Customer Support

⟳ PASSED

Customer support API

Introduction

Welcome to version 1 of Customer Support API. Below you will find a current list of available methods on different endpoints.

Getting started

These instructions will get you a copy of the project up and running on your local machine for development and testing purposes.

Prerequisites

To work with this project you need to have the following installed on your local machine

1. NodeJS
2. Git
3. MongoDB For local development vanilla mongodb without authentication is expect and it should be listening on localhost:27017
4. Postman

Install and run locally

```
git clone https://github.com/abejide001/assessment.git
cd asssessment

export
MONGOMS_DOWNLOAD_URL=http://downloads.mongodb.org/linux/mongodb-linux-
x86_64-debian10-latest.tgz
mv .env.sample .env
npm i
NODE_ENV=development npm run seed:dev # seeds dev database
NODE_ENV=development npm run start:dev # dev environment
```

Running Tests

```
git clone https://github.com/abejide001/assessment.git
cd asssessment

# rename .env.sample to .env, and set your environment variables -- no
username&password for local database
```

```
export
MONGOMS_DOWNLOAD_URL=http://downloads.mongodb.org/linux/mongodb-linux-
x86_64-debian10-latest.tgz
mv .env.sample .env
npm i
npm run test
```

API Usage

API BASE URL(https://customer-support-2021.herokuapp.com/api/v1). It's recommended to attach a
`Authorization` Header containing the generated `token` from `/api/v1/auth/signin` to access
requests.

Tickets endpoints `/tickets`

method	route	description	data	priviledge
GET	/	Get all tickets		customer
GET	/:month	Get tickets for the previous month		agent
POST	/	Create a ticket	`{description}`	customer
GET	/process	Get ticket to process		agent
PATCH	/process/:ticketId	Process a ticket	`{state}`	agent

Comment endpoint `/comments`

method	route	description	data	priviledge
POST	/:ticketId	Create a comment	`{comment}`	agent, customer

Authentication endpoints `/auth`

method	route	description	data	priviledge
POST	/sigin	Sign In	`{email, password}`	admin, agent, customer
POST	/signup	Sign up	`{email, password}`	admin, agent, customer

User endpoints `/users`

method	route	description	priviledge
GET	/	Get all users	admin
PATCH	/:id	Edit a user	admin

```
// login as admin
{
  email: "abejide@gmail.com",
  password: "abcde"
}
// login as customer
{
  email: "femi@gmail.com",
  password: "abcde"
}
// login as agent
{
  email: "ade@gmail.com",
  password: "abcde"
}
```

API Docs

https://customer-support-2021.herokuapp.com/api/v1/docs (change the Schemes to HTTPS)

App URL

https://customer-support-2021.herokuapp.com/api/v1

Author

Abejide Femi