Telph is an Indian based mobile network provider. They maintain a portal “CSR Portal” which will be accessed by their customer representatives to log the issues which they receive through phone calls.

CSR Portal allows customer representatives (CR) to create, update and view tickets.

**What are the supported operations?**

* Authentication using access code
  + Upon login, user will be prompted to enter the access code. Session remains only within the home page as this is accessible only for CRs and the main site can be accessed even by public to view the details about the company.
  + Access Code is: **5Cats@OwlL8**
* Create ticket
  + To create a ticket, the below fields are mandatory.
    - *Customer name*
    - *Area code*
    - *Contact number*
    - *Email id*
    - *Description*
    - *Create by*
    - *Area of issue* [*Hardware, Software, Warranty claims* and *New Products*]
    - *Status* [possible values are *New, Open* and *Closed*]
    - *Comment* [mandatory when status is either *Closed/Open*]
    - *Assigned To* [will be automatically loaded when CR selects the *area of issue,* mandatory when *Status* is either *Closed/Open*]
  + Ticket id will be automatically generated by the system
  + When CR tries to log a ticket, CR will be updated on the status of the ticket (*success/failure*)
  + “*Created On*” field gets automatically updated if this creation is successful.

* View Ticket
  + CR can view all the tickets that have been created.
  + CR also can edit any of the listed tickets
  + Tickets if closed cannot be edited
  + The listed tickets can be stored to an excel sheet
* Update Ticket
  + This page can be accessed when CR clicks on the Ticket Id of any ticket from the *view tickets* screen
  + Once update operation is carried out, CR will be alerted with the update status.
  + “*Last updated on*” will be automatically updated if this update operation is a success.
  + “*Closed on*” will be automatically updated if CR sets the status of the ticket as “*Closed*”

How to access?

<http://telphportal.heroku.com/homepage.html>

What Else?

Along with CSR Portal, there is also an “About Us” portal where details about Telph can be found.

It can be accessed directly at  [http://telphportal.heroku.com/aboutus.html](http://localhost:8080/CSRPortal/aboutus.html) or from “About Us” button in the navigation bar in CSR Portal

Tech Stack of CSR Portal

* Front End – Html, Javascript, Cascading Style Sheet, Bootstrap, AJAX
* Business Logic Layer – Java, REST Web Service (Jersey) {PUT, POST, GET}
* Back End – There is no data base used. JAVA’s ArrayList is used as the location of the database has to be known to connect to.
* Server – Tomcat 8

Rest Services exposed are:

* @portal/@createticket - Used to create a ticket – Parameters like tickets details have to be sent
* @portal/@viewtickets - To fetch the list of available tickets
* @portal/@updateticket – To update a particular ticket that has been already created
* @portal/@validateaccesscode – To check if the CR’s accesscode is valid
* @portal/@getAssigneeList – To get the list of staffs/engineers for the selected area of complaint
* @portal/@editticket – Takes the ticket id as parameter and returns the details of the selected ticket if available in the database

**Enhancements:**

Details on extra features, other than the ones listed in problem statement document, have been listed in blue colour in this document.