Subject:	Re: Spot award for Kanishka
Date:	Wednesday, 29 March 2023 at 1:05:49 PM India Standard Time
From:	Kanishka Mogha
To:	Lalit Sharma, Akhil Goel, Sapna Surana
CC:	Naukri Quality, NaukriMobileTech, Arvind Heda, Mohammad Atif, Pankaj Gautam, Meetu Arora, Rishabh Madhesiya, Surbhit Aggarwal, Roopsi Jain
Attachments:	image002.png, image004.png, image006.png

Thank you everyone😊.
~Kanishka

From: Lalit Sharma <lalit.sharma@Naukri.com>
Date: Tuesday, 28 March 2023 at 5:46 PM
To: Akhil Goel <akhil.goel@naukri.com>, Sapna Surana <sapna.surana@naukri.com>, Kanishka Mogha <kanishka.mogha@naukri.com>
Cc: Naukri Quality <NaukriQA@Infoedge.com>, NaukriMobileTech <NaukriMobileTech@naukri.com>, Arvind Heda <arvind.heda@naukri.com>, Mohammad Atif <mohammad.atif@Naukri.com>, Pankaj Gautam <pankaj.gautam@naukri.com>, Meetu Arora <meetu.arora@naukri.com>, Rishabh Madhesiya <rishabh.madhesiya@naukri.com>, Surbhit Aggarwal <surbhit.aggarwal@Naukri.com>, Roopsi Jain <roopsi.jain@naukri.com>
Subject: RE: Spot award for Kanishka

Congrats Kanishka. Good work!

Regards,
Lalit Sharma

From: Akhil Goel <akhil.goel@naukri.com>
Sent: 28 March 2023 17:45
To: Sapna Surana <sapna.surana@naukri.com>; Kanishka Mogha <kanishka.mogha@naukri.com>
Cc: Naukri Quality <NaukriQA@Infoedge.com>; NaukriMobileTech <NaukriMobileTech@naukri.com>; Arvind Heda <arvind.heda@naukri.com>; Mohammad Atif <mohammad.atif@Naukri.com>; Pankaj Gautam <pankaj.gautam@naukri.com>; Meetu Arora <meetu.arora@naukri.com>; Rishabh Madhesiya <rishabh.madhesiya@naukri.com>; Surbhit Aggarwal <surbhit.aggarwal@Naukri.com>; Roopsi Jain <roopsi.jain@naukri.com>
Subject: RE: Spot award for Kanishka

Congratulations Kanishka, keep it up.

Akhil

From: Sapna Surana
Sent: Tuesday, March 28, 2023 5:28 PM
To: Kanishka Mogha
Cc: Naukri Quality; NaukriMobileTech; Arvind Heda; Mohammad Atif; Pankaj Gautam; Meetu Arora; Rishabh Madhesiya; Surbhit Aggarwal; Roopsi Jain
Subject: RE: Spot award for Kanishka

Hi Kanishka,

Congratulations and thank you for reducing the manual efforts in closing the tickets.

Regards,
Sapna Surana
Group Manager – Naukri Customer Service
Naukri.com
☎9891188688 | ✉ support@naukri.com
Click to go through Naukri FAQs

From: Pankaj Gautam <pankaj.gautam@naukri.com>
Sent: Tuesday, March 28, 2023 3:31 PM
To: Meetu Arora <meetu.arora@naukri.com>; Rishabh Madhesiya <rishabh.madhesiya@naukri.com>; Surbhit Aggarwal <surbhit.aggarwal@Naukri.com>; Kanishka Mogha <kanishka.mogha@naukri.com>
Cc: Naukri Quality <NaukriQA@Infoedge.com>; NaukriMobileTech <NaukriMobileTech@naukri.com>; Arvind Heda <arvind.heda@naukri.com>; Mohammad Atif <mohammad.atif@Naukri.com>; Sapna Surana <sapna.surana@naukri.com>
Subject: RE: Spot award for Kanishka

Congratulations Kanishka.

Regards
Pankaj

From: Meetu Arora <meetu.arora@naukri.com>
Sent: Tuesday, March 28, 2023 2:52 PM
To: Rishabh Madhesiya <rishabh.madhesiya@naukri.com>; Surbhit Aggarwal <surbhit.aggarwal@Naukri.com>; Kanishka Mogha <kanishka.mogha@naukri.com>
Cc: Naukri Quality <NaukriQA@Infoedge.com>; NaukriMobileTech <NaukriMobileTech@naukri.com>; Arvind Heda <arvind.heda@naukri.com>; Mohammad Atif <mohammad.atif@Naukri.com>; Sapna Surana <sapna.surana@naukri.com>
Subject: RE: Spot award for Kanishka

Great work done Kanishka, this will help the support team in effective handling of app reviews.

