Hello Jacob and Madlen,  
  
First I want to thank you for your time given for this presentation. In the past month, I have been working on a project that could benefit everyone who works as a customer support representative. Everything started when I joined the company in January. I had previous experiences with Call centers and customer handling while working for Sky (UK). There for example, I had 1 month of training with a trainer to prepare me for what was to come. Here, we had to be mainly self-learners. And this is the first problem that I encountered. Especially when you see what people do here, that you are literally a technical support, that is actually required to have a technical background. You are that person that will guide a field technician around SolarEdge products – to be honest, that made me panic a little. Then the second issue appeared when I saw how many systems we had to work with, and a lot of things that get different information, of which you will have to find a correlation, to understand how to proceed. This sentence made me confused, but imagine doing that. This made me realize that in order to successfully start working and supporting, you either have to have some to hold your hands for the first steps, or get really prepared. Of course, first scenario is not an option so I decided to create a word file, containing possible scenarios and steps, needed to be done. Lets be honest, if lets say customer does not have communication to the inverter, you will always check a few things, that will never change in time like – When it last communicated, server logs, Firmware version, packet sniffer for stuck packages, probably AERIS or Sprint (If GSM/CDMA), Zigbee Gateway (if ZigBee) and so on. But from my experience, there are moments that you get drained and get tired, you start to lose focus, and those simple things, you tend to forget a simple step like checking the FirmWare, you take time to remember what you forgot, probably contact Tier 2, when you are not sure about how to proceed. What if you had an application, that told you directly, in this case, what to do, and not hit you in the face with lots of information like infoedge. This will remove the pressure from each call by at least half. Simple steps, not to much information, easy guide on what to do. But what if we can make it better. What if, you can open all the tools from there, and have all the useful links inside, so you can open pages like monitoring, CRedge and so on. Even more, what if you can create a case through this app in CRedge, and generate all the information, even the case note, from all your steps, that you took, by reaching that outcome and clicking a simple button. To be honest, CRedge is really slow, and is really frustrating to be working with, so if there was an option to work less with it, then me personally, would be all in. Each call, there are 3-4 minutes of us working with CR-edge to open a case, fill out the information, see if there are duplicates, open the case, leave the notes, attach the logs, fill out RMA form, close case and so on, all while talking with the customer and guiding him what to do. You can see why someone could get tired by reaching the later hours of you shift. And more specifically if they are night shifts.   
  
  
**1 - The Idea**  
  
So to summarize, my main idea is:  
1- An application, that guides and helps the customer support representative. (Know more, Handle fast).  
2- Integrated app, that has all the tools inside, the knowledge from InfoEdge, access to Credge that creates cases for you and generates your case notes.  
3- This app, is aimed more towards the new hires -> help them be confident, and understand what they need to do, without making the customer suffer by being on the call longer than needed.   
**2- Here is a preview of the already created app:**  
  
This is how it looks, still a demo and UI is ugly, but with work, it can be fixed  
  
**3- Current main features:**  
  
 a- Access to all the web-based tools

like: Passport, CRedge, Webtools and etc.  
b- Access to all local tools that you can also start from the application: RTmon, Loosepem, Server Admin and so on.   
  
c- General and simple guide for the customer support representative that is represented by small questions and as few as possible answers  
  
D- Integrated videos in the application window (allowing you to also get the link if needed to the video, so you can send it  
  
e- Integrated picture gallery: a few photos for information regarding the current step, and the whole gallery with all the pictures inside (if you are just looking for pictures)  
  
f- Auto-generated case notes that you can edit, copy and paste into your case, rather than spending time to write them in each call. (no more notes, that have almost no information in them)  
  
g- Everything will work offline (without requiring you internet, so in case one of the sites goes down like infoedge, you can still get the information from the app)  
  
**4- Expandable features -**   
a- Open cases  
b- Send emails  
c- check site statuses  
d- Add new contact information  
  
- Integrated work with the rest of our systems, so we can directly open cases from our application, send emails through the application, check site statuses, add new contact information and so on.  
  
  
5 - Benefits of the project  
  
a- *Increase customer support efficiency. This will lead to lower handle time on a call by at least 20%. Less minutes on call -> less wait time -> one person can handle more calls (less people required) -> happier customers because they didn’t wait on the line and the call didn’t take long.*

b- Less is more - *Less of a need to contact Tier 2. The income volume of calls to that tier will lower by at least 40% which will let them complete Tier 2 cases, create training materials and etc.*

c- *Less of a time with Tier 2 – The idea is that before calling them, you will get everything you need, so once you call them, there wont be a missed step done. Every outcome of the app will have a unique number, which you will be able to provide Tier 2, from where they will look it up an see instantly what you did, rather than taking a minute to explain. When enough escalations have been done, this can be implemented in to the app as a next step, from which it will prevent more calls for this, when a solid fix has been found.*

d- *Less of a hassle to find the required information for further troubleshoting. Infoedge has a lot of information, and this can be overwhelming at time. I have found myself several times, looking for the correct steps and articles, precious time, that can be avoided with this app.***6- The big idea is to make it all in one.** Trying to implement everything in one app, so we don’t have to load tools, open pages, search for information and so on. Everything can happen, just from the press of a few buttons in our application.  
  
