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.
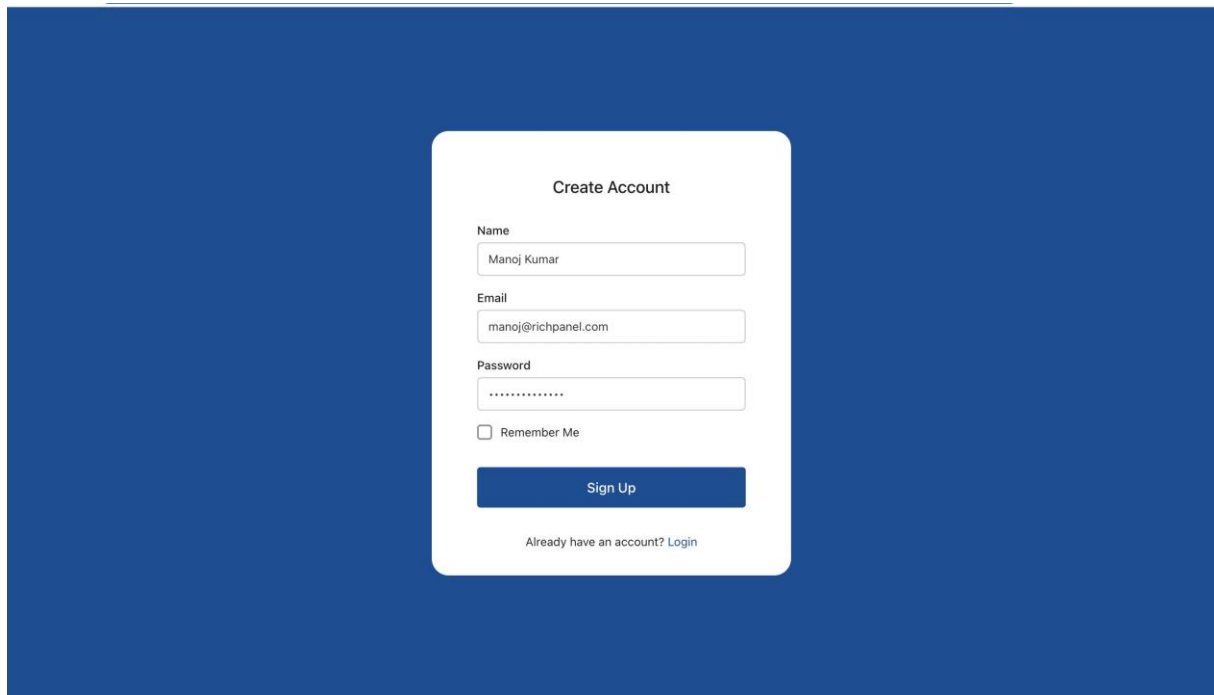
How Will It Work?

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.
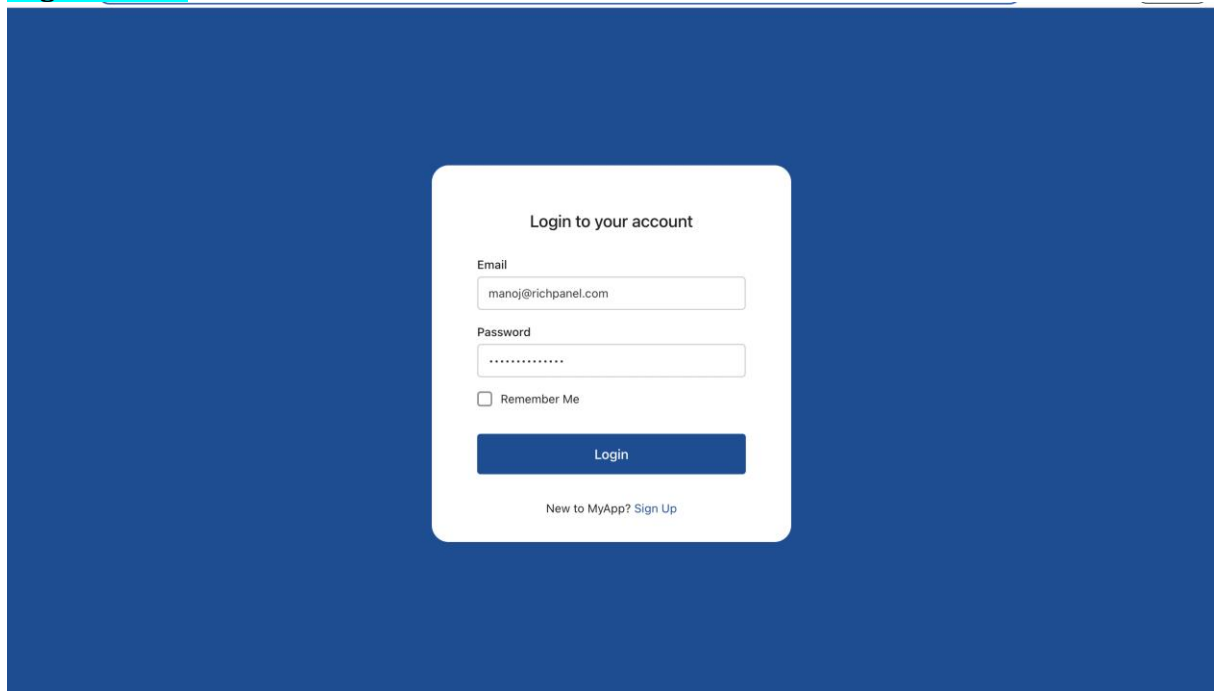
Reference UI:

