Assignment

The Task

The assignment is to design a simple software for a Customer Support Center.

Requirements:

- The Customer Support Center wants to add, edit and remove Support Agents.
- Customers want to be able to report a case for returning a product.
- Your software should assign an available Support Agent to handle a case automatically
- Support Agents should be able to *list* and *resolve* all the current active cases and Customers can add a new case. An agent can have only one case at a time.
- When the case is resolved, it should be marked so and the Support Agent should be free to take a new case

Your goal:

- Create a Fullstack application (Frontend + Backend + Database) to solve the above problem
- Simple UI where a Customer can report a case and the Customer Support Center can add a new Support Agent and/or resolve a case
- Show that you care for Software design and architecture
- Show your knowledge beyond boilerplate endpoints!

Tech recommendations

- Typescript, JS
- ReactJS, NextJS
- NodeJS
- Any DB is okay (In-memory, NoSQL, SQL)

Bonus:

- Validations (UI, API, DB)
- Tests
- Attention to CI/CD

The expected deliverable is the source code published on github with instructions on how to execute and test it.