Customer Support service

Background

As the company is rebuilding its main API it also plans to add a customer support service to allow the company to collect the customers' requests for support.

Requirements

Functional requirements

The system has as main functionality to store, process and retrieve customer support tasks.

Support task

The support task has a unique id and a customerId for the customer the task concerns. Furthermore, the support task has a priority (String values "LOW", "MEDIUM" or "HIGH"), a text comment of maximum (1000 characters), and a status (String values "PENDING", "INPROGRESS" or "DONE").

Endpoints

The service should provide the following endpoints:

- Get all support task
  GET /api/v1/tasks
- Get all tasks for a customer
  GET /api/v1/tasks/customerId
- Create a task for a customer
  POST /api/v1/task
- Update a task for a customer
  UPDATE /api/v1/task
- Delete all tasks for a customer
  DELETE /api/v1/tasks/customerId

Important to follow the pattern for the endpoint since they are used by other services that expect these endpoints.

Technical requirements

Use either a MySQL or a MongoDB database. Other suggestions can be discussed with the product owner. Use best practices for building the software project.

Security

The service will only be used inside the hosting environment and the decision has been made to run the service without any authentication.

VCS and build

The source should be version controlled with git and hosted in GitLab. A build process should be setup to build the maven project and then the docker image. Implement a first minimal test setup in the project.