CUSTOMER CARE REGISTRY

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1.INTRODUCTION

1.1 PROJECT OVERVIEW

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer, they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

ADMIN: The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer.

USER *:*They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

ADMIN: After the uset sucessfull Registered their Admin has Quckly Responce to the user.

1.2 Purpose

The scope of the system is quite wide. It can be implemented on a WAP-enabled mobile handset, thus providing the Customers and the Providers, the ease of accessing the projects and their status without any difficulty and within no time.

4

2. LITEATURE SURVEY

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ REAL WORLD SMART CHATBOT FOR CUSTOMER CARE USING A SOFTWARE AS A SERVICE (SAAS) ARCHITECTURE	This journal employ chatbot for customer care. This is done by providing a human way interaction using LUIS and cognitive services.	• AWS Public Cloud • AWS Lambda • API Gateway • LUIS • Ejabberd Chatbot	• Cloud Computing • Machine Learning	This proposes a robust, scalable, and extensible architecture with a technology stack consisting of the EjabberdServer. The Ejabberd server makes creates the roomfunctionality where the customer needs to be persistent over time in that room

S.NO & TITLE	PROPOSED WORK	TOOLS USED /ALGORITHMS	TECHNOLOGY	ADVANTAGES /DISADVANTAGES
✓ AN INTELLIGENT CLOUD BASED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM TO DETERMINE FLEXIBLE PRICING FOR CUSTOMER RETENTION	This paper proposes that the customer are categorized based on purchase behaviours, historical ordering patterns and frequency of purchase customize customer care and promotions are given.	• Intelligent Cloud-based Customer Relationship Management	• Cloud Computing • Artificial Intelligence	Customer care is given based upon purchase behaviours, features of the product purchased without any interaction.

2.1 EXISTING PROBLEM

Customer satisfaction is the key metric to measure your customer happiness. Having superior customer satisfaction can create competitive differentiation as well as build your brand image.Not only that, customers are the best judge for what your company offers. However, businesses go through a constant struggle to handle customer service problems and deliver a great service experience, as it is indisputably better to have satisfied customers than dissatisfied customers

2.2 REFERENCES

1. Ralph Kimball, Margy Ross, The Data Warehouse Tool kit, Wiley Computer Publishing, Singapore. 2. Lita van Wel and Lamb`erRoyakkers, Ethical issues in web data mining, Ethics and Information Technology 6: 129–140, 2004., Kluwer Academic Publishers, Netherlands

3. Michael J. A. Berry, Gordon S. Linoff , Mastering Data Mining: The Art and Science of Customer Relationship Management, Wiley Computer Publishing, Singapore.

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9. www.dmreview.com

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11. www. kenorrinst.com

[12. www.megaputer.com

13. www.albionresearch.com

14. www.expresscomputeronline.com

2.4 PROBLEM STATEMENT DEFINITION

Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

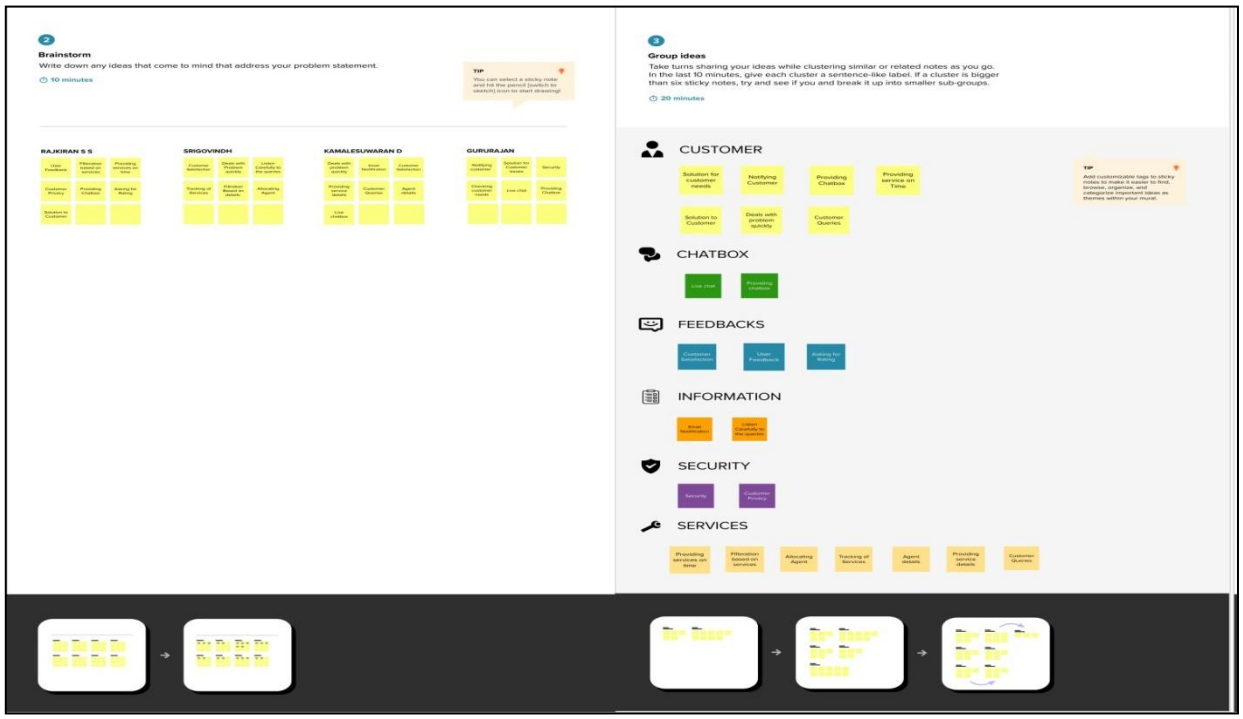
A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service

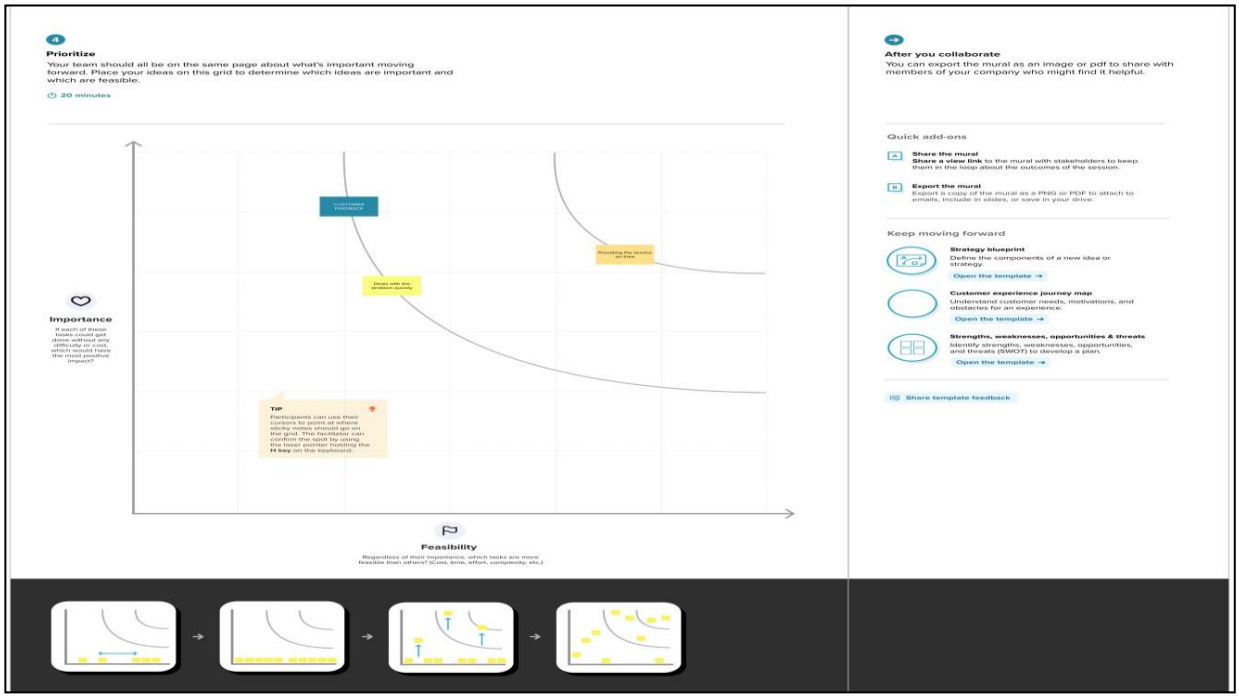
1. I am.	**Anything that identifies your customer and what problem they might face**
2.iam typing To...	This is where you place your customer's action.
3. But...	**Now you need to think about what's stopping your customers from achieving their**
4.because	This is the root cause of their problem.
5.which make Me feel	As a result of all the previous points, your customer feels a certain way.

