

# Software Support Engineer Test

This test is designed to ensure that you can deploy a Java application, handle a basic support incident and write up the resolution for the support incident in a customer-facing format. All of the software you need to complete the test is already installed or available on the test computer. You can use any resource you would like that is on the machine or available on the Internet.

## Part One

The goal of this part of the test is to successfully deploy all three components of Spark Fastpath. This includes Wildfire, the Spark Fastpath plugin, Webchat and Spark. This working installation of Spark Fastpath will be used in part two. Perform the following steps to complete part one.

1. Deploy Wildfire with the Embedded Database
  - a. The Windows installer for Wildfire is available in the “Test” folder on the Desktop.
  - b. The documentation can be found here:  
<http://www.jivesoftware.org/builds/wildfire/docs/latest/documentation/>
  - c. Use the Embedded Database.
2. Deploy the Spark Fastpath plugin to Wildfire
  - a. The ZIP archive for Spark Fastpath is available in the “Test” folder on the Desktop.
  - b. The license file can be found in the “Test” folder on the Desktop.
  - c. The documentation can be found here:  
<http://jivesoftware.com/builds/docs/liveassistant/latest/documentation/>
3. Create a workgroup named “Support” with the “demo” user as the only member of the workgroup.
4. Install the Spark IM client.
5. Login as the “demo” user and choose the “Support” workgroup if prompted to choose a workgroup.
6. Deploy the Spark Fastpath Webchat application in Tomcat. Tomcat is installed at “C:\appserver\tomcat\jakarta-tomcat-5.5.9” and configured for port 8080.
7. Go to <http://localhost:8080/webchat/> and initiate a chat with the “Support” workgroup to confirm that it is deployed correctly.

## Part Two

In this part of the test you will handle a mock support incident involving Spark Fastpath. Perform the following steps to complete part two.

1. Make sure that the Spark IM client is running and you are logged in to the “Support” workgroup.
2. Get your interviewer.
3. Handle the support incident with the interviewer as the customer.

## Part Three

In this part of the test you will write up the resolution of the incident handled in part two. Please type this up in notepad (the basic text editor on Windows). Imagine that the document will be customer facing and should provide a Spark Fastpath administrator the ability to solve the problem without contacting support.