

MAGZ Cockpit – Technical Support Plan

Oct 23, 2026 · @Someone

MAGZ Cockpit goes live with clients on 1 January 2027; this plan sets who supports it, how a client gets help, how fast MAGZ answers, and how every change is tested before a client sees it. All decisions in it were agreed by Magdi on 23 October 2026; hours and cover will be adapted to needs after launch.

1. Purpose and scope

The goal is simple: no client ever hits an error in a meeting or mid-cycle, and any issue is fixed before it costs a buying decision.

In scope (technical support)	Out of scope (handled elsewhere)
Client Cockpit copy: Buyer, Supply Chain Director, CFO and CEO screens and dashboards	Supplier relationships, payment terms, final negotiations, crisis calls (MAGZ advisory work)
Private MAGZ Advisor copy and its screens, parameters and guides	Content of MAGZ price outlooks and recommendations (Principal Advisor)
Cockpit Trial and "What if MAGZ Cockpit was there" early-involvement trial	Commercial questions: fees, brackets, contracts (Marketing & Sales)
Client upload templates: Template 0 and the 3 monthly files (stock, 12-month forecast, last 12 months' orders)	Client's own ERP, IT network and PCs
Live MAGZ pages on Cloudflare Pages: website, Briefing, Polymers Dashboard, presentation	
EN, FR and AR versions of every client screen	
Email alerts, late-approval reminders and cycle notifications	

2. Support team and responsibilities

Mohamed Nasser owns technical support day to day; Magdi decides anything that changes a business rule, a calculation or what a client sees.

Person	Role	Support responsibility	Level
Mohamed Nasser	Technical Support Engineer	Owns the support mailbox and ticket log; first answer to every ticket; fixes screen, upload, template, link and hosting issues; Cloudflare deployments; daily health check	L1 + L2
Mohamed	QA / Process Manager	Release gate: full click-through test of every change before it goes live; keeps the test checklist and Screen Standards; monthly review of the ticket log	QA
Maged Magdi	Customer Success Manager	Client onboarding and role training; first contact for "how do I" questions; monthly cycle reminders; client satisfaction check	Client side
Magdi Abdulaziz	Founder & Principal Advisor	Decides calculation, pricing-rule and workflow changes; answers questions on recommendations; approves every release; final escalation	L3
Mahmoud	Marketing & Sales Manager	Prospect trials and client-meeting demos; passes any trial issue to support the same day	Demos
Motaz	Brand Manager	Films, voiceovers, music and brand assets used inside Cockpit pages	Assets

Maged Magdi is Mohamed Nasser's backup for L1 (mailbox, acknowledgements, known fixes) during leave, so support never depends on one person.

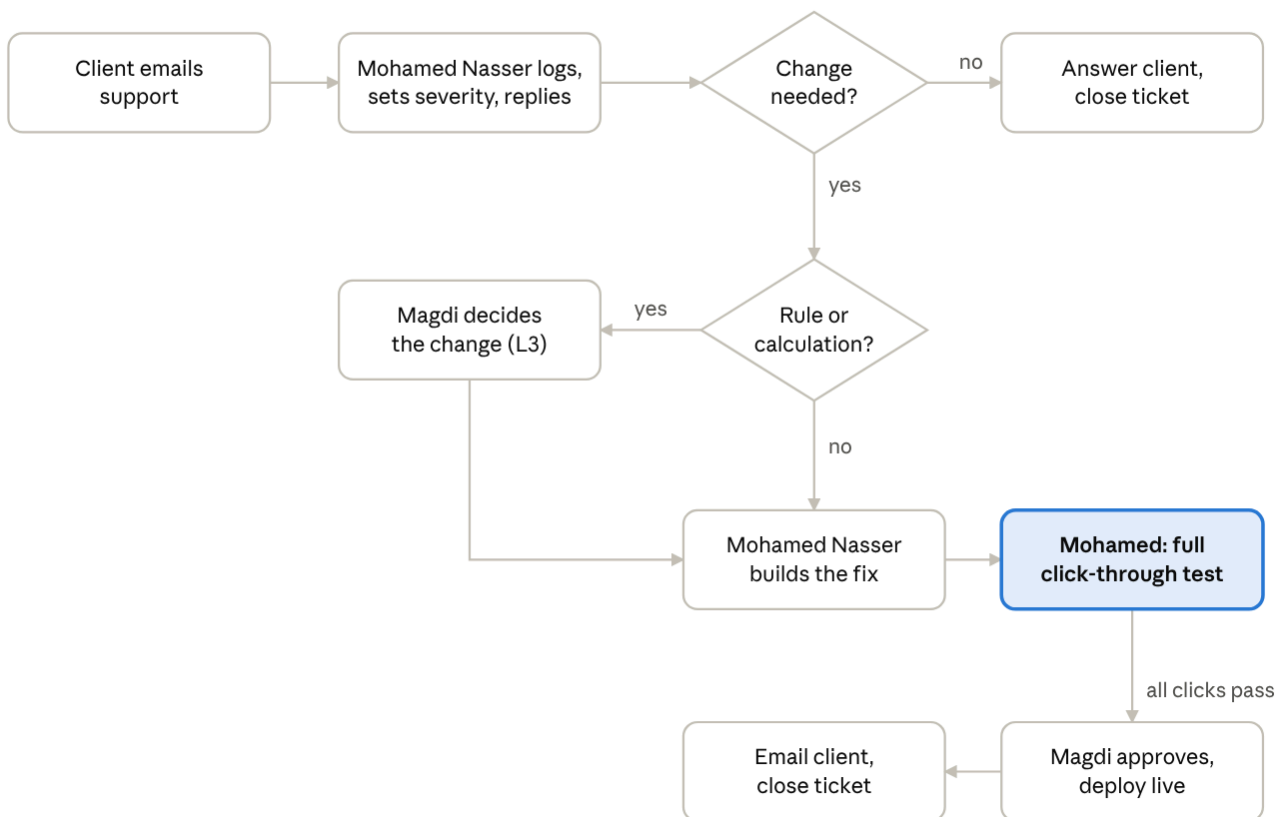
3. Support channel, hours and ticket flow