3. IDEATION AND PROPOSED SOLUTION

3.1 EMPATHY MAP CANVAS

3.2 IDEATION AND BRAIN STORMING





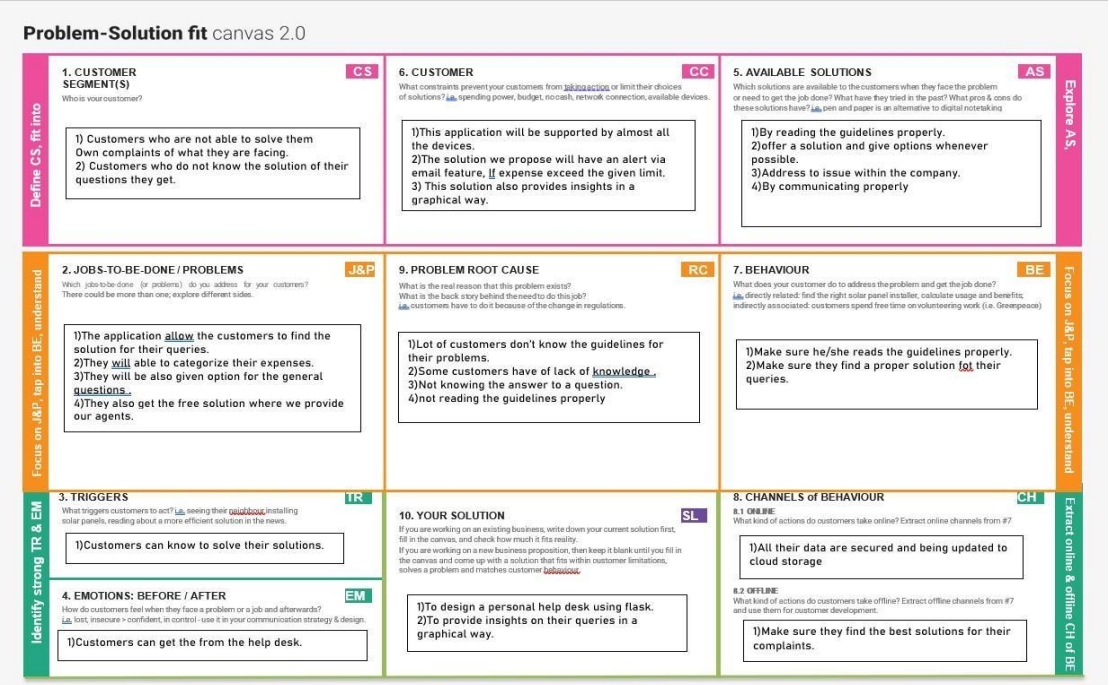
3.3 PROPOSED SOLUTIONS

S.NO.	PARAMETER	DESCRIPTION
01	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
02	Idea / Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.
03	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.

S.NO.	PARAMETER	DESCRIPTION
04	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent communication.
05	Business Model (Revenue Model)	● Key Partners are Third-party applications, agents, and customers. ● Activities held as Customer Service, System Maintenance. ● Key Resources support Engineers, Multi-channel. ● Customer Relationship have 24/7 Email Support, Knowledge-based channel. ● Cost Structure expresses Cloud Platform, Offices

S.NO.	PARAMETER	DESCRIPTION
06	Scalability of the Solution	The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on grunt work and more time on actually resolving critical customer issues

3.4 PROBLEM SOLUTION FIT



4.REQUIREMENT ANALYSIS

4.1 FUNCTIONAL REQUIRE

Following are the functional requirements of the proposed solution.

FR No	Functional Requirement(Epic)	Sub Requirement(Story/ Sub-Task)
1	User Registration	Registration through Form Registration through Gmail Registration through Google
2	User Confirmation	Confirmation via Email Confirmation via OTP
3	User Login	Login via Google Login with Email id and Password
4	Admin Login	Login via Google Login with Email id and Password

5	Query Form	Description of the issues Contact information
6	E-mail	Login alertness
7	Feedback	Customer feedback

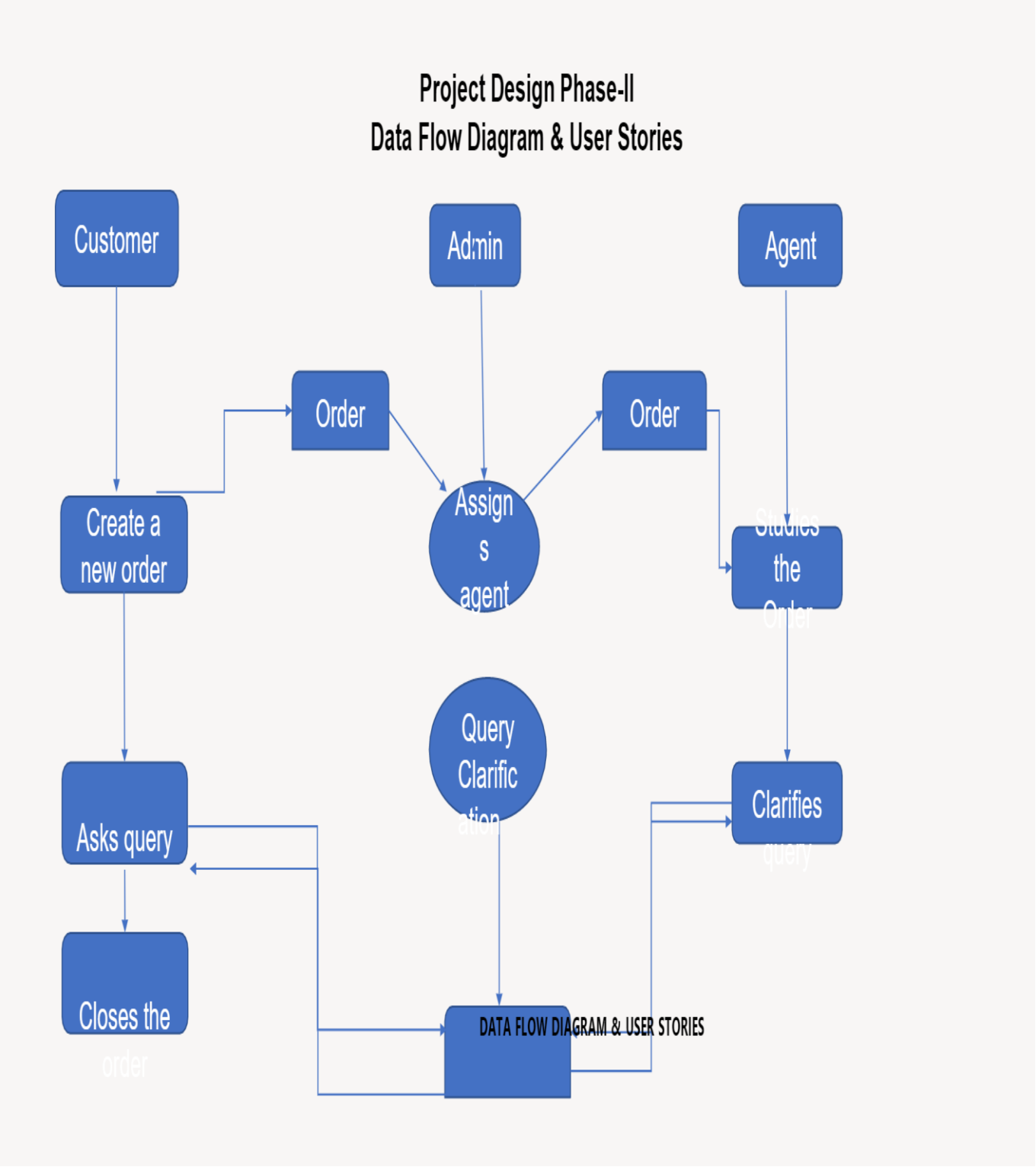
4.2 NON -FUNCTIONAL REQUIREMENT

Following are the non-functional requirements of the proposed solution.