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
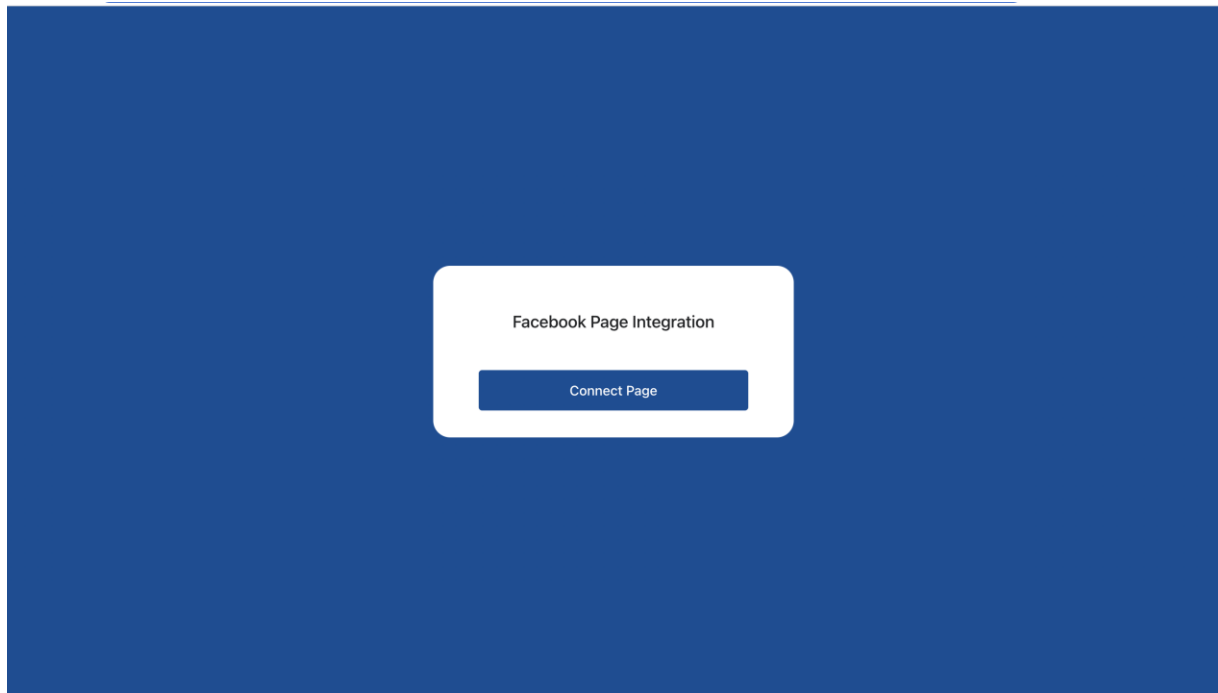
Register Screen:

Login Screen:

Connect your FB Page:

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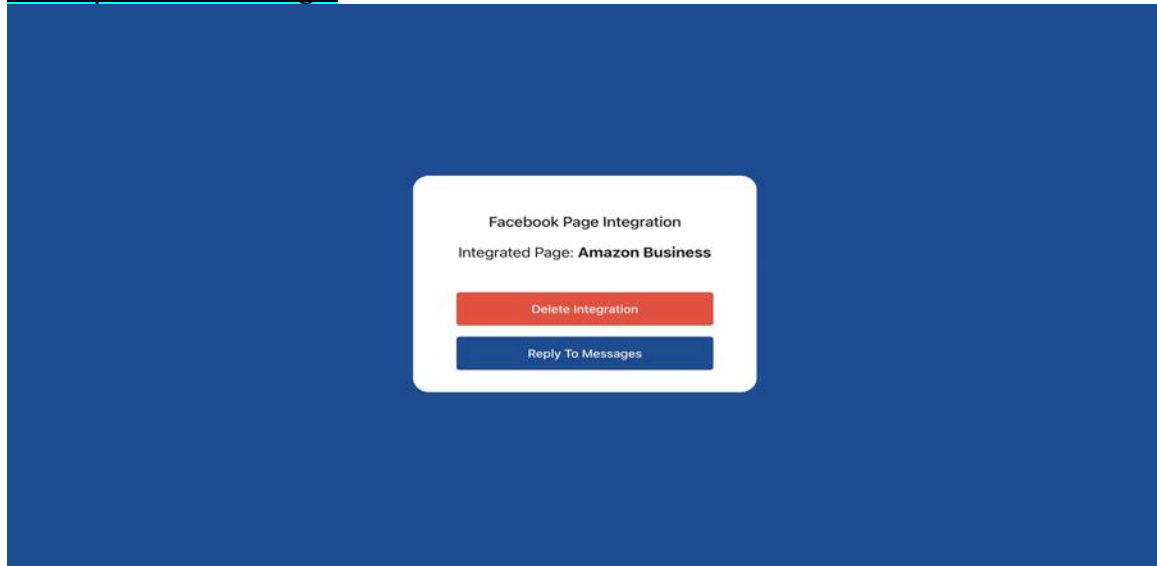
1. **Delete Integration** → to disconnect the FB Page from your app
2. **Reply to messages** → to redirect the client/Agent/user to Agent Screen as shown in the below screenshot.

