**Test Task for the Service Desk Engineer**

1. Please describe how you'd approach this incident.
   1. **Precondition**:  Customer has reported an incident in production environment with priority level 2 (critical). It's SLA = 2h to respond, 8h to resolve. You have access to production logs and production environment.
   2. **Incident description**: After creating the loan offer, its status remains in PREPARING forever. We are not able to present loan offers to the customer.
      1. Side note: Preparing is a technical status when an offer (as an object) is created in Tuum platform, but for some reason the necessary data was not collected or generated and therefore the next steps are not available.
   3. **Questions:**
      1. How would you start investigating this incident? Please describe the steps
      2. What kind of additional information do you need?
      3. How would you communicate with the customer?

1. Please describe how you'd approach this issue.
   1. **Description:** Customer has reported an issue that while trying to make a payment (ID-10070) customer got technical error.
   2. **Question:**
2. Please find out the root cause of the issue. Explain the steps taken to find out the root cause and what might be the possible solution if needed. Please find the attached log file.

1. Please describe how you'd approach this incident.
   1. **Description**: Customer has reported an issue that one of his colleagues with the role **PAYMENT\_INITIATOR** can not confirm manual payment from backoffice UI where another colleague with role **PAYMENT\_SPECIALIST** can perform this operation. On a daily basis, people with the role PAYMENT\_INITIATORneed to confirm manual payment tasks. Customer has provided you with additional information from the database (Table:Role\_privilege).
   2. **Questions:**
      1. How would you approach this issue (what is needed to resolve this issue)?
      2. Please also provide SQL  statements if applicable.

|  |  |
| --- | --- |
| **Role\_code** | **Privilege\_name** |
| PAYMENT\_SPECIALIST | VIEW\_PAYMENT |
| PAYMENT\_SPECIALIST | APPROVE\_PAYMENT |
| PAYMENT\_SPECIALIST | INITIATE\_PAYMENT |
| PAYMENT\_SPECIALIST | CONFIRM\_PAYMENT |
| PAYMENT\_SPECIALIST | CLARIFY\_PAYMENT |
| PAYMENT\_SPECIALIST | VIEW\_PAYMENT\_ORDERS |
| PAYMENT\_SPECIALIST | EDIT\_PAYMENT |
| PAYMENT\_SPECIALIST | CANCEL\_PAYMENT |

|  |  |
| --- | --- |
| **Role\_code** | **Privilege\_name** |
| PAYMENT\_INITIATOR | VIEW\_PAYMENT |
| PAYMENT\_INITIATOR | INITIATE\_PAYMENT |
| PAYMENT\_INITIATOR | CLARIFY\_PAYMENT |
| PAYMENT\_INITIATOR | VIEW\_PAYMENT\_ORDERS |
| PAYMENT\_INITIATOR | CANCEL\_PAYMEN |
| PAYMENT\_INITIATOR | RETURN\_PAYMENT |

*Note: You can always ask for additional data from customers if needed.*

1. Please describe how you'd approach this issue.
   1. **Description:** The person account has been created using the “create account” API. All necessary APIs can be found from Tuum developer portal: [https://developer.tuumplatform.com/explore](https://developer.tuumplatform.com/explore#account-api_post_/api/v1/persons/%7BpersonId%7D/accounts)
   2. **Questions**
      1. You already have an account in the system.

Which endpoint will be used to create a new account balance?

Please create two account balances for currency’s  Denmark and Sweden.

1. You want to get the account type of the newly created account. Where can you find this? (please refer to the API and attribute)
2. You want to get the customer residency information to whom the account was created. How can you get this information?  (please refer to the API).