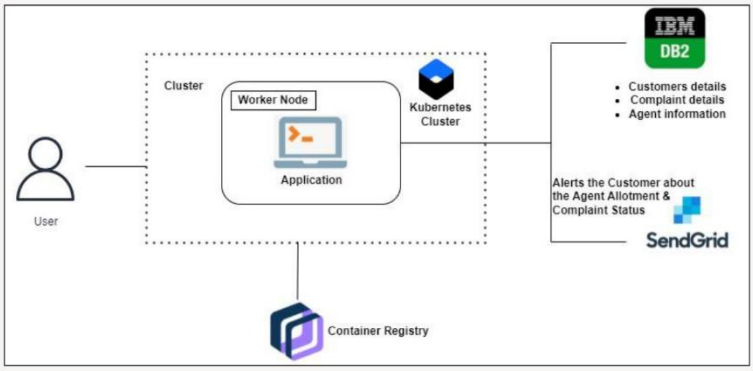
FR No	Non-Functional Requirement	Description
1	Usability	To provide the solution to the problem
2	Security	Track of login authentication
3	Reliability	Tracking of decade status through email
4	Performance	Effective development of web application
5	Availability	24/7 service
6	Scalability	Agents scalability as per the number of customers

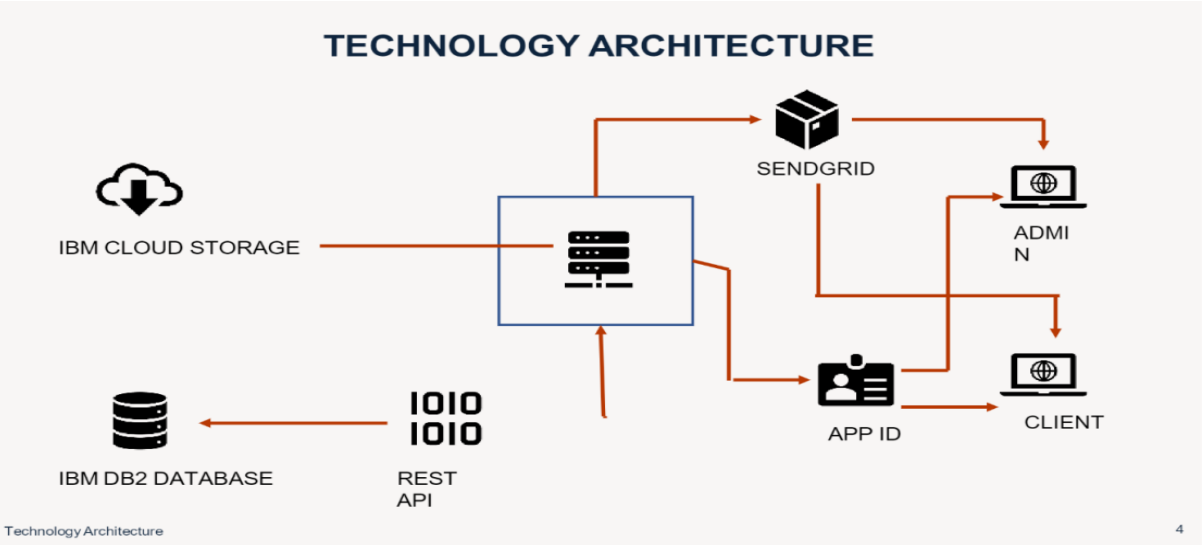
5.PROJECT DESIGN

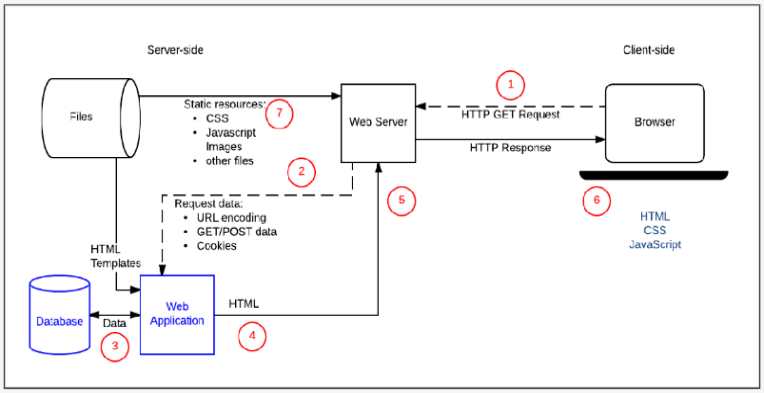
5.1 DATA FLOW DIAGRAMS



5.2 Solutions &Technical Architecture







5.3 USER STORIES

User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	login	USN-2	As a customer, I can login to the application by entering correct email and password.	I can access my account/dashboard.	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my order with the detailed description of my query	I can ask my query	Medium	Sprint-2
	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	As a customer, I can reset my password by this option incase I forgot my old password.	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	As a Customer ,I can see the current stats of order.	I get abetter understanding	Medium	Sprint-4
Agent (web user)	Login	USN-1	As an agent I can login to the application by entering Correct email and password.	I can access my account / dashboard.	High	Sprint-3
	Dashboard	USN-2	As an agent, I can see the order details assigned to me by admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column	USN-3	As an agent, I get to have conversations with the customer and clear his/er dobuts	I can clarify the issues.	High	Sprint-3
	Forgot password	USN-4	As an agent I can reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint-4

DATA FLOW DIAGRAM & USER STORIES

Admin (Mobile user)	Login	USN-1	As a admin, I can login to the appliaction by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	As an admin I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	As an admin I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint-1

DATA FLOW DIAGRAM & USER STORIES

S.NO	COMPONENT	DESCRIPTION	TECHNOLOGY
1.	User Interface	How user interacts with application e.g. Web UI, Mobile App, Chatbot etc.	HTML, CSS, JavaScript / Angular Js / React Js etc.
2.	Application Logic-1	Logic for a process in the application	Python
3.	Application Logic-2	Logic for a process in the application	IBM Watson STT service
4.	Application Logic-3	Logic for a process in the application	IBM Watson Assistant
5.	Database	Data Type, Configurations etc.	MySQL etc
6.	Cloud Database	Database Service on Cloud	IBM DB2, IBM Cloudant etc.
7.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem
11.	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration: Cloud Server Configuration :	Local, Cloud Foundry, Kubernetes, etc.

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	List the open-source frameworks used	python flask
2.	Security Implementations	List all the security / access controls implemented, use of firewalls etc.	e.g., encryption, intrusion detection software, antivirus, firewalls
3.	Scalable Architecture	Justify the scalability of architecture (3 – tier, Micro-services)	supports higher workloads without any fundamental changes to it.
4.	Availability	Justify the availability of application (e.g. use of load balancers, distributed servers etc.)	High availability enables your IT infrastructure to continue functioning even when some of its components fail.
5.	Performance	Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc.	Performance technology, therefore, is a field of practice that uses various tools, processes, and ideas in a scientific, systematic manner to improve the desired outcomes of individuals and organizations.

