nobelbiz
Contact Center Technology

Recruitment Assessment

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Console Application

Description

Create a console application which will access the below endpoint and pull all of the unique topics from within the JSON data returned and print them to the console. You should only use built in libraries and not reference external ones.

.net Version

6.0

Languages to use

VB.NET
C#

Starting Info

Endpoint to use https://api.sampleapis.com/codingresources/codingResources

Example

If we take the screenshot below returned from the endpoint


```
[
    {
        "id": 1,
        "descript": "Example description",
        "long": "104.32.567.2",
        "topics": [
            "js",
            "html"
        ]
    },
    {
        "id": 2,
        "descript": "Weather Forecast",
        "long": "99.99.00.11",
        "topics": [
            "qr",
            "css",
            "js"
        ]
    }
]
```


End result should look like below

```
js
html
qr
css
```

SQL Pt 1

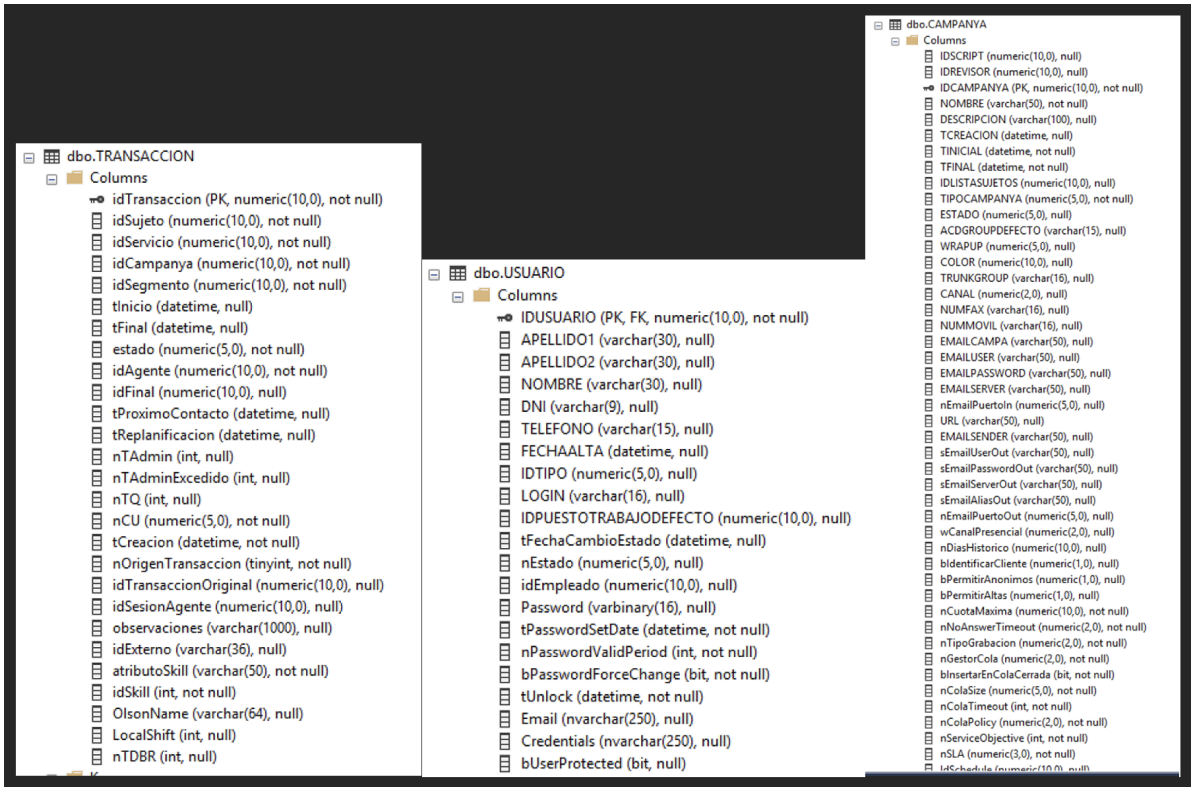
Description

Create an SQL query based on the TRANSACCION table relating it to USARIO and CAMPANYA table. We will want to see the total transaccions (assuming all entries are considered a transaction), and the total between tInicio and tFinal by Campaign and User/Agent. We will want to see the Campaign Name, Campaign ID, Agent Name, Agent ID, Agent Login, and the totals.

Languages to use

SQL

Starting Info



SQL Pt 2

Description

Create a stored procedure that will accept CampaignId, AgentId and/or Finalid as parameters and will display the filtered data from the previous query.

Languages to use

SQL

Log Analysis

Description

Take the attached log file and find where in the logs items will appear.

Ask

Find instances of the below in the log file

- Login
- How many license are being used
- Logout
- Disposition of transaction, or where the idFinal was set to

Agent Script

Description

Develop a web page that presents customer details within text boxes. Implement an automatic saving mechanism for the text boxes to store information without requiring manual intervention from the user. Beneath the customer information section, include a concise script elucidating the purpose of the call. The length and content of this script can be determined according to your discretion.
Additionally, integrate a table that dynamically retrieves information from an endpoint and showcases the data in tabular format. The table should display specific items extracted from the endpoint. Furthermore, enable a functionality where clicking on the description in the table opens the corresponding URL (obtained from the JSON result of the endpoint) in a new tab.

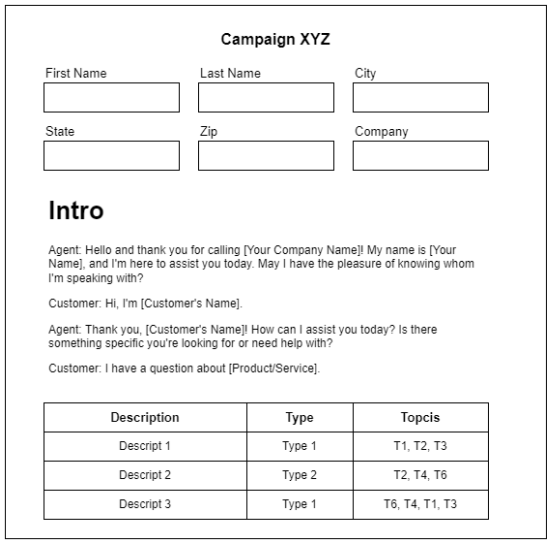
Customer information to show:

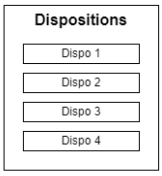
- *First name*
- *Last name*
- *CIty*
- *State*
- *Zip*
- *Company name*

Data to show in table:

- Description
- Type
- Topics
    - Can show all of these in one cell of the table

Wireframe example





Languages to use

HTML
CSS
JavaScript or jQuery [No other framework]

Starting Info

Endpoint to use https://api.sampleapis.com/codingresources/codingResources