Regards,
Meetu Arora

From: Rishabh Madhesiya <rishabh.madhesiya@naukri.com>
Sent: Tuesday, March 28, 2023 2:46 PM
To: Surbhit Aggarwal <surbhit.aggarwal@Naukri.com>; Kanishka Mogha <kanishka.mogha@naukri.com>
Cc: Naukri Quality <NaukriQA@Infoedge.com>; NaukriMobileTech <NaukriMobileTech@naukri.com>; Meetu Arora <meetu.arora@naukri.com>; Arvind Heda <arvind.heda@naukri.com>; Mohammad Atif <mohammad.atif@Naukri.com>; Sapna Surana <sapna.surana@naukri.com>
Subject: Re: Spot award for Kanishka

Congratulations and good work @Kanishka!

Thanks and Regards,
Rishabh Madhesiya

From: Surbhit Aggarwal <surbhit.aggarwal@Naukri.com>
Sent: 28 March 2023 10:29
To: Kanishka Mogha <kanishka.mogha@naukri.com>
Cc: Naukri Quality <NaukriQA@Infoedge.com>; NaukriMobileTech <NaukriMobileTech@naukri.com>; Meetu Arora <meetu.arora@naukri.com>; Arvind Heda <arvind.heda@naukri.com>; Mohammad Atif <mohammad.atif@Naukri.com>; Sapna Surana <sapna.surana@naukri.com>
Subject: Spot award for Kanishka

Hi,

I am delighted to present **Spot award** to **Kanishka** for implementing Freshdesk API's to automate direct logging of NI Jobseeker Android App reviews on Freshdesk and auto closing the reviews which were auto reverted.
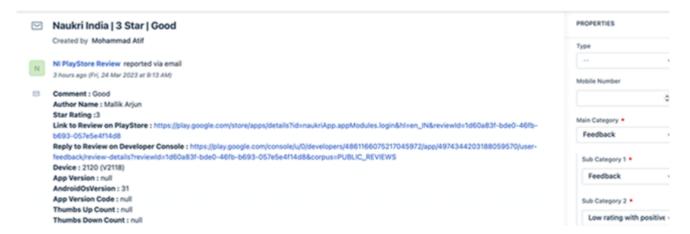Congratulations & well-done **Kanishka**. Keep it up!

Problem Statement:

The current implementation of Google Playstore reviews API for NI Jobseeker Android jobseeker App did not support direct logging of reviews to Freshdesk interface and auto closure of reverted reviews. The team had to manually update and close the auto reverted tickets on Freshdesk which was time consuming and a repetitive task.
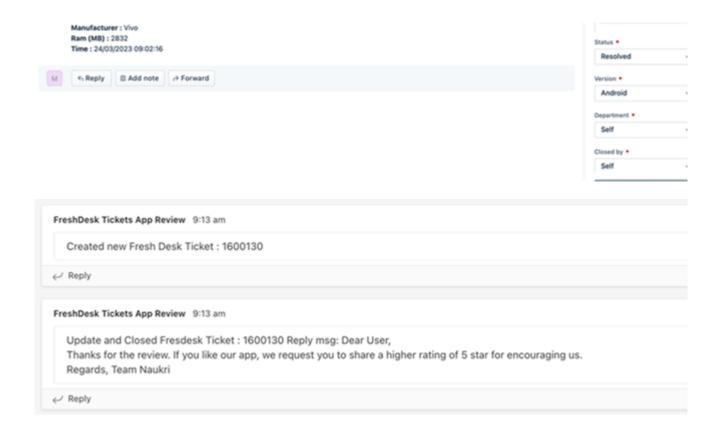
Solution:

- Using Freshdesk API's to create reviews directly on the interface.
- Auto closing auto reverted tickets.
- Implementing smart logic to add correct keywords while closing the above tickets.
- In case of success/failure a log is triggered to a Teams group.

Salient Features of the project :

- Implemented Authorization, Create and Update tickets for Freshdesk API's.
- Implemented creation and updating logic for the created tickets.
- Used Java and Rest Assured to automate the API's.
- Use of teams webhook for logging.

Manufacturer : Vivo
Ram (MB) : 2832
Time : 24/03/2023 09:02:16

M ↩ Reply   📄 Add note   ↪ Forward

Status *
Resolved

Version *
Android

Department *
Self

Closed by *
Self

FreshDesk Tickets App Review   9:13 am

Created new Fresh Desk Ticket : 1600130

↵ Reply

FreshDesk Tickets App Review   9:13 am

Update and Closed Fresdesk Ticket : 1600130 Reply msg: Dear User,
Thanks for the review. If you like our app, we request you to share a higher rating of 5 star for encouraging us.
Regards, Team Naukri

↵ Reply

Thanks,

Surbhit Aggarwal