Support Order Simplification - Order Admin

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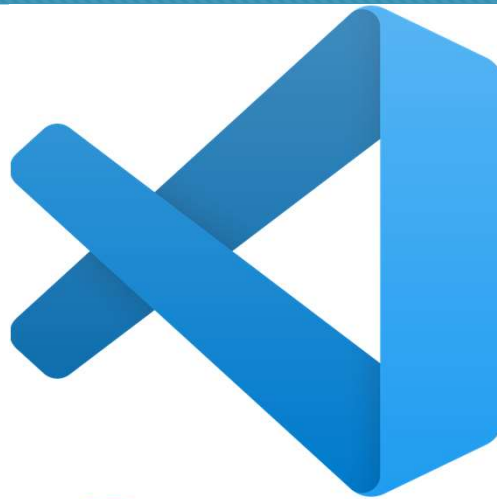College: Iowa State University

Expected Graduation: December 2020
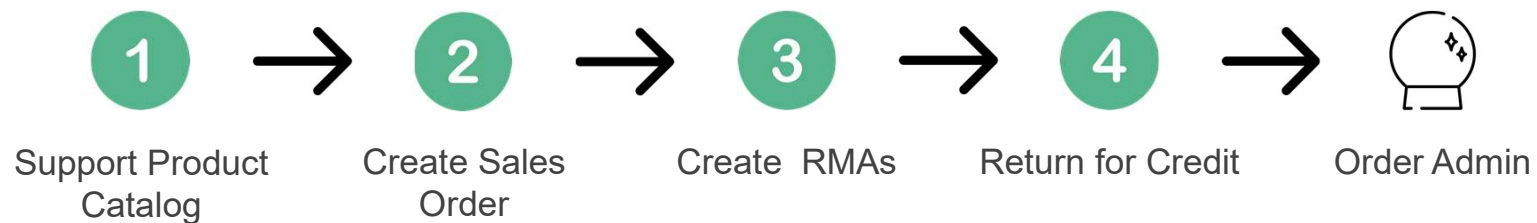
Major: Software Engineering

Outline

- SOS
- Landing Page
- Returning Orders
- Cancel
- Add Note
- Cancel/Notify
- Contribution
- Other work
- Reflection

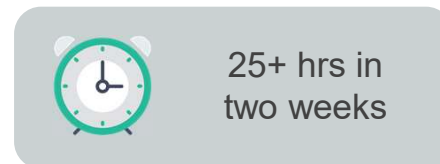# What is Support Order Simplification/Order Admin?

?

o A project to simplify the product support associate and Garmin customer experience when it comes to support order management

1	→	2	→	3	→	4	→	
Support Product Catalog		Create Sales Order		Create RMAs		Return for Credit		Order Admin

o Tool for product support to search and manage orders that have not exported from WOV to Oracle as well as handle other potential ordering issues

o Order monitoring

25+ hrs in two weeks

Takes developers time

→

Landing Page

- Requires Garmin authentication
- Input field for an order must have 12 numeric characters to be valid
- Doesn't call API yet

Welcome, marekkyle   Logout   Feedback

Web Order View Admin

ENTER ORDER ID

NEXT

Garmin Account Sign In

Username

Password

SIGN IN

Web Order View Admin

ENTER ORDER ID

1234567a

Please enter numeric values only.

NEXT

Returning Orders

o If the input order ID doesn't have an order it shows an error

o Otherwise it directs to details page, shows fields based on the information returned from the API

Cancel Order

○ Adding a note is not required (can leave it blank)

○ When OK is pressed it first updates the order status to cancelled, then adds the note if cancelled successfully

Add Note

o Only adds a note to the order notes

o Will not submit note to add if it is blank

o Admins will always be able to add a note to an order (even if it was already cancelled)

