We are absolutely thrilled you are interested to join us at Rohlik Group as

**IT L2 Support Specialist**

### L2 Support Candidate Case Study Exercise:

**Objective**  
This case study aims to assess your ability to prioritize support issues effectively based on urgency, impact on business operations, and potential disruptions to customer service. In **Scenario 1** you will be provided with **1 issue to solve in detail**. In **Scenario 2** you will be provided with **5 issues** and your task is to order the issues from the most pressing to the least pressing while **justifying your reasoning for the prioritization**.

This is not simply a technical exercise, but an opportunity for you to demonstrate your thought process in handling a variety of tickets that could impact different areas of an e-commerce business. You will present your analysis in the next round of the interview. The format of your presentation is flexible and can be tailored to your strengths.

**Company Background**  
Rohlik Group, founded in 2014 in the Czech Republic, is a leading European online grocery delivery service. We operate in multiple countries, including the Czech Republic ([Rohlik.cz](http://rohlik.cz/)), Hungary ([Kifli.hu](http://kifli.hu/)), Austria ([Gurkerl.at](http://gurkerl.at/)), Germany ([Knuspr.de](http://knuspr.de/)), and Romania ([Sezamo.ro](http://sezamo.ro/)). We pride ourselves on deploying world-leading technology and logistics to deliver over 17,000 SKUs within 60 minutes, and over 50,000 orders daily, using our own fleet of couriers. With end-to-end control of our operations and technology, our customers expect a high-quality, seamless shopping experience.

### The Scenarios

Note: You have time to prepare the answers at home and present your solution during the next interview round.

**Scenario 1**

**Issue: Inaccurate Order Confirmations (JIRA Ticket)**  
Customers are receiving incorrect order confirmation emails and SMS. Some customers are receiving confirmations for orders they didn’t place, while others aren’t receiving any confirmation at all. The Customer Support team raised this issue in JIRA after multiple complaints.

**Your Task:**

* Describe in detail how you would approach resolving this issue.
* What steps would you take to troubleshoot this issue?
* Which tools would you use when searching for solution?

**Scenario 2**

Below are five issues that have entered the ticket pipeline via different channels (JIRA, Slack, and phone) approximately at the same time. Your task is to take care of these issues and provide a rationale for your decisions.

1. **Issue 1: Warehouse Management System (WMS) Downtime (JIRA Ticket)**  
   A critical bug in the Warehouse Management System is preventing couriers from being able to check out orders on the warehouse that are ready for delivery. The entire delivery system is halted as a result. The issue was reported via JIRA by a warehouse supervisor.
2. **Issue 2: Payment Gateway Failure (Phone Call)**  
   Multiple customers are unable to complete their transactions at checkout due to a payment gateway failure. This issue was reported via a phone call from the Customer Support team. They have received numerous complaints in the last 30 minutes.
3. **Issue 3: CEO Unable to Access Email (Slack Post)**  
   The CEO has posted in the IT support Slack channel, reporting that they are unable to access their email account. They have a series of important meetings later in the day and need urgent access.
4. **Issue 4****: Stock Management System Sync Delay (JIRA Ticket)**  
   There is a delay in syncing stock data between the online store and the central stock management system. This is causing discrepancies between available stock displayed on the webshop and actual stock in the warehouses. The issue was raised in JIRA by the Operations team.
5. **Issue 5: Website Search Functionality not working (JIRA Ticket)**  
   A glitch in the website’s search functionality is causing certain product categories (e.g., fresh produce) to not appear in search results. This was reported in JIRA by the Marketing/Listing team after adding items to those categories.

**Your Task:**

* In what order would you resolve these issues and why?
* Your responses will be evaluated based on clarity, logical reasoning, use of technical knowledge, and communication skills in English.
* Be prepared to present your solution in any format you prefer (e.g. Chart, PowerPoint, written memo, verbal explanation, etc.).

**For Evaluators**

**Solution evaluation and criteria:**

* **Task:** Are the issues prioritized accordingly? Consider the explanation provided and users limited knowledge of rohlik systems.
* **Focus:** Are factors like business disruption, customer impact, and overall urgency considered?

**Questions or prompts:**

* What might be causing the issue (on the customer's side and on the company's side, 3rd party side)?
* How would you collaborate with other teams if needed?

**Areas to evaluate:**

1. **Problem-Solving Approach:**
   * Logical breakdown of the problem.
   * Correct identification of potential root causes.
   * Effective use of tools and/or collaboration.
2. **Prioritization Skills:**
   * Ability to assess the urgency and impact of each issue.
   * Thought process behind the prioritization decisions.
   * Consideration of business continuity, customer satisfaction, security.
3. **Communication:**
   * Clarity and structure of the case study presentation.
   * Clear explanations for decisions made.
   * Used language
   * Demonstrated ability to keep stakeholders informed.