7- Questions?

- History of the project -   
I presented the idea to Madlen in the beginning, of creating a word file with all the information as base scenario cases, and she gave full support in doing that. So with the whole US team, everyone had a specific written guide for something, but then, when we tried to get all the information in one place, it got overwhelming. A word document that you need to scroll a few minutes and find what you need. Why would you do that, if you can search in infoedge. We were basically creating a second infoedge, and were about to duplicate the issue with infoedge. You need to know what, and how to search, otherwise you will get overwhelmed with information. We stopped doing everything, and I tried to focus on understanding the things we do more, so we can find a better way to do it. To be honest, I gave up and entered the meatgrinder. Brandon Higley was here, and was helpful to have someone walking around and helping everyone, but he could only help one person at a time, and that lead to again reaching the moment where you ask the customer to wait, you don’t know how to proceed or are not 100% sure that is the right thing to do, so with each question I asked Brandon, I made a small notepad file with generals steps for ZigBee, GSM. Created email templates for which I can send. After that Brandon mentioned about the CRedge email templates, to the whole team, and that removed the need to have those email templates. Then it hit me, when I was working for Sky, everything happened through one application. That application, found the Customer, we entered his account by asking the security questions, and once inside, we had an integrated tool that by a click of a button it ran a diagnostic and got all the information for you. You wrote notes inside this application, and at the same time had a small tab on the right like an infoedge, where you search for articles. It had a lot of flaws, as it was again to complicated, but more easily managed. Then the idea popped up, what if you build a simple app that guides you through by small amount of choices, and each page containing the required information from infoedge, have an integrated video, generate case notes, and have links if you want to read more or open other videos. What if you can, by a click of a button to open an outlook template. All the possibilities, and yet easy to manage and handle. Make an application, that a monkey can handle (yes, sometimes I think myself as a primitive thing, so this is one of my requirements). I spoke with Madlen, and she offered to contact the right people and present it, I only had to make something happened. I spoke with Brandon Higley, for tips and advices, he liked the project idea. He even gave me an example case scenario for GSM. He asked me to send it to him, so he can present it and get feedback from the US, what to do other and to present it to HQ. I spent three weeks, where I had no free time and no sleep. I wanted to learn and make it happen. And I did that. Sent the demo, to officially be presented by Madlen, as her support was all the way. I even required a few days off work, so I can work on this project more, and she gave me all the support, even in her free time. So I did a demo that was not completely finished and sent it to Brandon, when he came back to US, to get opinions and tips. Unfortunately, I did not get any feedback, and the project got presented by him, and was supposed to be presented to HQ, while thanking me for my effort, and that I had to be proud of my accomplishment. Then Madlen, again offered help, to presented and contacted you. Now don’t get me wrong, I am not doing it for the money, or credit. Truth be told, I enjoyed every second of doing it. Madlen was by my side the whole time and if any credits need to be given, it has to be to her, not Brandon, or someone else in the US. Thank you, Madlen, for helping me, even if it is already to late.   
  
- Main Features -   
  
- Access to all the website links for tools like: Passport, CRedge and etc.  
- Access to all local tools that you can start from the app: RTmon, LoosePem, Server Admin and etc.  
- General and simple guide for the customer support representative that is represented by small questions and as few as possible answers  
- Integrated videos in the application window (allowing you to also get the link if needed to the video, so you can send it  
- Integrated picture gallery: a few photos for information regarding the current step, and the whole gallery with all the pictures inside (if you are just looking for pictures)  
- Auto-generated case notes that you can edit, copy and paste into your case, rather than spending time to write them in each call. (no more notes, that have almost no information in them)  
- Everything will work offline (without requiring you internet, so in case one of the sites goes down like infoedge, you can still get the information from the app)  
  
- Expandable features -   
- Integrated work with the rest of our systems, so we can directly open cases from our application, send emails through the application, check site statuses, add new contact information and so on.  
  
  
- Benefits-   
  
- Increase customer support efficiency. This will lead to lower handle time on a call by at least 20%. Less minutes on call -> less wait time -> one person can handle more calls (less people required) -> happier customers because they didn’t wait on the line and the call didn’t take long.  
- Less of a need to contact Tier 2. The income volume of calls to that tier will lower by at least 40% which will let them complete Tier 2 cases, create training materials and etc.  
- Less of a time with Tier 2 – The idea is that before calling them, you will get everything you need, so once you call them, there wont be a missed step done. Every outcome of the app will have a unique number, which you will be able to provide Tier 2, from where they will look it up an see instantly what you did, rather than taking a minute to explain. When enough escalations have been done, this can be implemented in to the app as a next step, from which it will prevent more calls for this, when a solid fix has been found.   
- Less of a hassle to find the required information for further troubleshoting. Infoedge has a lot of information, and this can be overwhelming at time. I have found myself several times, looking for the correct steps and articles, precious time, that can be avoided with this app.   
- All in one – Trying to implement everything in one app, so we don’t have to load tools, open pages and so on. All from the buttons in the application.