*1. From the information you gathered so far, please describe Customer Support responsibilities within Infobip?*

Answer: provide assistance to customers with their products and provide them with the solution they require in the shortest possible time and in the most efficient way, providing clear and precise information

*2. What communications channel are being used by Customer Support to engage and respond to our clients?*

Answer: VOIP, SMS, Email and live chat.

*3. What are in your opinion skills that are required to be successful as Customer Support Engineer?*

Answer: Initially the technical skills required about the product or the tools that the customer handles but also be empathetic and handle clear and persuasive communication to understand the problem that the customer has and offer the best possible solution.

*4. Can you give an example of how you’ll handled alerting a customer when a product/service issue causes a major problem?*

Answer: when alerting the customer to this major problem should at the same time indicate the intended solution or at least let him/her know that the issue is already being worked on.

*5. You see that some traffic over one connection (service) starts to fail due to some unknown reason. What will you do first:*

Answer: The first thing that should be done is to try to resolve the problem as soon as possible to avoid any impact on customer operations, which is the most important thing. However, I also believe that customers should be alerted to the situation, but tell them that we are working on that.

*6. What customer service tools do you have experience with?*

Answer: In Huawei I used OWS to manage failure and maintenance tickets and in Sykes use SCM (Support Case Manager) to tickets creation and CSone for the review of created cases.

*7. Can you tell us about a situation with a customer when there wasn’t a clear policy to use, and you needed to make a judgement call? How did you approach your decision, and what happened?*

Answer: I had a case where I was not sure if the customer was eligible for technical support So I first checked the documentation and also confirmed with my Superior before proceeding and finally opened the case to the customer through a specific bypass for that situation of that customer.

*8. What would you do if a frustrated customer complains about a widely known problem with the company’s product?*

Answer: I will tell the customer that the problem has already been identified and we are working to solve it as soon as possible.

*9. What do you do when you don’t know how to help a customer?*

Answer: I ask my colleagues or my superiors for help or advice to proceed in the right way

*10. When responding to a customer, how do you decide what information to include, and what information to leave out?*

Answer: I think that depends but essentially I would include the technical issues related to the solution of the problem, what at the end is what customer needs and I would try to avoid including information about for example internal escalations in our company.

*11. Can you tell me about a customer that you found difficult to understand, and how you approached the communication?*

Answer: in that case the best is to use a simple basic language to understand and actively listen to the client and focus on the technical terms and the main issue.

*12. What’s the newest skill you learned? Why did you choose that skill, and how did you learn it?*

Answer: I am learning web developing through courses in Udemy and Platzi and actually I'm already proficient in HTML, CSS and Javascript, I learned it because I like programming but also I was wanting for a change in my work life.

*13. What’s the best way to help a customer who has worked with multiple Engineers and hasn’t received the help they need?*

Answer: Listen carefully to the client, understand and be empathetic with his situation and, if necessary, collect all the previous information with the previous engineers and also with the Superiors to determine why customer did not receive before the help they needed and provide the customer the solution in the shortest possible time.

*14. Tell us about a BIG challenge or conflict you've faced at work, and how you dealt with it.*

Answer: on occasion We had a massive failure of our client's telecommunications network. I identified that it was quite a complex problem so I alerted my superiors and level 3 support in case the situation got out of control however I managed to solve the problem with some advice from both level 3 support and my superiors.

*15. You're alone in the Saturday shift. an important client comes on chat demanding you to add credits to his account (which you aren't allowed to do but can) because he has a campaign to send but ran out of funds. He's being pushy, uncooperative and doesn't take no for an answer. You've been talking to him for 45 mins now and work is piling up (new chats and priority tickets). He's threatening to call Infobip's CEO (it's nighttime) if you don't comply... What do you do?*

Answer; I think that depends on the company's policies, because if the company's policies prevent me from doing what the Client requests, I should not do it regardless of the importance of the client, unless it is stated in the company's policies that an exception for important clients can be made, but if this is not the case, I should not do what the Client requests because the company's policies prevent me from doing so and I would only do it if a superior explicitly authorizes it.

*16. You start a communication with an Infobip Customer Success Manager in charge of one of our biggest clients, because you stumbled upon our client’s traffic failing to be delivered to AT&T USA, while checking something else. It was purely your own good will to report this as you know this client is important to our company. You’ve explained the situation in detail on an email you sent him/her previously, and now he/she is asking a question you already answered on that email, also they want you to configure something they can do on their own. He/She clearly didn't read your email (and don't want to do their job)making it feel like you went through all that trouble for nothing. How do you handle the situation?*

Answer: I would still proceed with the necessary configuration due to the importance of the client, but I would leave an internal note to my superior indicating the situation with the Success Manager.