6.PROJECT PLANNING AND SCHEDULING

6.1 Sprint Planning &Estimation

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Literature survey on the selected project & gathering information by referring the, technical papers,research publications etc.	03 NOV 2022
Prepare Empathy Map	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	03 NOV 2022
Ideation	List the by organizing the brainstorming session and prioritize the top 3 ideas based on the feasibility & importance.	03 NOV 2022
Proposed Solution	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	03 NOV 2022
Problem Solution Fit	Prepare problem - solution fit document.	03 NOV 2022
Solution Architecture	Prepare solution architecture document.	03 NOV2022

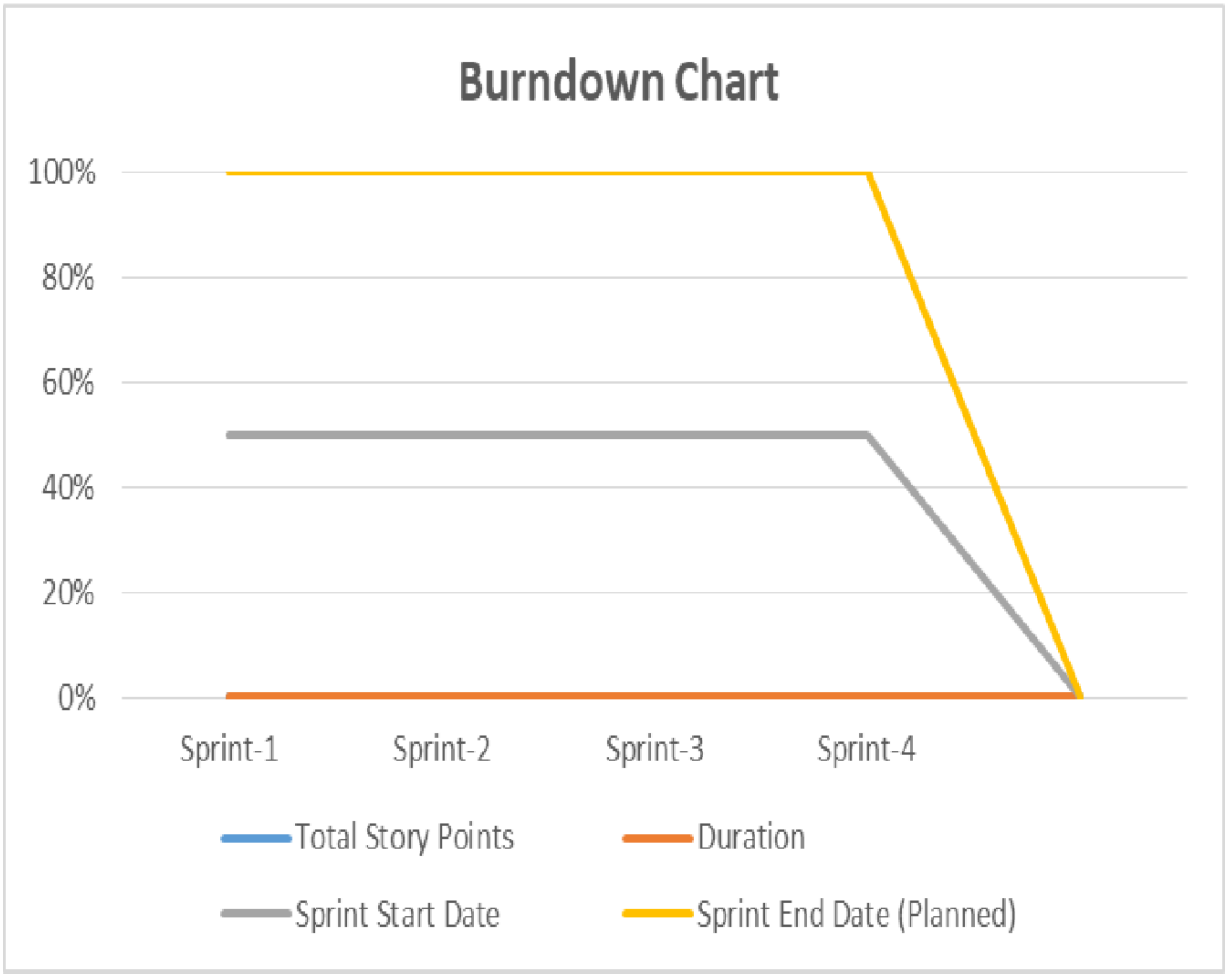
6.2 Sprint Delivery Schedule

Customer Journey	Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit).	03 NOV2022
Functional Requirement	Prepare the functional requirement document.	03 NOV 2022
Data Flow Diagrams	Draw the data flow diagrams and submit for review.	03 NOV 2022
Technology Architecture	Prepare the technology architecture diagram.	03 NOV2022
Prepare Milestone & Activity List	Prepare the milestones & activity list of the project.	03 NOV2022

6.3 Reports from JIRA

A burn down chart is a graphical representation of work left to do versus time. Itis often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.

Typically, in a burn down chart, the outstanding work is often on the vertical axis, with time along the horizontal. It is useful for predicting when all of the work will be completed. In the Daily Scrum the Development Team updates the Sprint Burn Down



and plots the remaining work of the day.

