**Dev Code Challenge – Workforce Planning API**

Things that were catered to from the requirement:

* Timeouts issue
* No need of a synchronous callout as business is fine waiting till end of Day
* High Volumes
* Cases to be updated with SecretKey on success response post callout
* API Consumes CaseId and AgentId(assuming this to be Createdby User detail) and responds in Success flag as true or false along with SecretKey or Error respectively.

Solution:

* Added API to Remote Site Settings.
* Created Batch class that can allow callouts to be performed.
* Querying records to batch class where Cases have been closed and key is still NULL.
* Payload constructed to send the id as Case Record Id and agentid as CreatedBy User Id.
* Timeout has been set to the max and in response if Success is ‘true’ we update the Secretkey back on case else if ‘false’(or any other error) we update the case status back to ‘In Progress’(Doing this so that these records can get picked up again in later batches when closed alternatively we can use a flag as per scenario to not update the status but still bring these records back in to batch execution).
* An email is also being sent with basic details to all users of the particular batch.
* Test class with 100% coverage catering both success “true“ and “false” payload responses and asserted with checks if Key has been updated on cases or if status has been reverted to In progress.

Batch class can be schedule once every 15 minutes by using the script below in Dev Console:

System.schedule('Scheduled Job 1', '0 0 \* \* \* ?', new ClosedCaseCalloutBatch());

System.schedule('Scheduled Job 2', '0 15 \* \* \* ?', new ClosedCaseCalloutBatch());

System.schedule('Scheduled Job 3', '0 30 \* \* \* ?', new ClosedCaseCalloutBatch());

System.schedule('Scheduled Job 4', '0 45 \* \* \* ?', new ClosedCaseCalloutBatch());