

Internship Coding Challenge

Zendesk Ticket Viewer

Zendesk is a customer service tool that allows the creation and management of support tickets. Your company needs you to build a Ticket Viewer that will:

- Connect to the Zendesk API
- Request all the tickets for your account
- Display them in a list
- Display individual ticket details
- Page through tickets when more than 25 are returned

Non-functional requirements:

- Include a README with installation and usage instructions
- The UI can be browser-based or CLI (see example output below)
- The amount of data you display in the bulk ticket view and the single ticket view is up to you
- How you format and display the ticket data is up to you, just ensure it is easy to read
- The Ticket Viewer should handle the API being unavailable
- We need to see you write *at least* a few happy path tests
- Submissions will be accepted up till midnight on Friday 21st July. Any submissions or commits made after this time unfortunately won't be considered. Submission can be done either via Github or Email, with instructions on how to submit provided closer to the submission date.

Resources:

- Intern Slack Channel: zendesk-mel-interns.slack.com. Ask questions of the Melbourne Engineering team. The channel will only be active during Melbourne work hours (approximately 8am to 6pm). You should receive an email invite, if you don't please email us at: cfairchild@zendesk.com

Criteria for Assessment

- Meets requirements:
 - No extra features are added.
 - All required features have been attempted.
- Displays some knowledge of application design:
 - Separation of concerns.
 - Simplicity.
- Handles basic errors:
 - Displays a friendly error message if the API is unavailable or the response is invalid.
 - Tells the user something is wrong if there is a program error.

- Includes tests.
- UI is easy to use and displays ticket results clearly.
- Code demonstrates:
 - Consistency.
 - Adherence to common standards.

Getting Started

- Sign up for a free trial with Zendesk: <https://zendesk.com/>. You'll need to pick an account name. Take note of this, you'll need it later.
- Take a look at the Zendesk Ticket API Documentation: https://developer.zendesk.com/rest_api/docs. Here you'll find instructions on how to connect to the API and make requests for tickets.
- We have also sent you a script you can run to populate your account with some data to use for testing.

Gotchas

- **Do Not Use** Javascript in the browser (running on Node is fine). You won't be able to successfully complete a GET request as we prevent cross-domain requests.
- Remember that even though the response comes back as JSON format it is still just a string and needs to be parsed to be of any use to you.
- Use basic authentication.

Sample Output

Note: These are really basic samples only and not to be taken as prescriptive. We encourage you to format the ticket output in your own way.

Sample CLI

```
~/Code/intern_sample_soln_ruby (ruby-2.1.6):ruby bin/viewer
Welcome to the ticket viewer
Type 'menu' to view options or 'quit' to exit
menu

Select view options:
* Press 1 to view all tickets
* Press 2 to view a ticket
* Type 'quit' to exit

1
% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
   Dload  Upload   Total             Spent    Left     Speed
100 3846 100 3846    0     0  2258      0  0:00:01  0:00:01 --:--:-- 2258
Ticket with subject 'Lunch decision?' opened by 1882348208 on 13 Oct 2015 00:00AM
Ticket with subject 'I <3 Training' opened by 2112617247 on 13 Oct 2015 00:00AM
Ticket with subject 'Bananas are gross' opened by 2092630998 on 13 Oct 2015 00:00AM
Ticket with subject 'I loathe the banana' opened by 1882348208 on 13 Oct 2015 00:00AM
Ticket with subject 'Nothing is working' opened by 1882348208 on 1 Dec 2015 00:00AM

Select view options:
* Press 1 to view all tickets
* Press 2 to view a ticket
* Type 'quit' to exit

2
Enter ticket number:
2
% Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
   Dload  Upload   Total             Spent    Left     Speed
100  786 100  786    0     0   476      0  0:00:01  0:00:01 --:--:--  476
Ticket with subject 'Lunch decision?' opened by 1882348208 on 13 Oct 2015 00:00AM

Select view options:
* Press 1 to view all tickets
* Press 2 to view a ticket
* Type 'quit' to exit

quit
Thanks for using the viewer. Goodbye.
```

Mobile Ticket Viewer

Oh noes, something went wrong!

Error: Couldn't authenticate you

Mobile Ticket Viewer

Requester: Adam Malcontenti-Wilson

This is a test ticket. I am testing things like a long title for instance but mostly I'm testing hipchat

my printer is non-existent and sucked into a black hole

[Back to all tickets](#)

Mobile Ticket Viewer

12 total tickets, 12 on this page

P bla

O This is a test ticket. I am testing things like a long title for instance but mostly I'm testing hipchat

O Chat with Visitor 25086011

O Chat with Visitor 25086011

N This is a question!

N This is a question!

N This is a question!

N This is a question!

N Missed chat with Visitor 25086011

N hit ticket

N new test message

N @jaredshay1 chc test