

Responses to Take home assessment

## **Section 1**

### **Resolution**

1.Send a mail to the customer to apologize as well as manage the current situation by acknowledging the merchant's issues and communicate with them that their concerns are being taken seriously.

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Please sample mail below

Subject: Response to your concerns regarding the okra integration project

Dear [Customer Name],

I am writing this email in response to your concerns about the just concluded integration that. We are fully aware of the dissatisfaction regarding the project's implementation, post GO-LIVE and we apologize for any and all inconvenience that this may have caused you and the organization.

Please be assured that we take all our clients' concerns very seriously, and we are always committed to delivering optimum services that meet and exceed all expectations. We appreciate your feedback and want to work towards addressing your concerns promptly.

Our IT teams (Support and development) are currently reviewing the identified issues with the integration, in other to development an RCA (root cause analysis) after which we can proceed to developing and architecting a solution for these issues,

As always kindly bear with us as we work towards a proper and lasting solution, we will continue to update you and your team on progress and setbacks as they may arise as well as inform you if and when or where your teams assistance and user insight is required

Please let me know if you need any further clarification or assistance regarding this. look forward to hearing from you soon.

Best regards,

Anke Unyimadu

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Internally I will do the following

2. Collect all necessary information and details about the problems they are facing with the integration.
3. Collaborate with the development team responsible for the merchant's integration to examine and debug the issues.
4. Provide frequent updates to the Codak Ventures team as the process goes on, highlighting the steps being taken to resolve the issues.

5. Provide Peter with regular updates and explain the steps being taken to fix the issues. Ensure that he is aware of the progress made in resolving the issues.
6. Clearly communicate with the merchant how long it would take to resolve these issues and the potential impact on their business.
7. Provide helpful tips and assist in any way possible to ensure that Codak Ventures can continue to provide their services to their customers without disruptions.
8. Perform routine checks and reach out to merchant to make sure they are fine.
9. Finally collate and add the information obtained from the root cause analysis as well as over the course of the resolution of the identified issues into the organization's knowledge base for future referencing

## **Section 2**

1) Hello Jesse,

I hope this email finds you well.

As far as I understand, you are trying to spool the latest/newest transactions and you are making an http request to this endpoint "<https://api.okra.ng/v2/transactions/getById>" and only one week old transactions are returned, please correct me if I am wrong?

Firstly I observed that the endpoint "<https://api.okra.ng/v2/transactions/getById>" you have called does not return a list of transaction rather returned a single transaction using the id as the unique identifier, therefore this endpoint will not suffice for your use case

Please see the below endpoints which can be used to spool a list of transactions within a date and time range.

<https://api.okra.ng/v2/transactions/getByDate> & <https://api.okra.ng/v2/transactions/getByCustomerDate>

Additionally, I will highly recommend checking the API documentation for more information about the functionalities that we currently expose and how best to integrate to them.

Please see link: <https://docs.okra.ng/reference/auto-refresh>

Please let me know if you need any further clarification or assistance regarding this. look forward to hearing from you soon.

Best regards,

Anke Unyimadu

2) Hi Mike,

Thank you for contacting Okra Support.

As far as I understand, you would like understand how to indicate that the connection was successful or it throws an error after setting up a widget to connect to an account, please correct me if I am wrong?

Firstly, I would like to inform you that the okra API, responds with specific error messages and you can parse/handle this errors in code, please see this link for more info <https://docs.okra.ng/docs/widget-errors>

Secondly, it is important that you review our before GO-LIVE/integration checklist here <https://docs.okra.ng/docs/integration-checklist> where you will see all that is required for a proper integration, you will need to implement the Success and Close callback.

Please ensure your integration can process, log the request id, handle errors like 400 and 401 as well as timeout issues.

Please let me know if you need any further clarification or assistance regarding this. look forward to hearing from you soon.

Best regards,

Anke Unyimadu

3)

Hi Blessing,

I hope this email finds you well.

As far as I understand, you would like to understand how you can access our test environment/sandbox for testing on a free tier, please correct me if I am wrong?

Please know that all test implemented on Okra(sandbox) are 100% free meaning there will be no cost implications.

In order to begin testing on our sandbox, all you will require is API keys and to get this kindly navigate to our web site at <https://okra.ng/> to create an okra account,

Also please see link <https://docs.okra.ng/docs/dash> to our developer page/doc where you can find more information about our products and services as well as a detailed description on how to setup and test for the first time.

Please let me know if you need any further clarification or assistance regarding this. look forward to hearing from you soon.

Best regards,

Anke Unyimadu

### Section 3

#### Problem 1

I have reviewed the end point and I discovered that the attached payload is incomplete, the endpoint requires two additional parameters, which are “**page**” and “**limit**”, these are both required fields.

This is likely the reason why the customer is having issues with this route.

#### Problem 2

I have reviewed the end point and I discovered that the attached payload is incomplete, the endpoint requires two additional parameters, which are “**from**” and “**to**”, these are both required fields.

This is likely the reason why the customer is having issues with this route. Please see below screenshot from Postman



