

## Section 1: Non technical

Peter, a member of the sales team just onboarded a high value merchant - Codak Ventures. Before go-live during the integration review session, you had given Codak Ventures' integration a green light and the merchant has gone ahead to open the service to its customers.

In recent times, the merchant has escalated a number of issues which point to the fact that there are issues with their integration. These errors are primarily responsible for the escalated issues. The dev team for the merchant is becoming impatient and has threatened to churn if their issues are not resolved ASAP. How will you handle such a merchant and manage the expectations of Peter in preventing Churn.

### Answer

First off, I will review the issues the merchant has submitted in recent times to find common themes and to reveal the point of failure in the integration. This may lead to extra actions like checking logs and testing the endpoints on postman and making sure everything is fine. Based on the outcome of this and what is required to solve the problem, I will communicate to the merchant and provide the most effective way to resolve the issue with little or no downtime for their users since they have opened the service to customers already.

I will also communicate the same things to Peter and provide him with a definite timeline in which I am certain the issue will be resolved. I will do this only after communicating with the product and development team and making sure I over deliver on the timeline rather than set unrealistic ones.

## Section 2: Semi technical

As a Technical Support Engineer, you'll need to have exceptional people skills and the engineering mindset that will allow you to troubleshoot, diagnose and resolve while communicating the issue effectively to the client. As such, we'd like to evaluate your language and engineering skills.

Please answer on the below list of questions as if you would answer a customer in real-life, feel free to use the Okra docs (<https://docs.okra.ng/docs>).

1. Hey Okra team, I'm trying to get the latest transactions and I'm hitting the <https://api.okra.ng/v2/transactions/getById> but it's only giving me a week old transactions for some reason. Please help! Jesse.

### Answer

Hi Jesse,

Trust you are doing well.

The endpoint you are calling (<https://api.okra.ng/v2/transactions/getById>) only provides information relating to one specific transaction which can be accessed by the transaction id.

You will need to clarify your request. If you are trying to get the latest transactions per customer, I suggest you use the <https://api.okra.ng/v2/transactions/getByCustomer> endpoint, which will return all the transactions relating to the customerId provided in the request.

Also, you could also search for all the latest transactions for all customers under your bearer key sorted by their dates using the <https://api.okra.ng/v2/transactions/getByDate> endpoint which requires a from date and a to date in the request body.

It is also important to note that the responses returned by these api calls are paginated and these are indicated in the response with the hasNextPage and hasPreviousPage keys. Kindly ensure you take these into consideration programmatically in order to see all the transactions in the request you made and not hiding any. You can also check out our API reference (<https://docs.okra.ng/reference>), specifically the Transactions menu for more information.

I hope this has been helpful. Kindly reach out if you have any other questions.

Warm regards

Babajide Dalley.

Technical Support Specialist.

Okra

2. Hi! I've setup the Widget and I can connect the account, however I don't understand how to programmatically indicate that the connection was successful or it thrown an error.  
Thanks in advance. Mike

### **Answer**

Hi Mike,

Thank you for your mail.

To programmatically indicate whether a connection was successful or if it throws an error, you will need to handle the onSuccess and onError events after the widget is set up.

A good way will be to have the two events in your code and react after any of these events are triggered.

For example, using Javascript, you can have a code block like:

```
import Okra from 'npm-okrajs';

const OkraHandler = Okra.buildWithOptions({

  onError: (json, error) => {

    console.log('An unexpected error occurred', json)

  },

  onSuccess: (data) => {

    console.log('You have linked an account!', data)

  }

});
```

You can read up more about this via our documentation here (<https://docs.okra.ng/docs/widget-options>) or reach out to me if you have any more questions.

Warm regards.

Babajide Dalley.

Technical Support Specialist.

Okra

3. Hello, my name is Blessing and I would like to understand how do I test Okra. I wouldn't like to pay for my testing.

**Answer**

Hello Blessing,

Thank you for reaching out.

We are excited to have you on board!

