



The Front office team Workflow Corporation works with low cost energy is a very busy team of 3 person working tirelessly with the customers. They got calls from customer regarding their different requests and answer to different queries. Till last year all the things are working fine as 3 of them were able to maintain everything very efficiently with pen and paper, but since the start of the year the of interactions has increased by lips and bumps as the number of customers increased overnight. They already have an invoice system hosted in Azure which has web API exposed for getting invoice information. Hence the management decided to go digital with the Front Office. They had a some meetings with one of Microsoft Partner r called WFM and decided to use Microsoft .Net technologies. After some long discussions with the Front office and WFM they came up with some requirements for the Application Workflow Management Front Office

- i) They want to go digital with all the customer queries.
- ii) They want every queries to be register in a web application.
- iii) There could be different types of queries and user can add more types in future if required.
- iv) When a new query is registered into system they want to generate a nice unique number to identify (First 3 letters of Customer email, and last 6 chars of mobile number).
- v) They want to register the customer in the system if it is not there already, duplicate customers should not be added in the system ( Check duplicate by Email/ Mobile Number).
- vi) They need 3 levels of Priority Low, Medium, High and want to set the Response Due Date based on that Low(CreationDate + A), Medium(CreationDate + B) and High(CreationDate + C). This 6,4 and 2 should be configurable.
- vii) There should be a message shown in the form when someone opens a record for which due date is today.
- viii) When the Record is created the Owner will be Front Office Team.
- ix) There should be two kinds of User for the system Team Manager can perform all kind of activities along with assigning the record to Team Member (Who has all privileges except cannot assign it to other team members, delete).
- x) They have one more requirement of sending a notification to Team manager when it is X days to go for Due Date ( X should be configurable) .
- xi) They want two kind of data to be shown when they log into the system All the work assigned to me which has due date for tomorrow along with it's current status and full view of all the work that is in place. These views or grids should be

sortable/searchable/you can also navigate from the screen to the main information page.

- xii) Navigations should be maintained by breadcumbs so that I can instantly move to the required section in hierarchy directly.
- xiii) They want instant update of the data set as soon as something changed by someone else where.
- xiv) They also sometimes have queries related to Invoice, in that case Front Office want to see the basic invoice information w.r.t a specific unique number (First 3 letters of Customer email, and last 6 chars of mobile number) so that they have adequate information to tell them from inside the web application.
- xv) They can generate report quickly with all the required information in one place.

As part of the solution implementation suggestion go for as much as you can implement with Microsoft .Net/ core / mvc and client script technologies e.g. Angular, Node, Backbone etc. As Part of the data base or back end you can think of Sql Server 2016\*. So now go through the requirements and demonstrate how and what can be used in terms of each requirements. Entities and fields you can define as minimal as possible, but should have some relations to demonstrate the original process.

Finally best of luck and Happy thinking 😊.