

FB DM Helpdesk

Richpanel Assignment

Build a Web App - Facebook Helpdesk

Intro and Interview Process

Firstly, thank you for your application at Richpanel. We are excited to speak with you and get to know you more during the interview process.

Scoring Criteria for the web app:

We are seeking Full Stack Developers. So we are going to score the assignments based on the below criteria

1. Time to deliver
2. Code Structure and Cleanliness
3. Ability to understand requirements and execute
4. UI and UX (HTML/CSS) ***Important.**

What is the assignment?

You have to make a FB Helpdesk

Your assignment is to create a POC (Proof of Concept) app. This app will allow clients to connect their fb accounts, listen to their messenger messages, and reply to them within the application. Imagine a company like Amazon - they get thousands of messages each day. It's humanly impossible to reply to each comment by logging in to FB.

Solution: They'll use your FB helpdesk to connect their FB account and listen to all messages. Then they will invite their internal team members on the Helpdesk app so they can share the workload. And team members can reply to the messages from the helpdesk.

Your app will make their lives easier. It will give them a unified view of all their messages and give them a user-friendly way to reply to the messages.

How Will It Work?

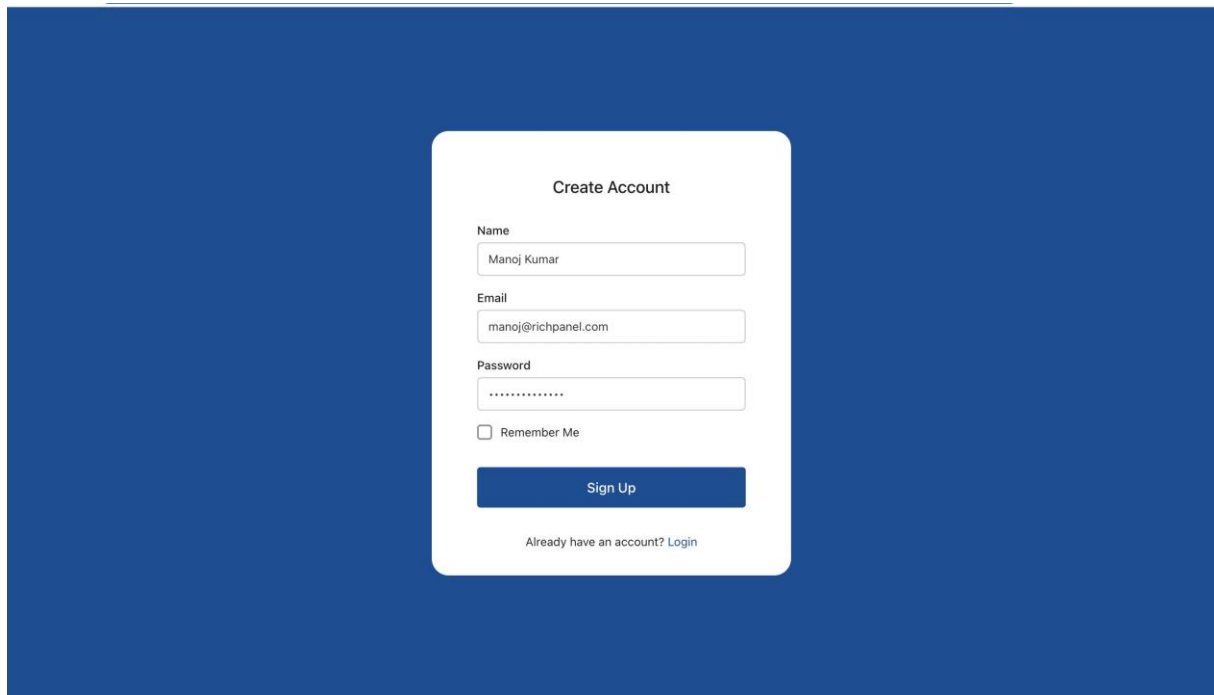
1. Client should be able to Register for new account
2. Client should be able to login after registering
3. Create a screen to manage the FB Page connection.
 - a. Should be able to create a connection (If doesn't exist): They'll be prompted to log in using FB. Your app will also ask for permission to manage pages, comments and listen to messenger events
 - b. Should be able to delete the connection (If exists)
4. Service should listen to messenger messages, and process them into our database.
5. Messages will appear as a conversation in the app. All the messages from one customer will be part of one conversation. A new conversation for a customer should be created only if the last message in the previous conversation was created more than 24 hours ago

6. Agent (app user), can select those conversations and reply to messages from there.

Reference UI:

