

Developer's homework

Your goal: Write a small web-application which will help the manager of a hypothetical contact center to view calls performed by their agents since the last week.

Description:

The application consists only of **2 screens** (screen of all items/list, screen of a item detail)

As a user I want to search, listen and evaluate calls, stored for example in local storage where the search functionality is performed in a side-pane, where you can filter calls based on some (3-4 criteria see images below)

We expect from **you to generate** a dataset with (100+ dummy calls to demonstrate some pagination, you can use <http://www.json-generator.com/>) and it should follow the following "schema":

```
var calls = [{
  callId: 1,
  callType: 'phone',
  callDirection: "inbound"
  agent: {
    agentID: "jdoe",
    agentName: "Jane Doe",
  },
  client: {
    clientID: "customer1"
    clientName: "Tywin Lannister"
  },
  callStart: "Wed Jun 10 2015 13:30:09 GMT+0200",
  callEnd: "Wed Jun 10 2015 14:30:15 GMT+0200",
  callMedias: {
    audioFile: '/call1.mp3'
  },
  evaluation: {
    customerScore: 3,
    managerScore: 4,
    totalScore: 3.5
    improvement: 'Soft skills - communication'
    resume: 'This agent satisfies Aristotle's conditions. But because she is also simultaneously blameless,
  }
}]
```

Also prepare **3-5 random mp3s** (no matter if music or voice) (stored on some ftp, dropbox etc) which you add to the generated dataset. The will be set as src in the <audio> tag.

Requirements:

- this project needs to be published as github/bitbucket repository
- when user enters the root of the application he can see the list of calls
- one row === one call,
- one row contains call details (are searchable):
 - **type** (phone, video),
 - **direction** (inbound/outbound),
 - **when** the call occurred ago (1 day ago, 2 weeks ago),
 - **agent and customer identification** (text or icon),
 - **duration** (formatted) - how long did the call take,
 - **evaluation/score** : total(1-10) of the call (rating from customer-simulated (0-10), rating from the manager (1-10), and some comment, dropdown what to improve (hard skills - products, soft skills - communication, call technique) - is colored in some ranges (1-4, 5-8, 9-10)
- one row must also contain
 - **play/pause icon** (the icon act as toggle, as far the user click on play, an player starts playing a mp3 (for controlling the playback use pure AudioTag (<audio>) Element's controls
 - **evaluation** button that navigates the manager into a **separate sub-route** with the call id as route parameter
- the evaluation route/screen contains basic UI elements, where the manager can fill a trivial form for the agent evaluation (generate a score from customer (randomly), and add option to add manager score(checkboxes from 1 to 10), some improvement (dropdown), and some resume - text area, compute total score and **save**.
- use bootstrap or foundation to make some basic styling, you can reuse some prepared components

Technologies to demonstrate

- use a MVC framework of your choice
- use a build tool - grunt, gulp, broccoli (to produce some index.html and app.js)
- write some unit-tests (of the search-box mechanism, or evaluation form)
- test framework (Jasmine, Mocha, QUnit)
- test runner (karma or testem)
- use a templating engine (Mustache/Handlebars, jquery-template)
- Use of a promise library (Q, RSVP) - simulate async loading of call from localStorage

http://localhost:port/

<audio> player		
play/pause	Call ID#1 + details	evaluate
play/pause	Call ID#2 + details	evaluate
play/pause	Call ID#2 + details	evaluate
list of calls paginated per 25 items		

Search...
AgentID
score 1-10
duration in minutes
call age in days
a basic search/ filter box

http://localhost:port/call1

<audio> player	
Customer score:	1 <checkbox> 2 <checkbox> 3 <checkbox> .. 10 <checkbox>
Manager score:	1 <checkbox> 2 <checkbox> 3 <checkbox> .. 10 <checkbox>
Improvement:	<select><option>Sof tskills - communication</option></select>
Resume:	<textarea>Active listening</textarea>
Total Score	
basic evaluation form	
Save Cancel	