

1. Implement back-end for Help Desk

a. Create the next interface

```
public interface HelpDeskFacade {  
  
    void addNewSupportTicket(SupportTicket supportTicket);  
  
    SupportTicket getNextSupportTicket();  
  
    /**  
     * @return amount of tickets that are not processed  
     */  
    int getNumberOfTickets();  
  
}
```

b. Create DefaultHelpDeskFacade that implements HelpDeskFacade

c. Create SupportTicket interface:

```
public interface SupportTicket {  
  
    Priority getPriority();  
  
    /**  
     * This method returns the unique sequential number of the support  
ticket.  
     * This number can be used as an identifier.  
     * Order is started from 1.  
     * The less the return number is - that support ticket was created  
earlier.  
     *  
     * @return unique sequence number  
     */  
    int getSequentialNumber();  
  
    RequestType getRequestType();  
  
}
```

d. Create DefaultSupportTicket and implement SupportTicket interface

e. getNextSupportTicket() method should return ticket and remove it from the HelpDesk in the next order:

i. Tickets with the higher priority goes first

- ii. In case two tickets have the same priority - the one that was created earlier should be returned
- f. Here is the mapping of request type and priority. Using this folder implement RequestType enum and Priority enum

Request Type Enum	Priority Enum
OTHER	LOW
CHANGE_ACCOUNT_DETAILS	LOW
CAN_NOT_LOGIN	MEDIUM
ACCOUNT_IS_BLOCKED	MEDIUM
COOPERATION	MEDIUM
ACCOUNT_IS_HACKED	HIGH
CAN_NOT_COMPLETE_PURCHASE	HIGH
ORDER_IS_NOT_RECEIVED	HIGH

- Commit with changes to check only files that were changed (solution) - https://github.com/AndriiPiatakha/learnit_java_core/commit/9134c3ba126a753e6d79b82d547b391419c48c30