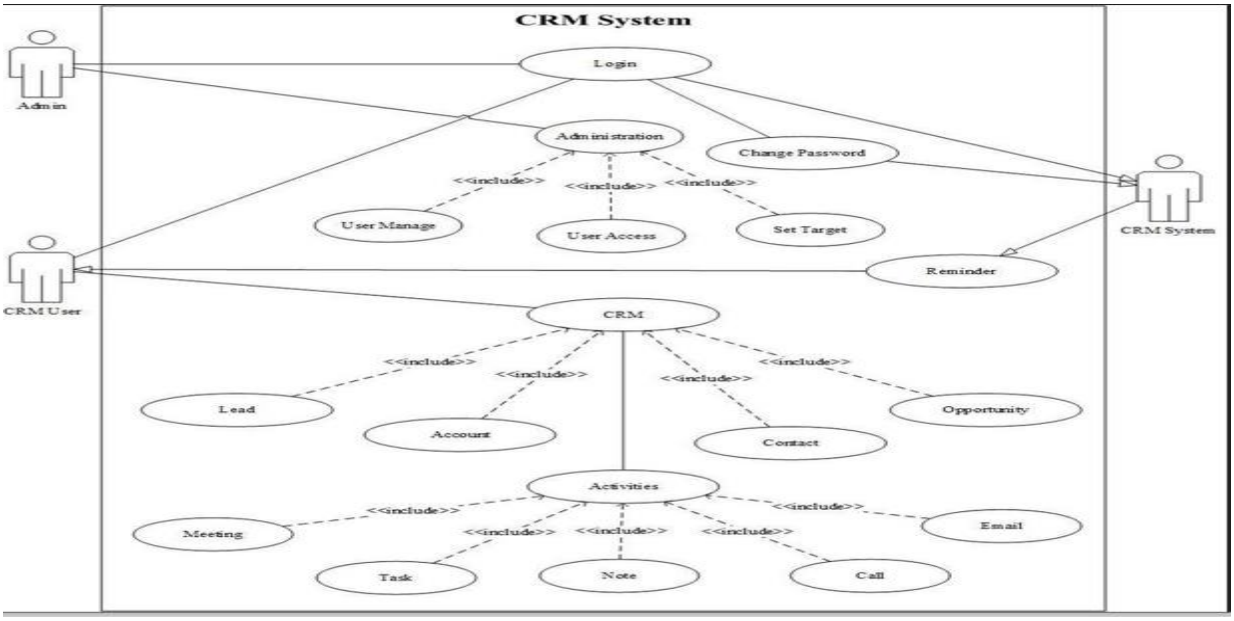
7.CODING AND SOLUTIONS

7.1 Feature1

1.Login page

2.Compliant Register

7.3 DB2 on Cloud



1.Customer care registry Login page

Customer Care Registry

Login in to Your Account

Or use your email for login

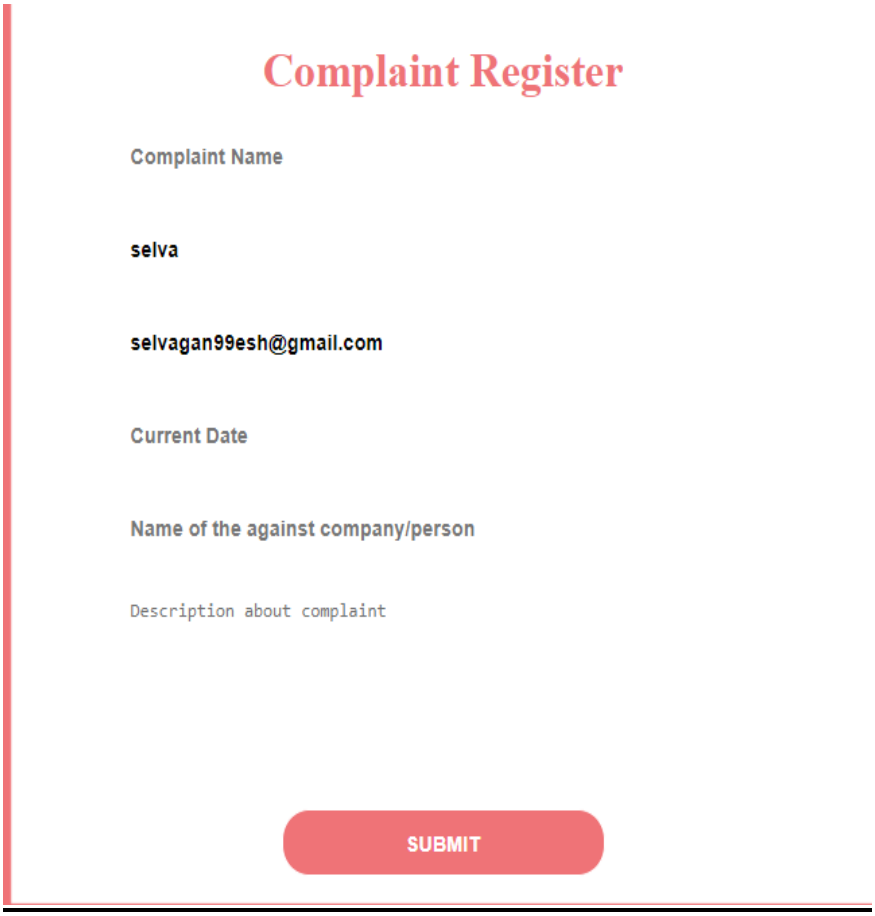
selvagan99esh@gmail.com

...

Forget Password?

SIGN IN

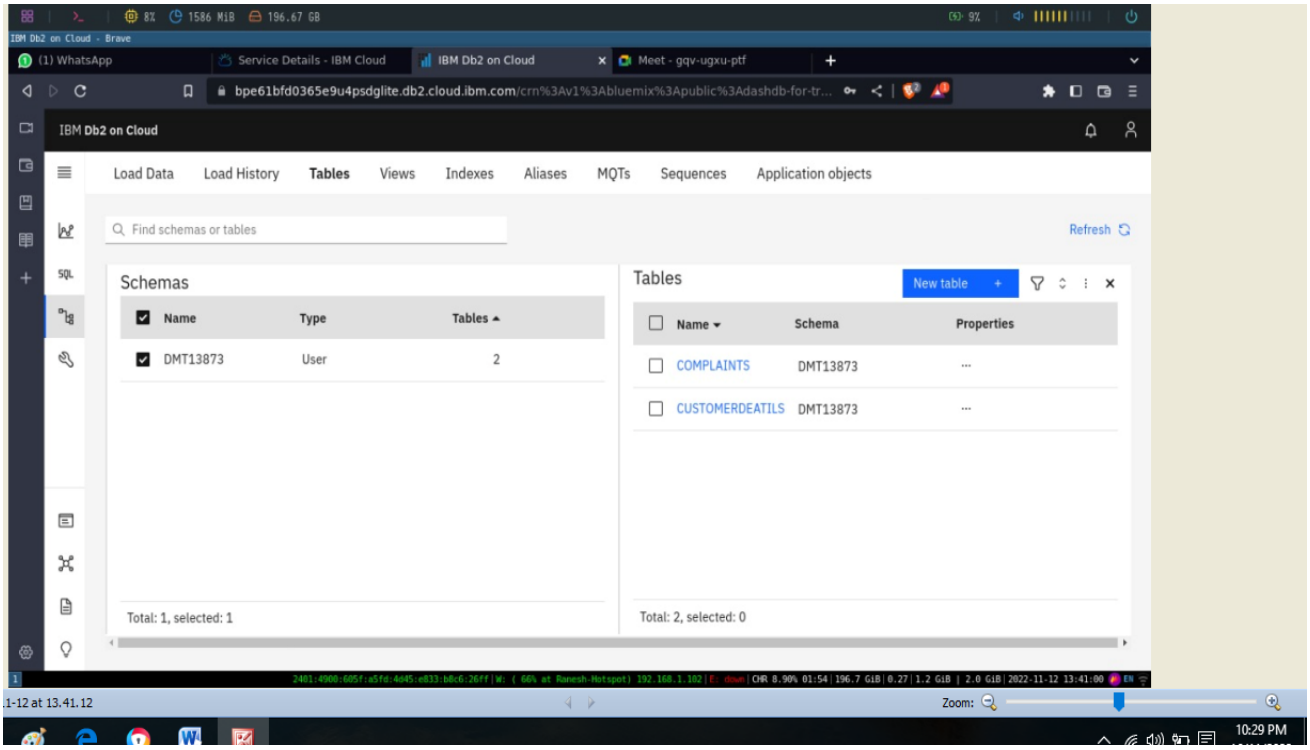
2.Compliant Register Page



Progressing Page

FEATUR 2

7.3 IBM Db2 ON Cloud



8.TESTING

8.1 User acceptance testing

The purpose of testing is to discover errors. Testing is the process of trying to discover every conceivable fault or weakness in a work product. It provides a way to check the functionality of components, sub-assemblies, assemblies and/or a finished product It is the process of exercising software with the intent of ensuring that the Software system meets its requirements and user expectations and does not fail in an unacceptable manner. There are various types of test. Each test type addresses a specific testing requirement.

8.2.1 Unit testing

Unit testing involves the design of test cases that validate that the internal program logic is functioning properly, and that program inputs produce valid outputs. All decision branches and internal code flow should be validated. It is the testing of individual software units of the application .it is done after the completion of an individual unit before integration. This is a structural testing, that relies on knowledge of its construction and is invasive. Unit tests perform basic tests at component level and test a specific business process, application, and/or system configuration. Unit tests ensure that each unique path of a business process performs accurately to the documented specifications and contains clearly defined inputs and expected results.

8.1.2 Integration testing

Integration tests are designed to test integrated software components to determine if they actually run as one program. Testing is event driven and is more concerned with the basic outcome of screens or fields. Integration tests demonstrate that although the components were individually satisfaction, as shown by successfully unit testing, the combination of components is correct and consistent. Integration testing is specifically aimed at exposing the problems that arise from the combination of components.

8.1.3 Functional test

Functional tests provide systematic demonstrations that functions tested are available as specified by the business and technical requirements, system documentation, and user manuals.

