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 expected and it should be listening on localhost:27017
4. Postman

Install and run locally

```
git clone https://github.com/abejide001/customer-support.git
cd customer-support

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/customer-support.git
cd customer-support

# 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
```

Run with Docker

```
docker-compose up --build
```

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

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

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

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

Improvement

- Customers should be able to comment after they created a ticket, incase they figured out the solution to the problem after raising the support ticket, and they don't need further assistance.
- A customer should be able to report an agent if a ticket was handled misappropiately

Challenges faced

The report for the previous month is always generated when a call is made to the endpoint to get the report, I initially tried to upload the report to cloudinary but that caused duplication of different reports on clouinary, download as pdf option can be implemented on the frontend.

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