Agent Screen:

Agents will see a list of conversations on the left column. Once a conversation is selected, the agent will see the conversation thread on the centre of the screen. And the customer's profile (the one who commented or messaged) on the right side of the screen.
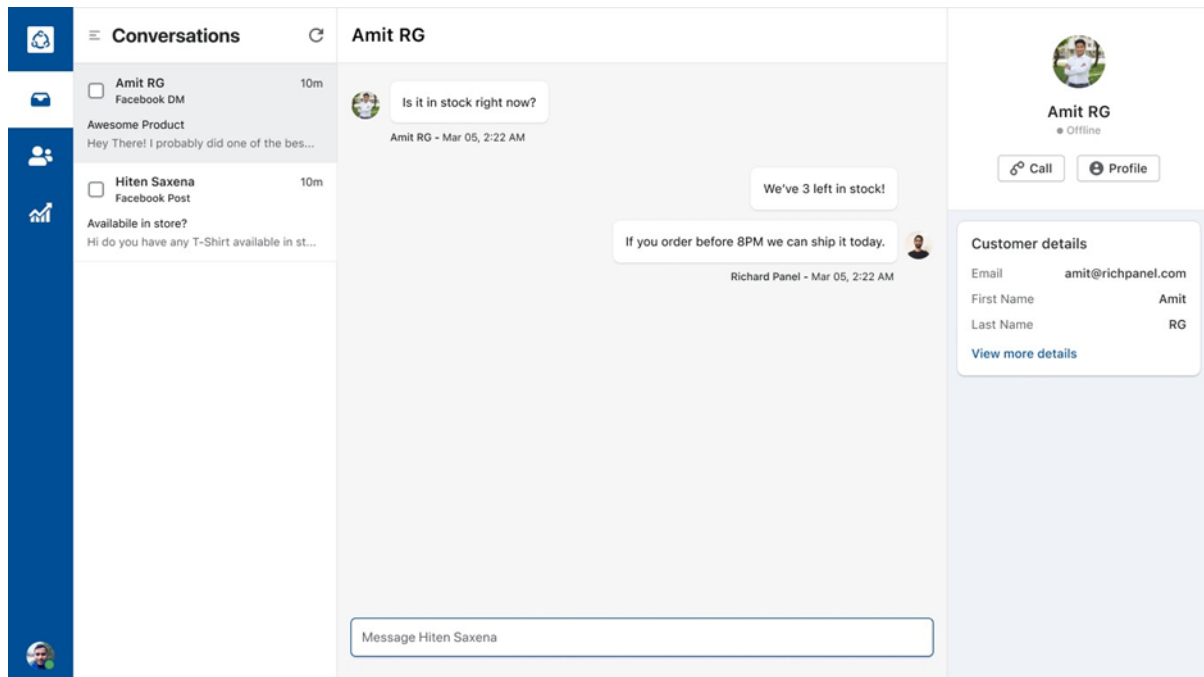
IMPORTANT - We believe in creating beautiful products.
Everything at Richpanel is crafted with care. Please ensure that your HTML/CSS matches with the design above exactly. That's an important step of your evaluation.

Technical Notes

1. Use a database to store the account info, conversations and other details.
2. Refer to these documents for development:
   - https://developers.facebook.com/docs/messenger-platform/
   - https://developers.facebook.com/docs/pages/
   - https://developers.facebook.com/docs/facebook-login/
3. Work in development mode only, do not make it live.

To make sure we'll be able to test, create test users and share credentials with us. Follow this documentation for more information:
https://developers.facebook.com/docs/development/build-and-test/test-users/

Test cases & Video Submission

Please submit a working video of the app covering the below test cases.

1. Users should be able to create a new account.
2. Initially there won't be any conversations.
3. Handling messenger messages
- On new messages on the FB messenger page, users will be able to see a new conversation showing that message.
- Users should be able to reply to that conversation. Reply can be seen on FB messenger as well.
- Each new message will appear in the same conversation thread unless a new message is coming after 24h of the last messages.

FAQs:
- Can we use a different tech stack?
  Any tech stack can be used. Just create the best output in any technology

- Do we need to submit the FB App for verification?
  No, the app will work normally in development mode. Just add emails provided above (Technical Notes section) as test users.

- Do users have to log in through Facebook only?
  This is optional.

- What should be the App's privacy policy URL?
  You can add any url there, it doesn't matter unless you submit it for verification.

Questions?
We want to help you be successful in your assignment. Feel free to reach out in case of any questions/queries.

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