Training tasks

TicketPRO 2000 (<https://ticketpro.janove.io>) is the system Generic Company Inc. (GCI) uses for managing customer service tickets. The application is intentionally designed and implemented in a way that allows for some interesting RPA challenges. The system is run entirely on the client side. No data is sent to the server, except for some mocked API calls, to simulate slow requests. The entire database is stored in the browser’s localstorage, and is generated when you first enter the site. If you for some reason need fresh data, simply open the developer console and delete all entries in the localstorage.

The customer service department of GCI is divided into sub-departments: Private, Business and Internal. To avoid mixing support tickets from different departments, TicketPRO also reflects this distinction, having separate queues and archives for each department.

You can log in using the following credentials:

Email: [john@example.com](mailto:john@example.com)

Password: password

**Task 1 – Weekly report**

**Part 1**

The Customer Service manager of Generic Company Inc. wants to get a better overview of the performance of the company’s customer service reps. While TicketPRO 2000 is an amazing system for customer service, it lacks the export functionality you’d need to easily keep track of performance over time and to perform calculations.

Your task is to create a weekly report that, for each employee, contains the following metrics:

* Expired tickets (i.e. was created last week, but not solved this week)
* Active tickets (tickets currently in queue)
* Completed (tickets completed **this week**)
* Current completion rate (total completed/(total completed+active+expired))

The report should be an Excel file, and should also be divided into one sheet per department.

Upon completion, the robot should mail the report to the customer service department head – yourself, that is – as well as upload it to the file repository.

Example:

**Customer Service Private**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employee** | **Expired** | **Active** | **Completed** | **Completion rate** |
| John | 1 | 5 | 8 | 33% |
| Robert K. | 10 | 10 | 0 | 15% |
| Amanda | 0 | 2 | 13 | 85% |

**Customer Service Business**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employee** | **Expired** | **Active** | **Completed** | **Completion rate** |
| William | 2 | 3 | 12 | 45% |
| Carol | 11 | 13 | 2 | 7% |
| Linda | 5 | 5 | 5 | 52% |

**Part 2**

In addition to the weekly report, the manager wants the robot to perform some basic data maintenance as well. After the report has been sent, the robot should find all tickets that are older than ten days, and set their priority to High. If their priority is already High, it should be set to Critical. If it is already at Critical, assign the ticket to a manager. Each change should be recorded in a log file, preferably Excel. Each record should store the previous value as well as the new value.

For example:

|  |  |  |
| --- | --- | --- |
| **Date** | **Case** | **Event** |
| 2017-11-04 12:36:06 | CSP1024 | Changed priority from ‘High’ to ‘Critical’ |
| 2017-11-04 12:36:12 | CSP1033 | Changed owner from ‘John’ to ‘Robert K.’ |
| 2017-11-04 12:36:18 | CSB2422 | Changed priority from ‘Low’ to ‘High’ |