For you to get started without paying, you can use the Okra sandbox which can help build and test your integration. The sandbox offers dummy data that mimics real-world use cases, which means you can test out all the endpoints, use the widget, and implement webhooks - just the same as with real-world data!

You will need to do the following to access the sandbox:

- Sign up on the okra dashboard (<https://dash.okra.ng/>)
- Check your inbox for an email from us and confirm your email address. The subject line will be: [Okra] Please Confirm Your E-mail Address
- Once you click on the link in the email, you'll be redirected to the Okra dashboard! In the dashboard, you can set up your account, check your activity logs, and find your Okra API keys.
- With your API keys in hand, you can set up your postman environment by following the instructions here (<https://docs.okra.ng/docs/quick-start>).
- You can then test any of our endpoints on the API reference (<https://docs.okra.ng/reference>) on postman using your API keys from the dashboard on postman.

Hope the steps above have been helpful.

Kindly reach out if you need further clarification.

Warm regards.

Babajide Dalley.

Technical Support Specialist.

Okra

## Section 3: Technical

Given the following, can you troubleshoot why the customer is having issues with these routes? Feel free to use Postman or any tool of your choice.

### Problem 1

#### Route

<https://docs.okra.ng/reference/fetchauths>

#### Bearer Token

eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJfaWQiOiI1ZGE2MzU4MTMwYTk0MzQ4NmYzM2RjZWQiLCJpYXQiOiJlE2NzU4NDk5NTR9.DP2dfE9xDXKwviPeMQa6a1\_pXkxla3C8G8kPbg9o1Vk

### **Payload**

```
{  
  "page": 1  
}
```

### **Answer**

For this request, there are no issues with the bearer token and request body as the limit parameter is not required in the request body.

The right route that should be called is <https://api.okra.ng/v2/products/auths> and the customer should provide the following headers below in his/her request:

```
'Authorization: Bearer  
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJfaWQiOiI1ZGE2MzU4MTMwYTk0MzQ4NmYzM2RjZWQiLCJpYXQiOiJlE2NzU4NDk5NTR9.DP2dfE9xDXKwviPeMQa6a1_pXkxla3C8G8kPbg9o1Vk'  
'Content-Type: application/json'
```

Some helpful things to confirm are what the user expects when he calls this endpoint and if the user experiences any error when he calls this.

### **NB**

The user should also take note that if he/she does not provide the limit parameter in the request body, the results will be limited to 10 bank accounts for the record by default.

## **Problem 2**

### **Route**

<https://docs.okra.ng/reference/getidentitybydate>

### **Bearer Token**

eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJfaWQiOiI1ZGE2MzU4MTMwYTk0MzQ4NmYzM2RjZWQiLCJpYXQiOiJlE2NjI2MjE0MTN9.EflhGhk91iyA\_wssscI78-dM7KBfmtQZBfXUa\_mv5-E

## Payload

```
{  
    page: 1  
}
```

## Answer

For this request, the bearer is correct. The route that should be called in the request is <https://api.okra.ng/v2/identity/getByDate>. Also, the request body requires a from and to parameter as shown on the documentation and these were not provided in the request body in the question.

### FORM DATA

<b>from</b> string <b>required</b> Use this parameter to return identity profiles that were created after this date. The value should follow the standard <b>YYYY-MM-DD</b> ISO-8601 format.	<input type="text"/>
<b>to</b> string <b>required</b> Use this parameter to return identity profiles that were created before this date. The value should follow the standard <b>YYYY-MM-DD</b> ISO-8601 format.	<input type="text"/>

Also, the user is meant to provide the following headers in the request

```
'Authorization: Bearer  
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJfaWQiOiI1ZGE2MzU4MTMwYTtk0MzQ4NmYzM2  
RjZWQiLCJpYXQiOiJl2MjE0MTN9.EflhGhk91iyA_wssscI78-dM7KBfmtQZBfXUa_mv5-E' \  
'Content-type: application/x-www-form-urlencoded'
```

We can also see from the headers that this should be taken in as form data.