

Java Case Study

Problem Statement

As a Tech Support Engineer, you are supporting the customer experience on the company's e-commerce platform. When customers face a challenge accessing products, they raise a ticket detailing the challenge.

These requests are captured in a text/CSV file that needs to be processed to accomplish the following:

- Based on the ticket type, identify the SLA time
- Allocate every ticket to a Tech Support Engineer, via an e-mail notification with all the ticket details
- At the end of processing all tickets, the detailed summary of the tickets should be sent to the line manager, via e-mail

Outcome

The learner will apply Java concepts and leverage on essential code provided to solve a real time problem in the space of Tech Support. At the end of this case study, learner will be able to demonstrate basic understanding of incidents, SLAs, SOPs, and ability to design a Java program that works with input text/CSV file to execute ticket allocation as well as sending mail notifications with summary of the incident statistics.