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1. How do you approach solving a technical issue reported by a customer, especially if you're unfamiliar with the problem?

* I ask the customer questions to understand exactly what’s happening, including steps to reproduce the issue, error messages, and system/environment details.
* I try to reproduce the problem in a test environment.
* I search documentation, internal knowledge bases, or past support tickets for similar issues.
* I consult with my TL or relevant developers / technical leads

2. Explain how you would troubleshoot a customer’s complaint about slow system performance or lag while using proxy. What steps would you take to investigate the issue?

* I ask for specifics—what type of proxy they’re using, target site or service, location, time of issue, request volume.
* I use tools like ping, traceroute, or curl from a test environment to replicate their requests and measure latency, DNS resolution speed, or packet loss.
* If they’re sending too many requests in a short time, target servers might block them.
* I review how they’ve set up the proxy—authentication, protocol and headers
* I look at real-time system status, recent deployments, or any alerts that could impact performance on our side.

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3. Describe a time when you had to explain a complex technical concept to a non-technical customer. How did you ensure they understood the solution?

Not applicable

4. A customer reports that they are unable to integrate our proxy with their platform. How would you go about assisting them? What questions would you ask to better understand the issue?

* What platform or software are you trying to integrate the proxy with?
* Which proxy type are you using?
* What proxy protocol are you using?
* How are you configuring the proxy (manually, via script, through settings)?
* Are you seeing any specific errors or logs?
* Has this worked before, or is this the first attempt?

5. If a key customer reports a major bug in the product that’s affecting their business

operations, but the development team estimates that a fix will take a few weeks, how would you handle this situation with the customer?

* I assure them that it’s being prioritized internally.
* Once the dev team provides an estimate, I’d communicate this honestly to the customer, explaining the reason for the timeline as possible and what steps are being taken.
* While the fix is in progress, I would work with the dev team to identify and test any possible temporary workarounds
* After the fix is released, I’d follow up to ensure everything works correctly

6. Our product integrates with third-party services (e.g., code). How would you go about diagnosing and resolving integration issues, especially if the problem is at the third-party’s end?

* I try to reproduce the problem using the same setup (API calls, proxy settings, etc.) to confirm where the failure occurs—on our side, the customer’s side, or the third party’s.
* I examine error codes, response messages, and logs for indicators like timeouts, status codes, or authentication failures that can help pinpoint the issue.
* I confirm that the customer is using the correct credentials, headers, request format, and any required proxy settings, especially if the third-party service has strict requirements (rate limits, IP whitelisting, CORS, etc.).
* If it’s clearly a 3rd party issue, I can assist the customer by sharing logs and findings.

7. Explain a scenario where you had to prioritize multiple customer issues at once. How did you decide which issue to resolve first, and how did you communicate your decisions to customers?

Not applicable

What I would do is prioritize according to  Business impact, Customer tier and urgency, Severity

I would :

* Respond to each customer promptly, clearly stating that their issue was being handled.
* For the major issue, I give real-time updates until resolved.
* For the others, I set expectations with estimated timelines and follow-ups, so they never felt ignored.

8. A customer is having trouble configuring their system with one of our new features. You notice that their configuration does not match our documentation. How do you handle this situation?

* I’d explain that I reviewed their configuration and noticed a few differences compared to our recommended setup.
* I’d send a clear, step-by-step guide or code sample that matches their use case. If possible, I’d test it beforehand to ensure it works as expected.

9. What metrics would you track as Customer Success to ensure your customers are getting value from the product? How would you leverage those metrics to improve customer retention?

* Monitoring how often and how deeply customers are using key features. If certain features are underutilized, I’d reach out to understand why it’s not being used.
* Measure time to resolution for support issues

10. If you received feedback from a customer about a feature they’d like to see added to the product, but it doesn’t align with the current product roadmap, how would you handle their request?

* + I’d suggest existing features or workarounds that might meet their needs
  + If their feature request seems to be a common need among customers, I’d reassure them that we track customer feedback and share it with the product team.
  + update the customer if the feature request is added to the roadmap at a later time.