ZendeskWrapperAPI

ZResource

Common resource attributes found in Zendesk API (omitted due to large size)

+serialize(): dictionary of json data
+deserialize_api_data(reosurce_data: dictionary of json data): ZResource

Responsibilities
-- Focuses on wrapping a resource in Zendesk
through abstraction.
-- Closely coupled with the Zendesk API.
-- Allows support for serializing objects here to json data and also
deserializing Zendesk api data into wrapper objects.

ZTicket

Ticket attributes found in Zendesk API (omitted due to large size)

+get_ticket(id: int): ZTicket
+list_tickets(page_num: int): List<ZTicket>

Responsibilities
-- Supports implementation of Ticket resourcefound in Zendesk api.
-- Currently allows listing of tickets and showing of specific tickets.
Note: future operations such as creation
of ticket can be added here.
Note: We sideload users when getting tickets. This
means that we can create User objects associated to
a ticket with just one request. This replicates how Zendesk supports
sideloading. However if we need to support direct retrieval of
users from Zendesk, we would create another method in the ZUser
class that would do this.

ZComment

Comment attributes found in Zendesk API (omitted due to large size)

+list_comments(ticket_id: int, page_num: int): dictionary (JSON data)

Responsibilities
-- Supports implementation of Ticket Comment resource found in Zendesk api.
-- Currently allows listing of comments associated with a ticket.
Note: We sideload users when getting comments. This
means that we can create User objects associated to
a comment with just one request. This replicates how Zendesk supports
sideloading. However if we need to support direct retrieval of
users from Zendesk, we would create another method in the ZUser
class that would do this.

ZUser

User attributes found in Zendesk API (omitted due to large size)

Responsibilities
-- Holds details about a Zendesk user.
-- In future, it can support operations on a Zendesk User.

ZAttachment

Attachment attributes found in Zendesk API (omitted due to large size)

Responsibilities
-- Holds details about a Zendesk attachment.
-- In future, it can support operations on a Zendesk attachment.

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authored by

involves

composed of

ZRequestManager

-_auth: Tuple Holds authentication details.
-_headers: Dictionary Request headers
-_url: The base API url for any request.

#_get(url: String, query_params: dictionary): dictionary (JSON data)
+get_json_data(api_url: String, query_params: dictionary): dictionary (JSON data)

Responsibilities
-- Handles any request with any HTTP method.
-- Focused only on communicating directly with
Zendesk API and the specific details of a request
(eg. authentication, http headers etc.).

Note..
The design here only supports
the necessary features of the
coding challenge but has been
designed to be easily extended
in future for extra and more complex
features such as updating tickets or
making comments private.