Functional testing is centered on the following items:

Valid Input : identified classes of valid input must be accepted.

Invalid Input : identified classes of invalid input must be rejected.

Functions:dentified functions must be exercised.

Output : identified classes of application outputs must be exercised.

Systems/Procedures: interfacing systems or procedures must be invoked.

Organization and preparation of functional tests is focused on requirements, key functions, or special test cases. In addition, systematic coverage pertaining to identify Business process flows; data fields, predefined processes, and successive processes must be considered for testing. Before functional testing is complete, additional tests are identified and the effective value of current tests is determined.

8.1.4 System Test

System testing ensures that the entire integrated software system meets requirements. It tests a configuration to ensure known and predictable results. An example of system testing is the configuration-oriented system integration test. System testing is based on process descriptions and flows, emphasizing pre-driven process links and integration points.

9. RESULTS

9.1 Performance Metrics:

Operational customer service KPIs, as the name suggests, provide data on your customer service team's performance in terms of efficiency and speed. These metrics focus purely on numbers, such as how many emails you receive per day, how many calls you answer, the rate of response, and so on. Look closely and you'll find out how well your

customer service team is performing. **irst Response Time** is the time (minutes, hours, or days) between when a customer first sends a message and when a support representative provides their first reply. This indicates the amount of time the customer has to wait before she is helped.

According to Hiver's Customer Service Benchmark Survey, 34% of customer service teams have a First Response Time of under 60 minutes for email queries. The first response time of your service staff is a crucial customer service metric. They usually vary with the number of customers you have.

Companies that really care about their customers have quick first response times and bind their services staff to approach clients as soon as possible. The first response has the same effect on your customers as first aid. It gives immediate relief and buys you additional time to understand and resolve the customer's issue.

10. ADVANTAGES AND DISADVANTAGES

Advantage

- **Good customer satisfaction**
- **Good reliability**
- **Good management scheme**
- **It allows for the consolidation of customer data and the basis for deep insights.**
- **It allows for the consolidation of customer data and the basis for deep insights.**
- **It speeds up the sales conversion process.**
- **It increases staff productivity, lowering time-cost.**
- **It allows geographically dispersed teams to collaborate effectively.**

DisAdvantage

- **Customer experience may worsen due to staff over-reliance on the system.**
- **Security and data protection issues with centralised data.**
- **The excess initial time and productivity cost at the implementation.**
- **Requires a process-driven sales organisation.**
- **CRM may not suit all businesses.**

11.CONCLUSION

We designed UI based web applications for customer care management scheme flask based frame work This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer, they will be notified with an email alert. Customers can view the status of the ticket till the service is provided In conclusion, customer care, involves the use of basic ethics and any company whowants to have success and grow, needs to remember, that in order to do so, it must begin withestablishing a code of ethics in regards to how each employee is to handle the dealing withcustomers. Customers are at the heart of the company and its growth or decline. Customer careinvolves, the treatment, care, loyalty, trust the employee should extend to the consumer, as wellin life. This concept can be applied to so much more than just customer care. People need to treatothers with respect and kindness, people should try to take others into consideration.

12.FUTURE SCOPE

In future scope CRM includes a wide range of activities, from managing customer contact information to developing personalized marketing campaigns. In Problem to be effective, CRM must be tailored to the specific needs of each business. As such, the scope of CRM can vary greatly from one company to the next.

13.APPENDIX

13.1Source Code

13.2GitHub & Project Demo Link

13.1 Source Code

```
from flask import Flask, render_template, flash, request,session
from flask import Flask, render_template, request, jsonify
import datetime
import reimport ibm_db
import pandas
import ibm_db_dbi
from sqlalchemy import create_engine
engine = create_engine('sqlite://',
echo = False)
dsn_hostname = "125f9f61-9715-46f9-9399-
c8177b21803b.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud"
dsn_uid = "pkg90003"
dsn_pwd = "EkbUyeGCO542s2dm"
dsn_driver = "{IBM DB2 ODBC DRIVER}"
dsn_database = "BLUDB"
dsn_port = "30426"
dsn_protocol = "TCPIP"
dsn_security = "SSL"
dsn = (
```

"DRIVER={0};"

"DATABASE={1};"

"HOSTNAME={2};"

"PORT={3};"

"PROTOCOL={4};"

"UID={5};"

"PWD={6};"

"SECURITY={7};").format(dsn_driver, dsn_database, dsn_hostname, dsn_port, dsn_protocol, dsn_uid, dsn_pwd,dsn_security)

try:

conn = ibm_db.connect(dsn, "", "")

print ("Connected to database: ", dsn_database, "as user: ", dsn_uid, "on host: ", dsn_hostname)

except:

print ("Unable to connect: ", ibm_db.conn_errormsg())

app = Flask(__name__)

app.config.from_object(__name__)

app.config['SECRET_KEY'] = '7d441f27d441f27567d441f2b6176a'

@app.route("/")

def homepage():

return render_template('index.html')

@app.route("/AdminLogin")

def AdminLogin():

return render_template('AdminLogin.html')

@app.route("/NewUser")

def NewUser():

```
return render_template('NewUser.html')

@app.route("/UserLogin")

def UserLogin():

return render_template('UserLogin.html')

dsn_hostname = "125f9f61-9715-46f9-9399-
c8177b21803b.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud"

dsn_uid = "pkg90003"

dsn_pwd = "EkbUyeGCO542s2dm"


dsn_driver = "{IBM DB2 ODBC DRIVER}"

dsn_database = "BLUDB"

dsn_port = "30426"

dsn_protocol = "TCPIP"

dsn_security = "SSL"

dsn = (

"DRIVER={0};"

"DATABASE={1};"

"HOSTNAME={2};"

"PORT={3};"

"PROTOCOL={4};"

"UID={5};"

"PWD={6};"

"SECURITY={7};").format(dsn_driver, dsn_database, dsn_hostname,
dsn_port, dsn_protocol, dsn_uid, dsn_pwd,dsn_security)

try:

conn = ibm_db.connect(dsn, "", "")
```

```
print ("Connected to database: ", dsn_database, "as user: ", dsn_uid, "on host: ", dsn_hostname)

except:

print ("Unable to connect: ", ibm_db.conn_errormsg() )

app = Flask(__name__)

app.config.from_object(__name__)

app.config['SECRET_KEY'] = '7d441f27d441f27567d441f2b6176a'

@app.route("/")

def homepage():

return render_template('index.html'

@app.route("/AdminLogin")

def AdminLogin():

return render_template('AdminLogin.html')

@app.route("/NewUser")

def NewUser():

return render_template('NewUser.html')

@app.route("/UserLogin")

def UserLogin():

return render_template('UserLogin.html')
```

Html code

```
<!DOCTYPE html>

<html lang="en">

<head>

<title>Customer Care Registry</title>

<meta name="viewport" content="width=device-width, initial-scale=1">

<meta charset="utf-8">
```

<meta name="keywords" content="Cat Club Responsive web template, Bootstrap Web Templates, Flat Web Templates, Android Compatible web template,

Smartphone Compatible web template, free webdesigns for Nokia, Samsung, LG, SonyEricsson, Motorola web design" />

<script type="application/x-javascript">addEventListener("load", function() { setTimeout(hideURLbar, 0); }, false); function hideURLbar(){ window.scrollTo(0,1); } </script>

<!-- bootstrap-css -->

<link href="static/css/bootstrap.css" rel="stylesheet" type="static/static/text/css" media="all" />

<!--// bootstrap-css -->

<!--css -->

<link rel="stylesheet" href="static/css/style.css" type="static/static/text/css" media="all" />

<!--// css -->

<!-- font-awesome icons -->

<link href="static/css/font-awesome.css" rel="stylesheet">

<!-- //font-awesome icons -->

<!-- font -->

<link href='//fonts.googleapis.com/css?family=Pacifico' rel='stylesheet' type='static/static/text/css'>