Clients reach support by email only, in line with the MAGZ rule that all client communication is by email. Every email gets a ticket number in the reply subject, so the client and MAGZ track one thread per issue.

Item	Setting
Support address	support@magz-advisory.com, a Google Workspace group delivering to Mohamed Nasser, with Maged Magdi and Magdi copied
Client languages	English, French, Arabic: reply in the client's language
Support hours	Sunday to Thursday, 09:00 to 17:00 Cairo time, for now; to be adapted to needs after launch
Cycle-week cover	None for now; reviewed after launch
Ticket log	The MAGZ Cockpit Support Dashboard, logging: ticket no., client, role, screen no., language, severity, date in, date answered, date fixed, root cause, release no.
Asking the client for detail	Screen number (every MAGZ screen carries one), role, language, what was clicked, a screenshot

What the client sees is the method and the fix, never MAGZ's internal rules, and never wording that puts the client's buyers on the defensive.

Every fix passes a full test and Magdi's approval before it goes live



ticket flow · L1 to L3, QA gate before release

A question with a known answer closes at L1; any change to a screen goes through the QA gate, and a failed click sends it back to the build step.

4. Severity levels and targets

Severity is set by what the issue blocks in the client's buying cycle, not by how hard it is to fix. All targets below are agreed and run in support hours.

Severity	Meaning	Example	First reply	Workaround	Fix live
1 Critical	A client cannot complete a cycle step	Cockpit page will not load; upload fails; approval button not working; wrong target price or volume shown	2 support hours	Same day	1 working day
2 High	A step works but a result or alert is wrong or missing	Missed late-approval email; wrong alert level; chart not matching table	4 hours	1 working day	3 working days

Severity	Meaning	Example	First reply	Workaround	Fix live
3 Normal	Display or language issue, no wrong number	FR or AR text missing; layout broken on a phone; Previous/Next button off	1 working day	Not needed	Next monthly release
4 Request	New feature or change wish	New report, new chart, new grade	2 working days	Not needed	Reviewed monthly by Magdi

A wrong number shown to a client is always Severity 1 or 2, because the client may act on it. Questions about why MAGZ recommends a price or volume go to Magdi and follow the MAGZ 3-day reply time, not these technical targets.

5. Monthly source-cycle support

Support effort peaks around each client's monthly cycle, so the team works to the cycle, step by step.

Cycle step	What can go wrong	Support action	Owner
1. Templates emailed to the buyer	Old template version; wrong client box	Send only the current templates from the client's folder; record the version sent	Mohamed Nasser
2. Buyer uploads stock, 12-month forecast and last 12 months' orders	File format, missing columns, wrong units	Check the upload the same day; email the buyer a list of any data gaps	Mohamed Nasser
3. Advisor updates market data and outlook	ChemOrbis prices not loaded; outlook % not updated	Daily check that the Advisor screen has current prices before results release	Magdi, checked by Mohamed Nasser
4. Cockpit results and recommendation reach the buyer	Wrong number; missing brief; language error	Spot-check results against the Advisor copy before release	Mohamed (QA)
5. Buyer adjusts plan with a reason per change, then submits	Submit blocked without clear message	Answer within Severity 1 time	Mohamed Nasser

Cycle step	What can go wrong	Support action	Owner
6. Approval: Supply Chain Director, CFO, CEO	Approver misses the email; late approval	Late-approval email to the buyer plus a reminder to the late approver	Maged Magdi
7. Cycle closed and filed in the client's box	Cycle not saved	Confirm the cycle file is stored in Client's Documents for that client	Mohamed Nasser

Users should know that closing the browser mid-cycle resets the cycle; Maged Magdi covers this in training and support repeats it in each cycle email.