< | Result Details

Order Details

Web Order ID
101597370971

Order Status
EXPORT_IN_ERROR

Username
soule

Order Created Date
2019-07-15T13:05:41Z CST

Shipping Address

Garmin HQ
1200 E 151st St
Olathe, IA 66062
US
1123123123

Billing Address

Garmin HQ
1200 E 151st St
Olathe, IA 66062
US
1123123123

Order Notes

Test - 2019-07-15T16:08:47Z CST: CUSTOM_ERROR: Exception was raised after xx_customer_services.create_cust_acct_site_api. The procedure errored out with the following=> Please enter valid address elements: COUNTY, CITY, POSTAL_CODE

Test - 2019-07-15T17:08:49Z CST: CUSTOM_ERROR: Exception was raised after xx_customer_services.create_cust_acct_site_api. The procedure errored out with the following=> Please enter valid address elements: COUNTY, CITY, POSTAL_CODE

marekkyle - 2019-07-15T20:30:11Z CST: Going to cancel/notify customer

[CANCEL ORDER] [CANCEL/NOTIFY] [ADD NOTES]

Are you sure you wish to add this note?

NOTE

Going to cancel/notify customer

[NO] [OK]

Cancel/Notify

- No adding note field

- When OK is pressed it first updates the order status to cancelled, then posts message to RabbitMQ queue

- A listener receives this post and sends an email to the customer

‹ | Result Details

Order Details

Web Order ID
101597370971

Order Status
CANCELLED

Username
marekkyle

Order Created Date
2019-07-15T13:05:41Z CST

Customer Details

Kyle Marek
kyle.marek@garmin.com

Shipping Address

Garmin HQ
1200 E 151st St
Olathe, IA 66062
US
1123123123

Billing Address

Garmin HQ
1200 E 151st St
Olathe, IA 66062
US
1123123123

Order Notes

Test - 2019-07-15T13:05:43Z CST: CUSTOM_ERROR: Exception was raised after xx_customer_services.create_cust_acct_site_api. The procedure errored out with the following=> Please enter valid address elements: COUNTY, CITY, POSTAL_CODE

Test - 2019-07-15T13:08:44Z CST: CUSTOM_ERROR: Exception was raised after xx_customer_services.create_cust_acct_site_api. The procedure errored out with the following=> Please enter valid address elements: COUNTY, CITY, POSTAL_CODE

Test - 2019-07-15T14:08:45Z CST: CUSTOM_ERROR: Exception was raised after xx_customer_services.create_cust_acct_site_api. The procedure errored out

CANCEL ORDER	CANCEL/NOTIFY	ADD NOTES

CANCEL ORDER	CANCEL/NOTIFY	ADD NOTES

Are you sure you wish to cancel and notify?

NO	OK

Resend Email

○ When OK is pressed it posts message to RabbitMQ queue to resend to customer

○ A listener receives this post and sends an email to the customer

Success/Fail Notifications

o Returns a success note if the API calls are successful

o If not, returns failure note

o This allows user to know if notification emails, notes, and cancellations actually happen

Something went wrong and the request was not completed, try again.

‹ | Result Details

Order Details	Customer Details	Shipping Address	Billing Address
Web Order ID 101597574099	example@example.com	Kyle Marek 0 Main St Example, IA 11111 US	Kyle Marek 0 Main St Example, IA 11111 US
Order Status			

Request Successful

‹ | Result Details

Contribution

API Calls

- Return order details
- Return customer details
- Return product details
- Add note to order details
- Cancel order
- Send post to RabbitMQ to notify the customer

Other Work

- Total tickets completed: 5

- Total story points: 17

- Automated tests written: 42

- Support As Services – now accepts part numbers as well as tabs in URL to redirect to correct Support Center page

- Support Center – changed regular expression to allow for different part number values to be redirected to correct FAQ pages

- FAQ Webservices – added currently used locale as well as related locales to the href-langs to allow for better FAQ search results

- Vault – changed credentials for two artifacts to Vault instead of Cloud foundry

Reflection

o I have learned a lot about both frontend and backend development at Garmin as well as Garmin's practices

o After having worked on this project I have decided that I would like to work in Frontend Software Engineering in the future

o My time spent at Garmin has been very exciting and influential to my future

o The overall experience as an intern at Garmin has been fantastic!

GARMIN.