NORTH PARK INNOVATIONS GROUP INC.
Summer Internship - Take Home Test

Hi Team,

I found the task challenging as it was open ended and learn quite a few things along the way. I worked on it iteratively, building the backend first, then the front end followed by the beautification part. I took roughly 23 hours for the entire task, have added the detailed break up as well.

Deliverables:

Source code: https://github.com/beckonpraveen/service-me
Deployed at: http://ec2-18-217-46-242.us-east-2.compute.amazonaws.com:3000
Demo video:
https://drive.google.com/file/d/13czfDDCBgozRH5yOkktABpoFTVu7dOda/view?usp=sharing

Stack:
I used Nuxt for end-to-end development

Database	MongoDB
Backend	Node.js, Express, Mongoose
Frontend	Vue.js, Bootstrap, axios, Chart.js

Data Preprocessing:
I did some preprocessing on the given tickets data, the preprocessing script and the processed data is available in the **data** directory,
i) Renamed field names to be consisted (ex: removed spaces)
ii) Converted date to ISO format
iii) Extracted year part and added a separate year field for reporting purposes

Features:

Login

Ticket Listing:

   Tickets List
   Ticket Detail
   Pagination (max 10 per page)
   Sorting
   Searching

Dashboard:

Allows the user to analyse data on a yearly basis(recent 5 years) as well as for all the years.

      i) Number of Open tickets

      ii) Total tickets grouped by Satisfaction

      iii) Total Tickets By Issue Type

      iv) Total Tickets By Priority

      v) Total Tickets By Category

      vi) Tickets Volume Per Year (trend across all the years)

Time Taken:

Set up: 3 hrs 50 mins

Understanding Requirements	30 mins
Design (UI + Tech)	1 hour
Data processing & Import	20 mins
Layers & Directory set up	2 hrs

Functional Tasks: 19 hrs

Task	Backend	Frontend
Listing with pagination & sorting	1 hr 30 mins	1 hr 40 mins
Ticket Detail	-	1 hr
Login	20 mins	15 mins
Search	1 hr	1 hr
Sorting	30 mins	45 mins
Date Handling	1 hr	-
Dashboard	2 hrs	3 hrs
State Management	-	30 mins
Routing	-	30 mins
UI Beautification		2 hrs
Refactoring	30 mins	30 mins

Screenshots:

Login:
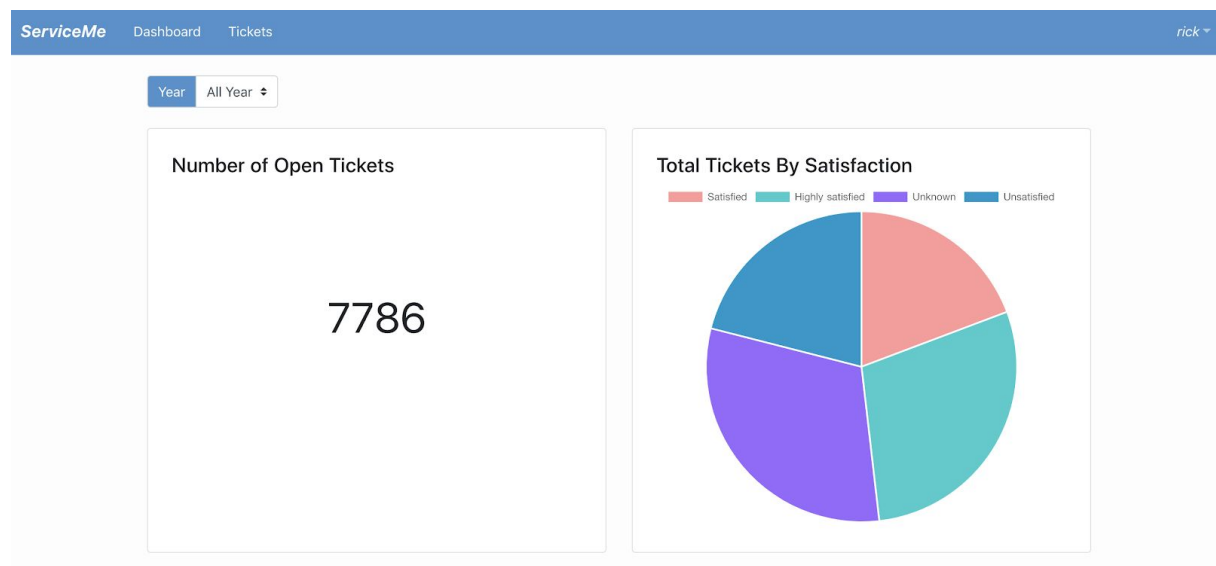
Dashboard:

(contd.,)

Ticket Listing:

Sort By | Date ⇕ | Desc ⇕ | Priority ⇕ | Low | Search

Ticket Id	Created Date	Owner	Requestor	Type	Category	Priority	Severity	Days Open
25268	Jan 20 2019	42	348	Request	Access/Login	Low	Major	0
25258	Jan 10 2019	39	1046	Request	Access/Login	Low	Normal	1
25257	Jan 09 2019	24	754	Request	Access/Login	Low	Normal	0
25251	Jan 03 2019	21	948	Issue	Systems	Low	Normal	2
25250	Jan 02 2019	4	1603	Issue	Software	Low	Normal	1
25243	Dec 26 2018	11	1128	Request	Systems	Low	Normal	20
25234	Dec 17 2018	8	1802	Request	Systems	Low	Normal	6
25233	Dec 16 2018	11	84	Issue	Access/Login	Low	Normal	2
25205	Nov 18 2018	23	1680	Issue	Software	Low	Normal	2
25202	Nov 15 2018	36	949	Request	Access/Login	Low	Normal	0

« ‹ 1 2 3 4 … › »

Detail:

Ticket Detail   ✕

Name	Value
ticketId	2
requestor	1587
requestorSeniority	Regular
owner	15
category	Software
type	Request
severity	Minor
priority	Low
daysOpen	5
satisfaction	Unsatisfied
createdDate	Jan 01 1990
year	1990