod Auth and Stage Auth options. For them, it looked unusual for a reputable hosting company to have a log-in page where a stage auth log-in is also available to customers in production URL. Additionally, when customer access the Webmail production log-in page they are prompted to ask permission to themselves (customer) to access their own mailbox
Solution Description: Product Engineering may have to consider creating a separate log-in pages for production and staging environment. There should be no prompt to ask permission to access the mailbox Webmail when it the customer himself accessing the mailbox in production environment.





2. **Customized Professionally-Formatted 403, 404, 500 Website Error Messages**

Problem: Customers are aggrevated seeing their websites are down without first checking if it might have been caused by Billing for hosting plan or domains. Most of the time, their immediate response is to blame that we had something wrong in our system because minimal information is found in the error page.

Solution Description: If the error messages can give them a hint of what might have caused the problem, we are helping customers especially non-tech savvy customers to think correctly if it was their actions that caused the problem (which they can revert on their own) or due to a server issue. I think concise messages that addresses customer's emotional concern and a beatifully formatted error page can help customer report the issue to us in a constructive manner. For example for 500 Server Response, the customized error page may include the formatted text "*Sorry, the site "www.example.com" is not available. If you are the owner of the website, please try checking your hosting account. Were there any recent activities you performed that could impacted the availability of the website? Please try contacting*

your webmaster. If you need to assistance from your hosting provider, contact us at ipage.com/contact" with a formal colored background.

3. **Automatic Unsuspenstion after Past Due was paid for Google Workspace and Microsoft 365 Emails**

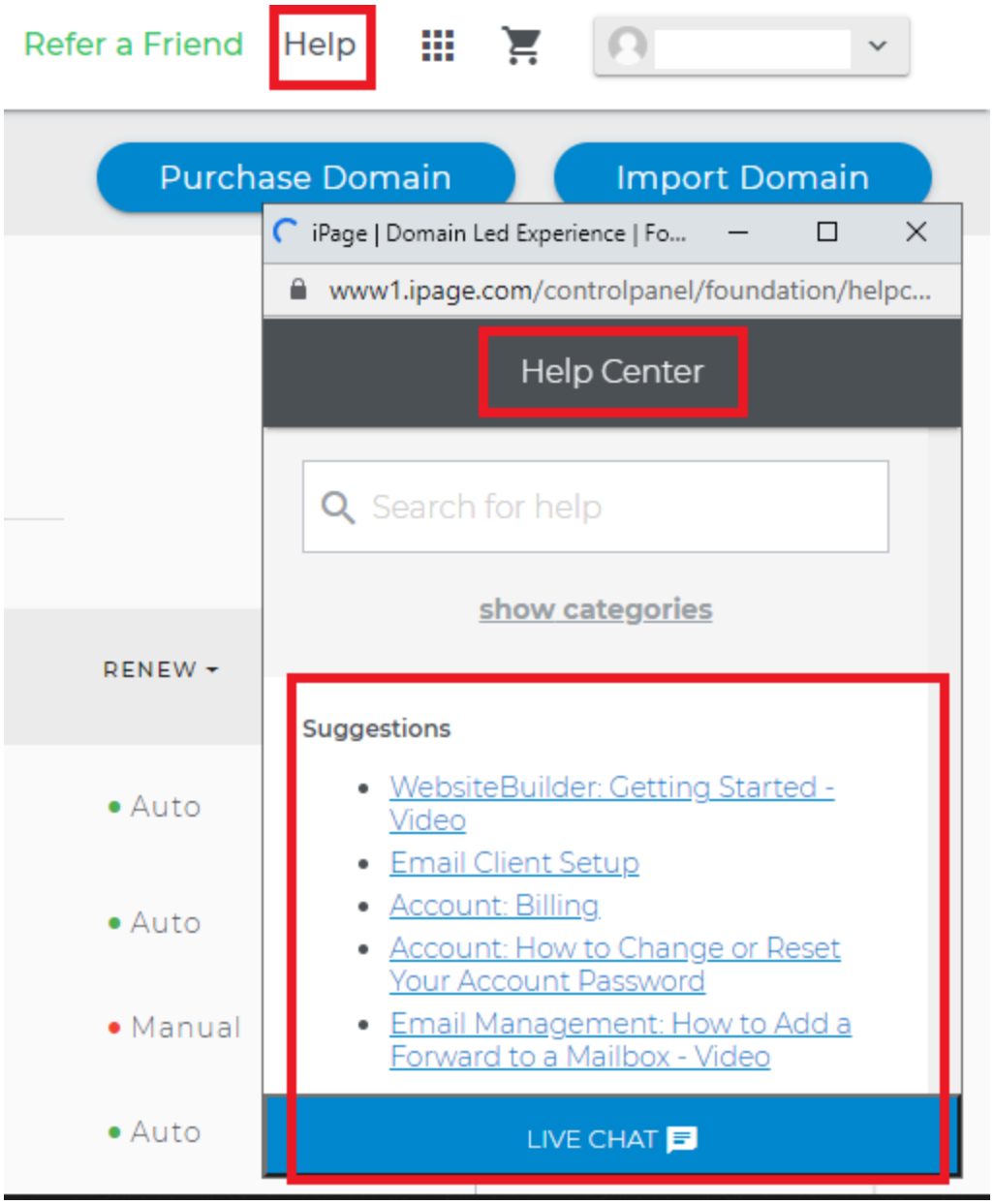
Problem: Customers are not happy that their emails are still suspended after the past due was already billed after 2nd or other succeeding past due billing attempts. They are disappointed that the email notification that payment for past due was already received but no action is indicated in the email that they still have to call us to lift the suspension. Thus, they still could not send/receive emails though they have already paid the past due 2 or more days ago. Example case numbers: 35151362, 36190419, 33593631

Solution Description: Product Engineering Team may have to develop a script that runs on daily basis to check past due payments and reactivate the email services automatically if they have been paid already.

4. **Title**: **Minimize Security Verification Time and Organize Grouping of Self-help Links by additional features for Help Tab in Control Panel Foundation**

Problem: Existing Customers are getting frustrated spending a lot of time going thru the IVR and most of the time when it fails, they still have to be manually verified by human agent and via chat, support agents still has to manually verify customer. What if there is a way to minimize the time for security verification for existing customer? As a phone support, I encounter a lot of customers who are already logged in their accounts before calling support. Why not find a faster way to get customers verified maximizing the session while they are logged in the account.

Solution Description: In Help Tab in Customer's Control Panel Foundation allow existing customers to easily establish a chat support session once they click on the link they are pre-authenticated making use of user profile session data, generate randomized support code for phone support giving them an option to key in a code aside from answering a security question . Group self-help links according to category such as "DNS" , "Billing", "Email", "Website" (similar to the the way we have in Confluence left-bar) for easy navigation for customers in checking self-help articles.



Regards,

Jesse Lito