<link href="//fonts.googleapis.com/css?family=Raleway:100,100i,200,200i,300,300i,400,400i,500,500i,600,600i,700,700i,800,800i,900,900i" rel="stylesheet">

<link href='//fonts.googleapis.com/css?family=Roboto+Condensed:400,700italic,700,400italic,300italic,300' rel='stylesheet' type='static/static/text/css'>

<!-- //font -->

```
<script src="static/js/jquery-1.11.1.min.js"></script>
<script src="static/js/bootstrap.js"></script>
<script type="text/javascript">
jQuery(document).ready(function($) {
$(".scroll").click(function(event){
event.preventDefault();
$('html,body').animate({scrollTop:$(this.hash).offset().top},1000);
});
});
</script>
<style>
/* Preload images */
body:after {
content: url(static//images//close.png) url(static//images//prev.png)
url(static//images//next.png);
display: none;
}

.lightboxOverlay {
position: absolute;
top: 0;
left: 0;
z-index: 9999;
background-color: black;
filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=80);
opacity: 0.8;
```

```
display: none;
}
.lightbox {
position: absolute;
left: 0;
width: 100%;
z-index: 10000;
text-align: center;
line-height: 0;
font-weight: normal;
}
.lightbox .lb-image {
display: block;
height: auto;
max-width: inherit;
-webkit-border-radius: 3px;
-moz-border-radius: 3px;
-ms-border-radius: 3px;
-o-border-radius: 3px;
border-radius: 3px;
}
.lightbox a img {
border: none;
}
.lb-outerContainer {
```

```
position: relative;
background-color: white;
*zoom: 1;
width: 250px;
height: 250px;
margin:5em auto 0.5em auto;
-webkit-border-radius: 4px;
-moz-border-radius: 4px;
-ms-border-radius: 4px;
-o-border-radius: 4px;
border-radius: 4px;
}
.lb-outerContainer:after {
content: "";
display: table;
clear: both;
}

.lb-container {
padding: 4px;
}
.lb-loader {
position: absolute;
top: 43%;
left: 0;
```

```
height: 25%;
width: 100%;
text-align: center;
line-height: 0;
}
.lb-cancel {
display: block;
width: 32px;
height: 32px;
margin: 0 auto;
}
.lb-nav {
position: absolute;
top: 0;
left: 0;
height: 100%;
width: 100%;
z-index: 10;
}

.lb-container > .nav {
left: 0;
}
.lb-nav a {
outline: none;
```

```
background-image:
url('
AALAAAAAABAAEAAAICRAEAOw==');
}
.lb-prev, .lb-next {
height: 100%;
cursor: pointer;
display: block;
}
.lb-nav a.lb-prev {
width: 34%;
left: 0;
float: left;
background: url(static//images//prev.png) left 48% no-repeat;
filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=0);
opacity: 0;
-webkit-transition: opacity 0.6s;
-moz-transition: opacity 0.6s;
-o-transition: opacity 0.6s;
transition: opacity 0.6s;
}

.lb-nav a.lb-prev:hover {
filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=100);
opacity: 1;
}
```

```
.lb-nav a.lb-next {
width: 64%;
right: 0;
float: right;
background: url(static//images//next.png) right 48% no-repeat;
filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=0);
opacity: 0;
-webkit-transition: opacity 0.6s;
-moz-transition: opacity 0.6s;
-o-transition: opacity 0.6s;
transition: opacity 0.6s;
}
.lb-nav a.lb-next:hover {
filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=100);
opacity: 1;
}
.lb-dataContainer {
margin: 0 auto;
padding-top: 5px;
*zoom: 1;
width: 100%;
-moz-border-radius-bottomleft: 4px;
-webkit-border-bottom-left-radius: 4px;
border-bottom-left-radius: 4px;
-moz-border-radius-bottomright: 4px;
```

```
-webkit-border-bottom-right-radius: 4px;
border-bottom-right-radius: 4px;
}
.lb-dataContainer:after {
content: "";
display: table;
clear: both;
}
.lb-data {
padding: 0 4px;
color: #ccc;
}
.lb-data .lb-details {
width: 85%;
float: left;
text-align: left;
line-height: 1.1em;
}
.lb-data .lb-caption {
font-size: 13px;
font-weight: bold;
line-height: 1em;
}
.lb-data .lb-number {
display: block;
```

```
clear: left;
padding-bottom: 1em;
font-size: 12px;
color: #999999;
}
.lb-data .lb-close {
display: block;
float: right;
width: 30px;
height: 30px;
background: url(static//images//close.png) top right no-repeat;
text-align: right;
outline: none;
filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=70);
opacity: 0.7;
-webkit-transition: opacity 0.2s;
-moz-transition: opacity 0.2s;
-o-transition: opacity 0.2s;
transition: opacity 0.2s;
}
.lb-data .lb-close:hover {
cursor: pointer;
filter: progid:DXImageTransform.Microsoft.Alpha(Opacity=100);
opacity: 1;
}
```

```
/*!
* Bootstrap v3.3.4 (http://getbootstrap.com)
* Copyright 2011-2015 Twitter, Inc.
* Licensed under MIT (https://github.com/twbs/bootstrap/blob/master/LICENSE)
*/
/*! normalize.css v3.0.2 | MIT License | git.io/normalize */
html {
font-family: sans-serif;
-webkit-text-size-adjust: 100%;
-ms-text-size-adjust: 100%;
}
body {
margin: 0;
}
article,
aside,
details,
figcaption,
figure,
footer,
header,
hgroup,
main,
menu,
nav,
```

```
section,
summary {
display: block;
}
audio,
canvas,
progress,
video {
display: inline-block;
vertical-align: baseline;
}
audio:not([controls]) {
display: none;
height: 0;
}
[hidden],
template {
display: none;
}
a {
background-color: transparent;
}
a:active,
a:hover {
outline: 0;
```

```
}
abbr[title] {
border-bottom: 1px dotted;
}
b,
strong {
font-weight: bold;
}
dfn {
font-style: italic;
}
h1 {
margin: .67em 0;
font-size: 2em;
}
mark {
color: #000;
background: #ff0;
}
small {
font-size: 80%;
}
sub,
sup {
position: relative;
```

```
font-size: 75%;
line-height: 0;
vertical-align: baseline;
}
sup {
top: -.5em;
}
sub {
bottom: -.25em;
}
img {
border: 0;
}
svg:not(:root) {
overflow: hidden;
}
figure {
margin: 1em 40px;
}
hr {
height: 0;
-webkit-box-sizing: content-box;
-moz-box-sizing: content-box;
box-sizing: content-box;
}
```

```
pre {
overflow: auto;
}
code,
kbd,
pre,
samp {
font-family: monospace, monospace;
font-size: 1em;
}
button,
input,
optgroup,
select,
textarea {
margin: 0;
font: inherit;
color: inherit;
}
button {
overflow: visible;
}
button,
select {
text-transform: none;
```

```
}
button,
html input[type="button"],
input[type="reset"],
input[type="submit"] {
-webkit-appearance: button;
cursor: pointer;
}
button[disabled],
html input[disabled] {
cursor: default;
}
button::-moz-focus-inner,
input::-moz-focus-inner {
padding: 0;
border: 0;
}
input {
line-height: normal;
}
input[type="checkbox"],
input[type="radio"] {
-webkit-box-sizing: border-box;
-moz-box-sizing: border-box;
box-sizing: border-box;
```

```
padding: 0;
}
input[type="number"]::-webkit-inner-spin-button,
input[type="number"]::-webkit-outer-spin-button {
height: auto;
}
input[type="search"] {
-webkit-box-sizing: content-box;
-moz-box-sizing: content-box;
box-sizing: content-box;
-webkit-appearance: textfield;
}
input[type="search"]::-webkit-search-cancel-button,
input[type="search"]::-webkit-search-decoration {
-webkit-appearance: none;
}
fieldset {
padding: .35em .625em .75em;
margin: 0 2px;
border: 1px solid #c0c0c0;
}
legend {
padding: 0;
border: 0;
}
```

```
textarea {
overflow: auto;
}
optgroup {
font-weight: bold;
}
table {
border-spacing: 0;
border-collapse: collapse;
```