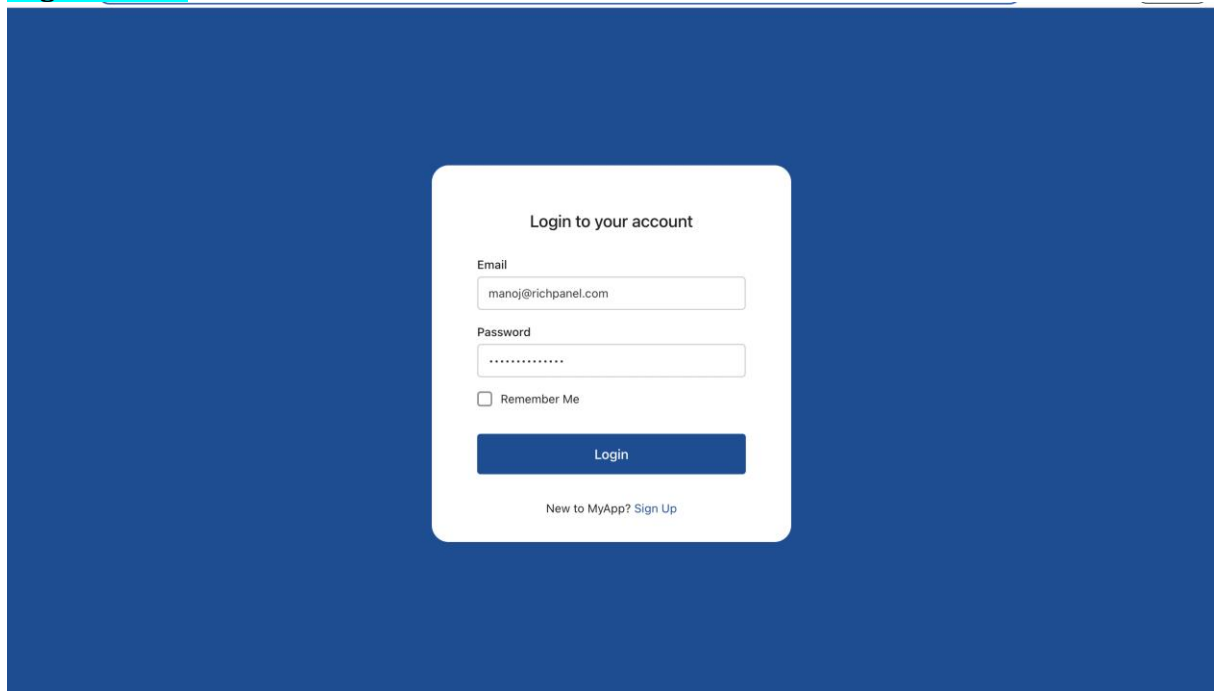
Login and Register: Clients will use this screen to either sign in or register their FB accounts. Use database to manage users and their connected FB accounts

Register Screen:



