



Weaviate

Customer Solution Engineer Challenge



Background Information

Our Customer Solution Engineering Team sits at the heart of our post-sales efforts, serving as the technical account owners for our flagship accounts. Their primary mission is to facilitate a smooth onboarding process and act as trusted advisors for our customers, ensuring that Weaviate is implemented successfully and continually meeting evolving needs. By drawing on extensive product knowledge, these engineers will address real-world challenges, problem-solve critical issues, and proactively advise customers on best practices—ultimately driving adoption and leading to upsells.

An essential aspect of this role is customer advocacy. Customer Solution Engineers deeply understand the nuances of each client's environment and tailor Weaviate configurations and work with our SRE team to provide optimizations to those specific use cases. Their expertise empowers them to offer guidance on schema design, performance tuning, and the most effective deployment strategies, ensuring each customer can fully realize the value of vector search and retrieval.

Throughout the post-sales lifecycle, regular communication and hands-on collaboration enable this team to identify and resolve potential roadblocks. Their technical acumen—spanning Kubernetes deployments, Weaviate modules, and best practices for large-scale vector data—allows them to troubleshoot issues quickly and maintain customer satisfaction. They regularly interface with our Sales & product teams to share insights, streamline feature requests, and provide continuous feedback that strengthens our product roadmap.

By maintaining high standards of responsiveness and customer care, the Customer Solution Engineering team ensures Weaviate remains a lasting success for each client, setting the stage for long-term partnerships. Through consistent engagement, problem-solving, and strategic advisement, these engineers help our customers harness the full potential of Weaviate—driving both customer success and business growth.



Technical Challenge

Problem Statement:

An ecommerce customer “EcomMax” is experiencing issues with their Weaviate Cluster. They 1) want to move data from one collection to another, and 2) are having issues with hybrid search bringing back accurate responses.

Customer Deployment Details:

1. Weaviate is deployed in kubernetes with a HA setup
2. EcomMax has a collection named “Catalog” that they are trying to migrate to “Catalog-New” and switching vectorizers from openai-text2vec to text2vec_cohere.


Your Task:

1. Please deploy Weaviate in an environment similar to EcomMax
2. Add example data into a “Catalog” and execute a hybrid search, keyword search, and RAG.
3. Use <https://weaviate.io/developers/weaviate/manage-data/migrate#step-2-migrate-the-data> to migrate the Catalog collection to Catalog-New and re-vectorized the data with a different vectorizer of choice.
4. Please write an example email with what you need from the EcomMax team in order to narrow down their issue.
5. Present the issues you faced during migration, and think about what could be the issues EcomMax is facing. Document the steps you took. You will demo the migration, and the search capabilities during our technical interview + do a code review.



Present your solution



 During the interview you'll present your challenge – it's up to you which format you use. After your presentation there will be a discussion and questions about your solutions.

 We are excited to review your deployment and learn more about your problem solving abilities!

Good luck & have fun with this challenge! ✨



Austin Freels

Head of Solutions Engineering

Got any questions on the challenge or need some support? Don't hesitate to reach out and get in touch!

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**Have fun and good luck
with the challenge!**