

Take Home Task (Support Desk)

Congratulations on being shortlisted for the take home task! Here's an overview of the task:

Overview

You've been tasked to build an internal support desk for our support agents and customers. We've provided a base django project with elements like authentication already taken care of. You should focus your effect on models, following the design spec.

Wireframes

<https://whimsical.com/support-desk-Har4CnCMQr4VbLoahUHR8e>

Base project

You should use this base project as your starting point. Anything outside the scope of this project should be ignored from a development perspective. E.g email sending and monitoring

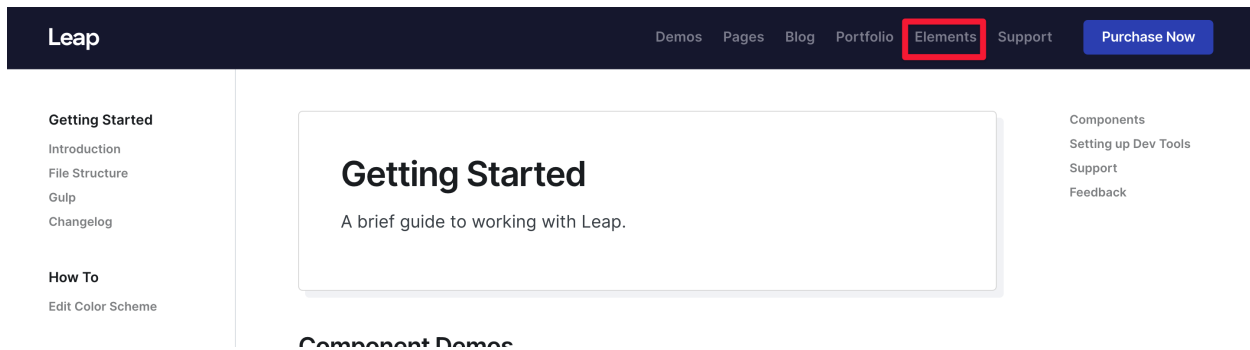
<https://github.com/ihorizonUK/Interview-Task-SupportDesk>

Bootstrap theme

We've provided a bootstrap theme included in the git repo. You can find docs for it here and example components here:

<https://leap.mediumra.re/documentation/index.html>

Example elements can be found under **Elements**



What you'll be assessed on?

General code style

- ☐ Was the code clean and easily understandable?

Design requirements

- ☐ Was the appropriate UI framework used appropriately?
- ☐ Did the implementation of the UI match closely to the wireframes?

Functional requirements

[Customer] Create support ticket

- ☐ Can this page be viewed by only customers?
- ☐ Can the customer submit a support request?

[Customer] My requests

- ☐ Can this page be viewed by only customers?
- ☐ Can the customer only see their requests?
- ☐ Are the request components being rendered correctly?

[Agent] All requests

- ☐ Can this page be viewed by only agents?
- ☐ Can the agent only see their requests?

☐ Are the request components being rendered correctly?

☐ Are the quick actions functional?

☐ Reassign to someone

☐ Mark as completed

[Agent] View request

☐ Can this page be viewed by only agents?

☐ Is the correct request returned?

☐ Is the **Mark as completed** button functional?