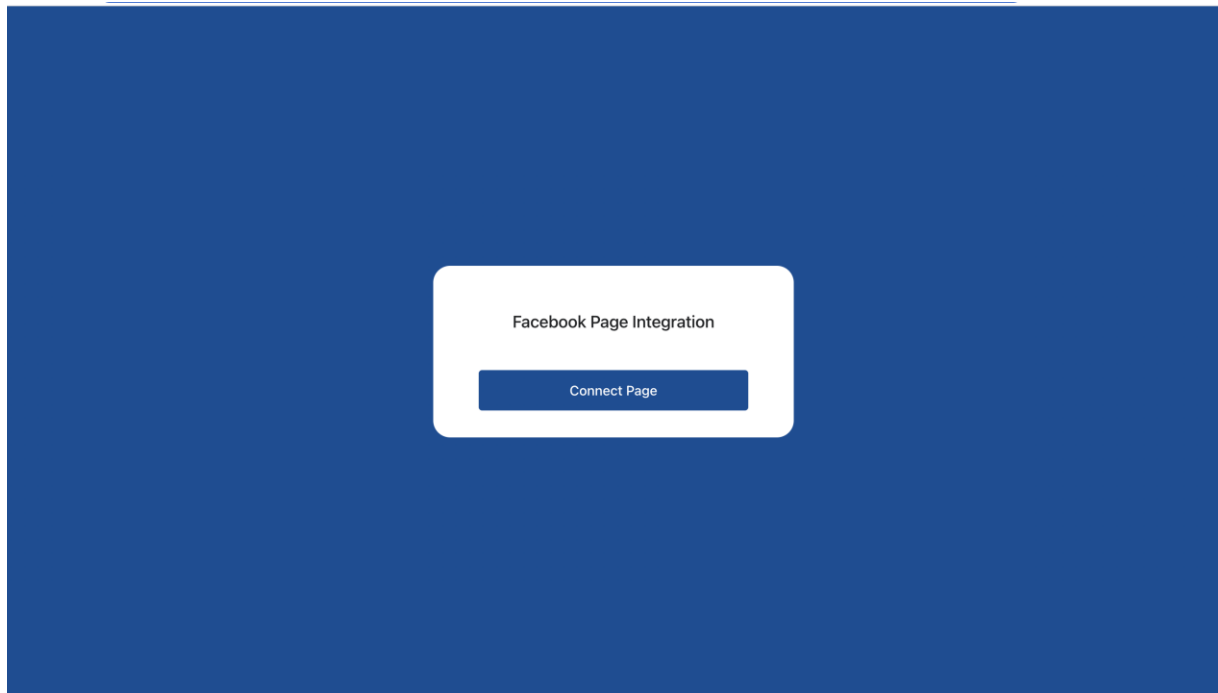
The Register Screen features a dark blue background with a white rounded rectangle in the center. The rectangle is titled "Create Account". It contains three input fields: "Name" with the value "Manoj Kumar", "Email" with the value "manoj@richpanel.com", and "Password" with masked characters ".....". Below the password field is a checkbox labeled "Remember Me". A dark blue button with the text "Sign Up" is positioned below the checkbox. At the bottom of the white rectangle, the text "Already have an account? Login" is displayed.

Login Screen:

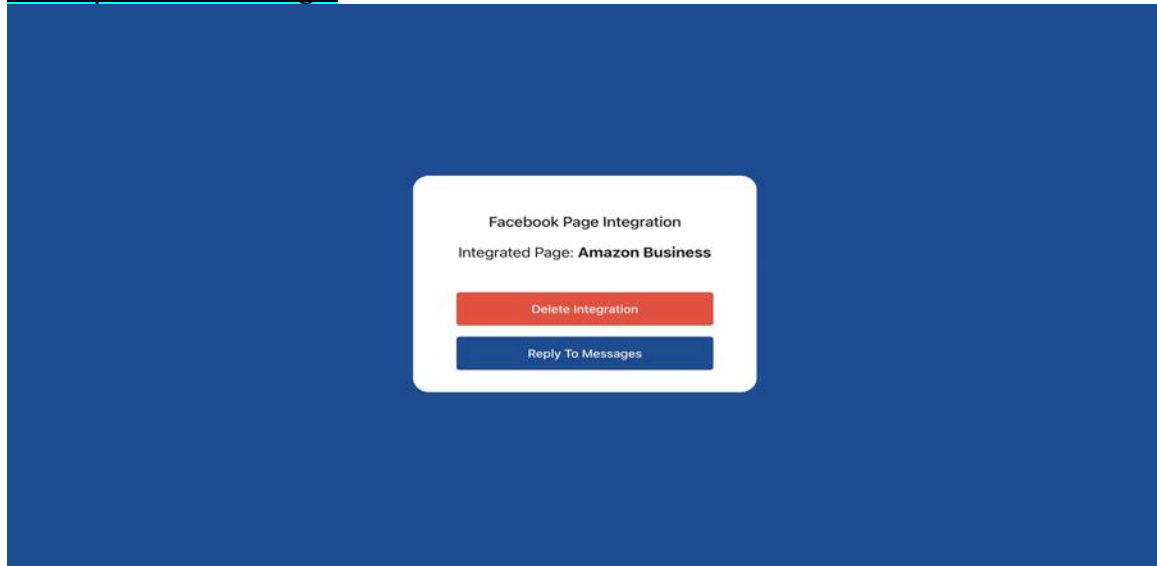


The Login Screen features a dark blue background with a white rounded rectangle in the center. The rectangle is titled "Login to your account". It contains two input fields: "Email" with the value "manoj@richpanel.com" and "Password" with masked characters ".....". Below the password field is a checkbox labeled "Remember Me". A dark blue button with the text "Login" is positioned below the checkbox. At the bottom of the white rectangle, the text "New to MyApp? Sign Up" is displayed.

Connect your FB Page:



Delete/Disconnect Page:



1. **Delete Integration** → to disconnect the FB Page from your app
2. **Reply to messages** → to redirect the client/Agent/user to Agent Screen as shown in the below screenshot.