



Internship Coding Challenge

Zendesk Ticket Viewer

Zendesk is a customer service tool that allows the creation and management of support tickets. Your company needs you to build a Ticket Viewer that will:

- Connect to the Zendesk API
- Request all the tickets for your account
- Display them in a list
- Display individual ticket details
- Page through tickets when more than 25 are returned

Non-functional requirements:

- Include a README with installation and usage instructions
- The UI can be browser-based or CLI (see example output below)
- The amount of data you display in the bulk ticket view and the single ticket view is up to you
- How you format and display the ticket data is up to you, just ensure it is easy to read
- The Ticket Viewer should handle the API being unavailable
- There should be some attempt at testing
- Submissions will be accepted up till 9am on Monday the 4th of July. Any submissions or commits made after this time will be ignored. Submission can be done either:
 - Via Github - email the link to submission@mel-internship.zendesk.com. Ensure the repo is public. *This is the preferred method of submission.* Meaningful commits will be looked upon favourably.
 - Via email - zip up the project and email to submission@mel-internship.zendesk.com.

Resources:

- Intern Slack Channel: **zendesk-melb-interns.slack.com**. Ask questions of the Melbourne Engineering team. The channel will only be active during Melbourne work hours (approximately 8am to 6pm).

Criteria for Assessment

- Meets requirements:
 - No extra features are added.
 - All required features have been attempted.
- Displays some knowledge of application design:
 - Separation of concerns.
 - Simplicity.
- Handles basic errors:
 - Displays a friendly error message if the API is unavailable or the response is invalid.
 - Tells the user something is wrong if there is a program error.
- Includes tests.
- UI is easy to use and displays ticket results clearly.
- Code demonstrates:
 - Consistency.
 - Adherence to common standards.

Getting Started

- Sign up for a free trial with Zendesk: <https://zendesk.com/>. You'll need to pick an account name. Take note of this, you'll need it later.
- Take a look at the Zendesk Ticket API Documentation: https://developer.zendesk.com/rest_api/docs. Here you'll find instructions on how to connect to the API and make requests for tickets.
- Send your account name to Adel Smee on Slack (@adel). She'll populate your account with a few hundred tickets to give you some data to work with.

Gotchas

- **Do Not Use** Javascript in the browser (running on Node is fine). You won't be able to successfully complete a GET request as we prevent cross-domain requests.
- Remember that even though the response comes back as JSON format it is still just a string and needs to be parsed to be of any use to you.
- Use basic authentication.

Sample Output

Note: These are really basic samples only and not to be taken as prescriptive. We encourage you to format the ticket output in your own way.

Sample CLI

```
~/Code/intern_sample_soln_ruby (ruby-2.1.6):ruby bin/viewer
Welcome to the ticket viewer
Type 'menu' to view options or 'quit' to exit
menu

Select view options:
* Press 1 to view all tickets
* Press 2 to view a ticket
* Type 'quit' to exit

1
% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
             Dload  Upload    Total     Spent    Left     Speed
100 3846 100 3846    0     0  2258      0  0:00:01  0:00:01 --:--:-- 2258
Ticket with subject 'Lunch decision?' opened by 1882348208 on 13 Oct 2015 00:00AM
Ticket with subject 'I <3 Training' opened by 2112617247 on 13 Oct 2015 00:00AM
Ticket with subject 'Bananas are gross' opened by 2092630998 on 13 Oct 2015 00:00AM
Ticket with subject 'I loathe the banana' opened by 1882348208 on 13 Oct 2015 00:00AM
Ticket with subject 'Nothing is working' opened by 1882348208 on 1 Dec 2015 00:00AM

Select view options:
* Press 1 to view all tickets
* Press 2 to view a ticket
* Type 'quit' to exit

2
Enter ticket number:
2
% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
             Dload  Upload    Total     Spent    Left     Speed
100  786 100  786    0     0   476      0  0:00:01  0:00:01 --:--:--  476
Ticket with subject 'Lunch decision?' opened by 1882348208 on 13 Oct 2015 00:00AM

Select view options:
* Press 1 to view all tickets
* Press 2 to view a ticket
* Type 'quit' to exit

quit
Thanks for using the viewer. Goodbye.
```

Mobile Ticket Viewer

Oh noes, something went wrong!

Error: Couldn't authenticate you

Mobile Ticket Viewer

Requester: Adam Malcontenti-Wilson

This is a test ticket. I am testing things like a long title for instance but mostly I'm testing hipchat

my printer is non-existent and sucked into a black hole

[Back to all tickets](#)

Mobile Ticket Viewer

12 total tickets, 12 on this page

P bla

O This is a test ticket. I am testing things like a long title for instance but mostly I'm testing hipchat

O Chat with Visitor 25086011

O Chat with Visitor 25086011

N This is a question!

N This is a question!

N This is a question!

N This is a question!

N Missed chat with Visitor 25086011

N hit ticket

N new test message

N @jaredshay1 chc test