*17, a) Write a request example using Infobip’s API “Single textual message” method in Python code.*

from infobip\_api\_client.api\_client import ApiClient, Configuration

from infobip\_api\_client.model.sms\_advanced\_textual\_request import SmsAdvancedTextualRequest

from infobip\_api\_client.model.sms\_destination import SmsDestination

from infobip\_api\_client.model.sms\_response import SmsResponse

from infobip\_api\_client.model.sms\_textual\_message import SmsTextualMessage

from infobip\_api\_client.api.send\_sms\_api import SendSmsApi

from infobip\_api\_client.exceptions import ApiException

BASE\_URL = "https://xrjk14.api.infobip.com"

API\_KEY = "abc0e4bbac83320e359ee8ff0778b524-8414dde5-84e7-4434-a8b7-b291ffd962eb"

client\_config = Configuration(

host= BASE\_URL,

api\_key={"APIKeyHeader": API\_KEY},

api\_key\_prefix={"APIKeyHeader": "App"},

)

api\_client = ApiClient(client\_config)

sms\_request = SmsAdvancedTextualRequest(

messages=[

SmsTextualMessage(

destinations=[

SmsDestination(

to="573162342290",

),

],

\_from="InfoSMS",

text="you are receiving a sample message",

)

])

api\_instance = SendSmsApi(api\_client)

try:

api\_response: SmsResponse = api\_instance.send\_sms\_message(sms\_advanced\_textual\_request=sms\_request)

print(api\_response)

except ApiException as ex:

print("Error occurred while trying to send SMS message.")

print(ex)

*b) Using JSON and “Send fully-featured textual message” method, write an example request*

*with text “Hello there” to 2 Colombian mobile numbers of your choice.*

Answer: import http.client

import json

conn = http.client.HTTPSConnection("xrjk14.api.infobip.com")

payload = json.dumps({

"bulkId": "BULK-ID-123-xyz",

"messages": [

{

"from": "InfoSMS",

"destinations": [

{

"to": "573162342290"

},

{

"to": "573243987323"

}

],

"text": "Hello There"

}

]

})

headers = {

'Authorization': '{authorization}',

'Content-Type': 'application/json',

'Accept': 'application/json'

}

conn.request("POST", "/sms/2/text/advanced", payload, headers)

res = conn.getresponse()

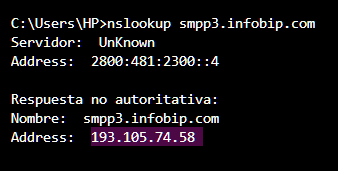
data = res.read()

print(data.decode("utf-8"))

*18. Determine and write down the IP from DNS record for Infobip’s primary SMPP connection point also which command would you use to find that out (please elaborate)?*

Answer: the IP is 193.105.74.58

the command I used was nslookup which allows you to obtain the IP of a site through DNS



*19. Indicate which parameters are required to establish a SMPP session and explain the difference between the different type of sessions you can have on this protocol.*

Answer: the parameters are *SystemID, Password , IP Address, port and timeout* and the session allowed are

Transmitter: at this form the application submits short messages to Mobile stations.

Receiver: in this way the app is enabled to receive messages from Mobile Stations.

Transceiver: at this session we can use both the Transmitter and Receiver methods.

*20. What can be considered as a cloud deployment and what would be the opposite of it? Name few of the most popular cloud providers that you know.*

Answer: we can call cloud deployment to the services we use to host our application but we don’t own any physical device for the storage, those are provided by the cloud deployer like AWS, Azure, Dropbox or Google Cloud

*21. SELECT*

1)

SELECT \* FROM Students

2)

SELECT \* FROM Students

WHERE (Gender = ‘F’) and (City = ‘Zagreb’);

3)

SELECT \* FROM Students

WHERE Age > 30;

*UPDATE*

1)

UPDATE Students

SET City = ‘Zagreb’

WHERE StudentID = 4;

2)

UPDATE Students

SET City = ‘Split’

WHERE Gender = ‘M’;

3)

UPDATE Students

SET LastName = ‘Simba’

WHERE StudentID = 2;

*DELETE*

1)

DELETE FROM Students WHERE StudentID = 1;

2)

DELETE FROM Students WHERE Gender = ‘F’;

3)

DELETE FROM Students WHERE City = ‘Osijek’;

*INSERT*

1)

INSERT INTO Students (FirstName , LastName, Gender , Age, City)

VALUES (‘Julian’ , ‘Arias’, ‘M’ , ‘22’ , ‘Santa Marta’);

2)

Yes but the space will be “null”.

3-4)

INSERT INTO Students VALUES (‘Julian’ , ‘Arias’, ‘M’ , ‘22’ , ‘Santa Marta’)

22) The Result is:

1, 2 , 3 ,4 ,6