



Backend Coding Challenge



Context

Issues are a typical problem at ryd. Our support team wants to become more efficient in resolving issues. They decided to build a software that can automate their processes — the software that you're going to develop.

Product Requirements

- Ryd users can report an issue.
- New issues should be automatically assigned to a free support agent.
- Support agents can only handle one issue at a time.
- Support agents resolve issues: once done the issue is marked as resolved and the support agent becomes available to take a new issue.
- The system should be able to assign unassigned issues automatically when a support agent becomes available.

Your Mission

Your task is to provide APIs for a frontend application that satisfies the requirements above.

Please stick to the Product Requirements. You should not implement authorisation and authentication, as they are not important for the assessment. Assume everyone can make requests to any API.

Tech Requirements

- Node.js
- You are free to use any framework, but it's recommended that you use one that you're good at
- Example tests for quality and coverage (this should just show how you typically test).
- You are free to use a database of your preference, however you should justify your choice



- Typescript is a plus
- Postman collection to test against your application is a plus

Instructions

- The challenge is on!
- Build a performant, clean and well-structured solution.
- Commit early and often. We want to be able to check your progress.
- Provide a README file explaining how to run the assignment.
- Send us an email with a link to the repository when you finish the assessment.
- Don't get overboard and spend a lot of time on this exercise :-)