

Recruitment Assessment

Table Of Contents

Console Application	3
SQL Pt 1	4
SQL Pt 2	5
Log Analysis	6
Agent Script	7

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 USUARIO and CAMPANYA table. We will want to see the total transacciones (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

The image shows a screenshot of SQL Server Enterprise Manager displaying the schema of three tables in the 'dbo' database. The tables are: **dbo.TRANSACCION**, **dbo.USUARIO**, and **dbo.CAMPANYA**.

dbo.TRANSACCION Columns:

- idTransaccion (PK, numeric(10,0), not null)
- idSujeto (numeric(10,0), not null)
- idServicio (numeric(10,0), not null)
- idCampaña (numeric(10,0), not null)
- idSegmento (numeric(10,0), not null)
- tInicio (datetime, null)
- tFinal (datetime, null)
- estado (numeric(5,0), not null)
- idAgente (numeric(10,0), not null)
- idFinal (numeric(10,0), null)
- tProximoContacto (datetime, null)
- tReplanificacion (datetime, null)
- nTAdmin (int, null)
- nTAdminExcedido (int, null)
- nTQ (int, null)
- nCU (numeric(5,0), not null)
- tCreacion (datetime, not null)
- nOrigenTransaccion (tinyint, not null)
- idTransaccionOriginal (numeric(10,0), null)
- idSesionAgente (numeric(10,0), null)
- observaciones (varchar(1000), null)
- idExterno (varchar(36), null)
- atributoSkill (varchar(50), not null)
- idSkill (int, not null)
- OlsonName (varchar(64), null)
- LocalShift (int, null)
- nTDBR (int, null)

dbo.USUARIO Columns:

- IDUSUARIO (PK, FK, numeric(10,0), not null)
- APELLIDO1 (varchar(30), null)
- APELLIDO2 (varchar(30), null)
- NOMBRE (varchar(30), null)
- DNI (varchar(9), null)
- TELEFONO (varchar(15), null)
- FECHAALTA (datetime, null)
- IDTIPO (numeric(5,0), null)
- LOGIN (varchar(16), null)
- IDPUESTOTRABAJODEFECTO (numeric(10,0), null)
- tFechaCambioEstado (datetime, null)
- nEstado (numeric(5,0), null)
- idEmpleado (numeric(10,0), null)
- Password (varbinary(16), null)
- tPasswordSetDate (datetime, not null)
- nPasswordValidPeriod (int, not null)
- bPasswordForceChange (bit, not null)
- tUnlock (datetime, not null)
- Email (nvarchar(250), null)
- Credentials (nvarchar(250), null)
- bUserProtected (bit, null)

dbo.CAMPANYA Columns:

- IDSCRIPT (numeric(10,0), null)
- IDREVISOR (numeric(10,0), null)
- IDCAMPANYA (PK, numeric(10,0), not null)
- NOMBRE (varchar(50), not null)
- DESCRIPCION (varchar(100), null)
- TREACION (datetime, null)
- TINICIAL (datetime, not null)
- TFINAL (datetime, not null)
- IDLISTASUJETOS (numeric(10,0), null)
- TIPOCAMPANYA (numeric(5,0), not null)
- ESTADO (numeric(5,0), null)
- ACDGROUPDEFECTO (varchar(15), null)
- WRAPUP (numeric(5,0), null)
- COLOR (numeric(10,0), null)
- TRUNGROUP (varchar(16), null)
- CANAL (numeric(2,0), null)
- NUMFAX (varchar(16), null)
- NUMMOVIL (varchar(16), null)
- EMAILCAMP (varchar(50), null)
- EMAILUSER (varchar(50), null)
- EMAILPASSWORD (varchar(50), null)
- EMAILSERVER (varchar(50), null)
- nEmailPuertoIn (numeric(5,0), null)
- URL (varchar(50), null)
- EMAILSENDER (varchar(50), null)
- sEmailUserOut (varchar(50), null)
- sEmailPasswordOut (varchar(50), null)
- sEmailServerOut (varchar(50), null)
- sEmailAliasOut (varchar(50), null)
- nEmailPuertoOut (numeric(5,0), null)
- wCanalPresencial (numeric(2,0), null)
- nDiasHistorico (numeric(10,0), null)
- bIdentificarCliente (numeric(1,0), null)
- bPermitirAnonimos (numeric(1,0), null)
- bPermitirAltas (numeric(1,0), null)
- nCuotaMaxima (numeric(10,0), not null)
- nNoAnswerTimeout (numeric(2,0), not null)
- nTipoGrabacion (numeric(2,0), not null)
- nGestorCola (numeric(2,0), not null)
- bInsertarEnColaCerrada (bit, not null)
- nColaSize (numeric(5,0), not null)
- nColaTimeout (int, not null)
- nColaPolicy (numeric(2,0), not null)
- nServiceObjective (int, not null)
- nSLA (numeric(3,0), not null)
- tSchedule (numeric(10,0), null)

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

Campaign XYZ

First Name

Last Name

City

State

Zip

Company

Dispositions

Dispo 1

Dispo 2

Dispo 3

Dispo 4

Intro

Agent: Hello and thank you for calling [Your Company Name]! My name is [Your Name], and I'm here to assist you today. May I have the pleasure of knowing whom I'm speaking with?

Customer: Hi, I'm [Customer's Name].

Agent: Thank you, [Customer's Name]! How can I assist you today? Is there something specific you're looking for or need help with?

Customer: I have a question about [Product/Service].

Description	Type	Topics
Descript 1	Type 1	T1, T2, T3
Descript 2	Type 2	T2, T4, T6
Descript 3	Type 1	T6, T4, T1, T3

Languages to use

HTML

CSS

JavaScript or jQuery [No other framework]

Starting Info

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