6. Client onboarding and training

Each new client is set up and trained before its first real cycle, inside the calibration period (50% of contracted cycles in year one).

1. Collect Template 0 (approval chain, org positions, stop-day cost, storage cost per ton) and record client specifics, such as a CEO who also covers the Supply Chain Director role.
2. Create the client's box in Client's Documents and load Template 0.
3. Set up the client's Cockpit copy and email addresses for each role; confirm the client's language.
4. Run one test cycle with invented data and check every screen for every role.
5. Train each role with its screen guide (Buyer, Supply Chain Director, CFO, CEO): Maged Magdi leads, Mohamed Nasser covers technical questions.
6. Send the client the support email address, support hours and what to include in a support email.
7. Run the first real cycle with Mohamed Nasser on standby during upload and approval days.

A short role-by-role "How to get help" page, in EN, FR and AR, is linked from every Cockpit dashboard.

7. Change, test and release

Nothing reaches a client until every click on every screen, for every role and language, has been tested and Magdi has approved it. A partial check, such as "the code runs", is never reported as tested.

1. **Log the change** with its ticket or request number and the screens it touches.
2. **Build** in a working copy, never on the live page.
3. **Full click-through test (Mohamed, QA)**: every button, screen, role (Buyer, Supply Chain Director, CFO, CEO, Advisor) and language (EN, FR, AR), plus every trial or tool the page links to. Check Screen Standards: screen numbers, Previous/Next, Back to dashboard, language switch at top right.
4. **Test report**: what was tested, what passed, and anything not tested, stated plainly.
5. **Magdi approves** the release.
6. **Deploy to Cloudflare Pages**: upload the full small file set as an unzipped folder from the Desktop folder "MAGZ - Latest"; total up to 8 MB, each file up to 6 MB; check the file count before Save and deploy.
7. **Check live**: open the live address and repeat the key clicks.
8. **Update records**: MAGZ Live and MAGZ - Latest folders, the links page with its last-updated time, the client templates folders, and the ticket log.
9. **Tell clients** by email when a change affects what they see.

Release type	When
Severity 1 fix	As soon as tested and approved
Severity 2 fix	Within target, outside a client's approval days where possible
Planned changes (Severity 3, requests)	One monthly release, in the week after most clients' approvals close; exact week fixed once the first clients' cycle dates are known

8. Monitoring, data protection and backup

Support checks the platform daily so MAGZ finds problems before clients do, and client data stays with that client only.

Check	Frequency	Owner
Open each live MAGZ page (website, Briefing, Polymers Dashboard, presentation, Cockpit) and click the main path	Daily, working days	Mohamed Nasser
Support mailbox: no email older than its first-reply target	Twice daily	Mohamed Nasser

Check	Frequency	Owner
Advisor data current (ChemOrbis prices, monthly outlook %) before any results release	Each cycle	Mohamed Nasser with Magdi
Domain, Google Workspace and Cloudflare accounts: renewals and alerts	Monthly	Mohamed Nasser
Back up all client boxes and Cockpit files	Weekly, plus after each cycle close	Mohamed Nasser
Restore test from backup	Quarterly	Mohamed (QA)

Data rules:

- Each client's files sit only in that client's box; no client's data or name appears in another client's copy or in any demo.
- Demo and trial data stays invented, built on proportions only, never a real client's figures.
- The Advisor copy stays private; clients never see the Advisor screens or MAGZ's internal rules.
- Access to client boxes is limited to Magdi, Mohamed Nasser and Maged Magdi, each on their own MAGZ account with two-step sign-in.

9. Known risks and mitigations

The biggest risk is an error in front of a client, because one failure in a meeting would damage MAGZ's credibility.

Risk	Impact	Mitigation
Error during a client meeting or trial	Lost credibility and lost prospect	Full click-through test the day before every meeting; Mahmoud runs the demo path once on the meeting laptop
Closing the browser mid-cycle resets all data	User loses work, raises a ticket	Warn in training, in cycle emails and on screen before closing
Cloudflare upload gets stuck with many or large files	Release delayed	Keep the small file set; media built into the pages; respect 8 MB / 6 MB limits

Risk	Impact	Mitigation
Claude artifact public sharing fails for pages with embedded media	Shared link does not open for clients	Share client pages from Cloudflare Pages or magz-advisory.com, not artifact links
One support engineer	No cover during leave or sickness	Maged Magdi trained as L1 backup; written fix guide for known issues
Wrong figure in a result	Client acts on wrong advice	Severity 1; QA spot-check of results against the Advisor copy before release
Templates out of date at a client	Upload fails or misreads data	Version number on every template; only current versions emailed

10. Support KPIs

Mohamed (QA) reports these to Magdi monthly from the ticket log. Targets are agreed.

KPI	Target
Errors seen in client meetings or trials	0
First reply within target	95% of tickets
Fix live within target	90% of Severity 1 and 2 tickets
Client cycles completed without a Severity 1 issue	95%
Bugs found by clients after a release marked tested	0
Same issue raised twice (repeat tickets)	Under 10%
Client satisfaction with support (quarterly email survey, 1 to 5)	4.5 or above

11. Launch readiness and open decisions

These items should be done before the 1 January 2027 launch.

- ☐ support@magz-advisory.com created as a Google Workspace group and tested from an outside account

- ☐ Ticket log set up and shared with the support team (built 23 Oct 2026 as the MAGZ Cockpit Support Dashboard, screens TS-01 to TS-07, with a sub-dashboard per team member; to share with the team as Contributors)
- ☒ ~~Support hours and severity targets approved by Magdi (done 23 Oct 2026)~~
- ☐ Full click-through test of the client Cockpit, Advisor copy and both trials, all roles, EN/FR/AR, with a written test report
- ☐ Fix guide for known issues written by Mohamed Nasser
- ☐ Maged Magdi trained as L1 backup
- ☐ "How to get help" page linked from every dashboard
- ☐ Backup and restore tested once
- ☐ Template version numbers added to all client templates
- ☐ Support Dashboard moved to MAGZ's own Cloudflare (team sign-in with @magz-advisory.com emails, shared ticket database), after the magz-advisory.com move to Cloudflare; until then it runs on claude.ai

Decisions taken (23 Oct 2026):

- Support address: decided, support@magz-advisory.com.
- Support hours: decided, Sunday to Thursday, 09:00 to 17:00 Cairo time for now, adapted to needs after launch.
- Severity targets: decided, accepted as in section 4.
- Support fee: decided, standard support is included in the MAGZ Cockpit subscription fee; no premium support level.
- Release week: decided, the week after most clients' approvals close, fixed once the first clients' cycle dates are known.

12. Human engineer vs Claude-based support

Claude can take on much of the routine L1 work, but a human must stay accountable for anything a client sees, because Claude cannot own a client relationship, send unapproved emails, or guarantee its own test results. The best fit is a mix: Mohamed Nasser owns support, Claude works as his assistant.

Area	Human engineer (Mohamed Nasser)	Claude-based support
Availability	Support hours; extra cover must be arranged	Can run scheduled checks any day and hour; works only when a task or schedule starts it, not on its own

Area	Human engineer (Mohamed Nasser)	Claude-based support
First reply to a client email	Personal, knows the client and the cycle	Drafts replies fast in EN, FR and AR; a person should review and send, since a wrong reply goes to a client
Daily health checks of live pages	Manual, takes time each day	Strong fit: a scheduled task can open each page, click the main path and email a report
Full click-through testing before release	Judgement on what "looks wrong"; slower	Can click through screens, roles and languages quickly, but can miss issues or report a partial check; every Claude test report needs a human spot-check before sign-off
Fixing pages and templates	Needs coding skills	Strong fit: builds and edits HTML pages and Excel templates quickly; changes still go through the QA gate
Cloudflare deployment	Can sign in and deploy	Cannot enter passwords or sign in; can prepare the upload folder, a person deploys
Diagnosing unusual problems	Can call the client, see their screen, check their PC	Limited to what it can see in files, pages and screenshots shared with it
Client trust and accountability	A named MAGZ person the client knows	Clients expect a person behind MAGZ; Claude should not be the face of support
Client data privacy	Stays within MAGZ accounts	Client files pass through Claude; needs a clear MAGZ data policy and client consent where required
Knowledge of MAGZ rules	Learns over time; can forget	Works from written rules and guides; only as good as what is written down
Continuity	One person; leave and sickness are a risk	No leave, but depends on the service being available and on usage limits of the plan

Area	Human engineer (Mohamed Nasser)	Claude-based support
Cost	Monthly salary	Claude subscription; Mohamed Nasser's time is still needed for review

Recommended split:

- **Claude does:** daily page checks, first drafts of client replies, ticket log updates, page and template fixes, a first click-through test pass, preparing Cloudflare upload folders.
- **Mohamed Nasser does:** sends every client email, reviews and completes every test before it is called tested, deploys, handles unusual problems and client calls.
- **Magdi decides:** rules, calculations and release approval, as today.

Decided: from launch day, Claude runs the daily page checks and drafts client replies; Claude test passes are added after the first two or three client cycles run smoothly.