13.2GitHub & Project Demo Link

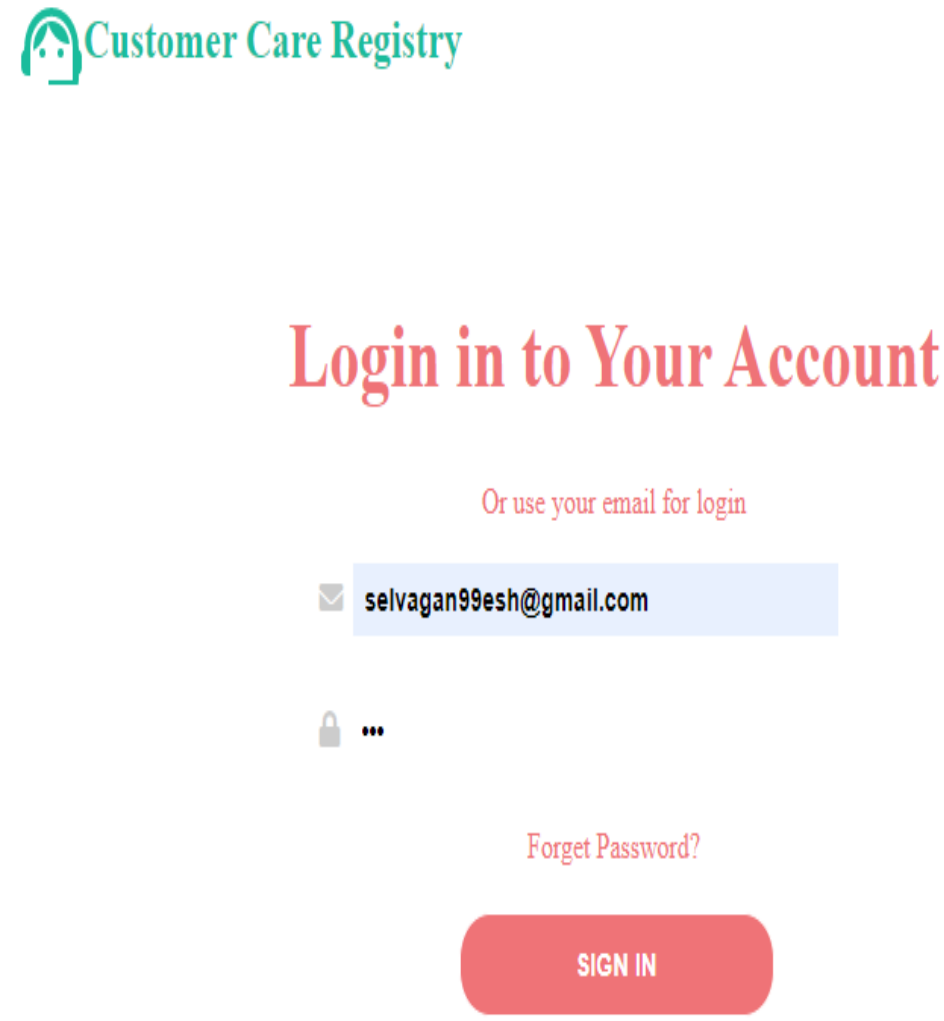
GITHUB LINK:

https://github.com/IBM-EPBL/IBM-Project-12748-1659460848

Project Demo Link

https://youtu.be/KjgoEj1FeQc

OUTPUT


Customer Care Registry
Login in to Your Account
Or use your email for login
selvagan99esh@gmail.com
Forget Password?
SIGN IN

Complaint Register

Complaint Name

selva

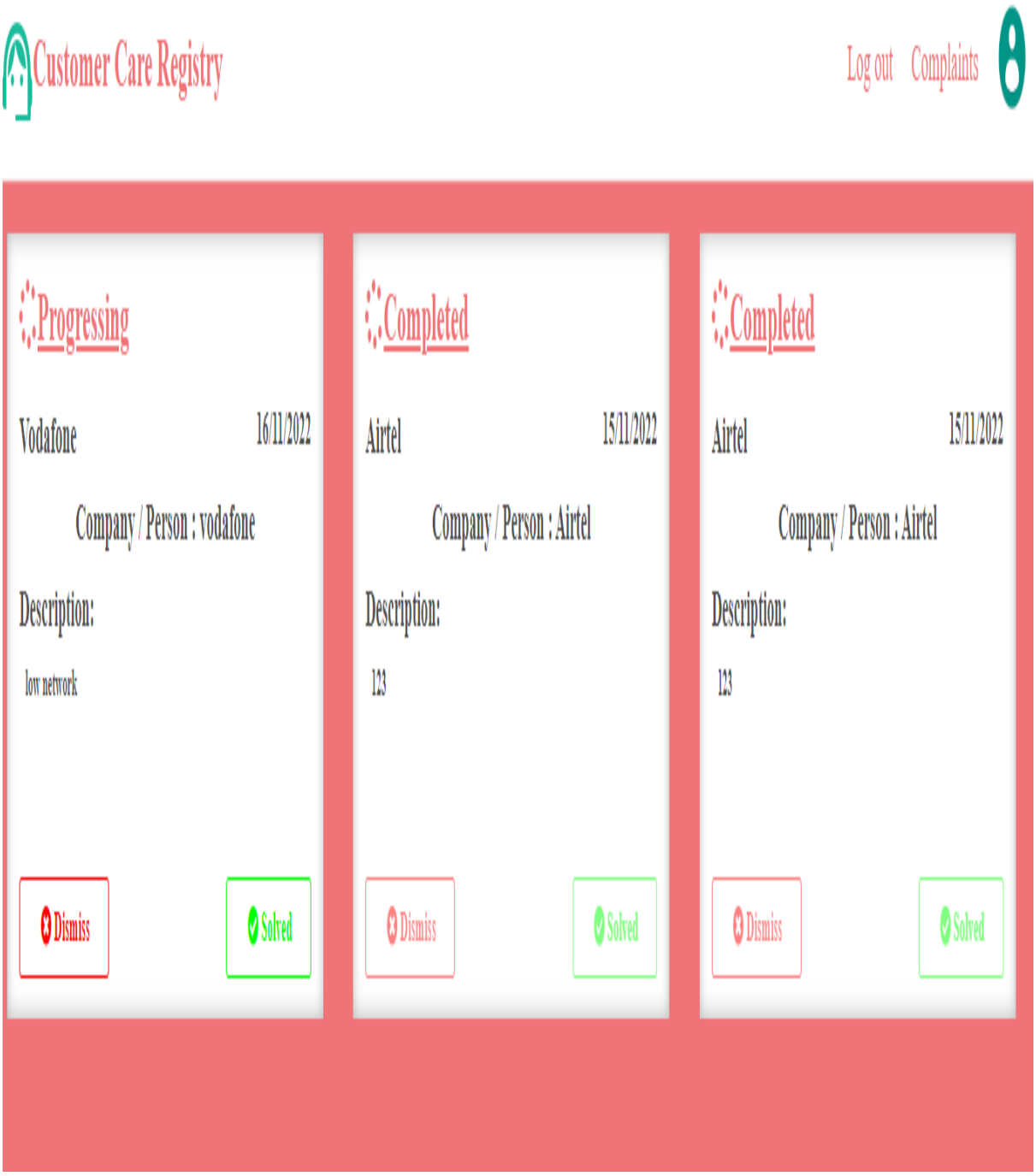
selvagan99esh@gmail.com

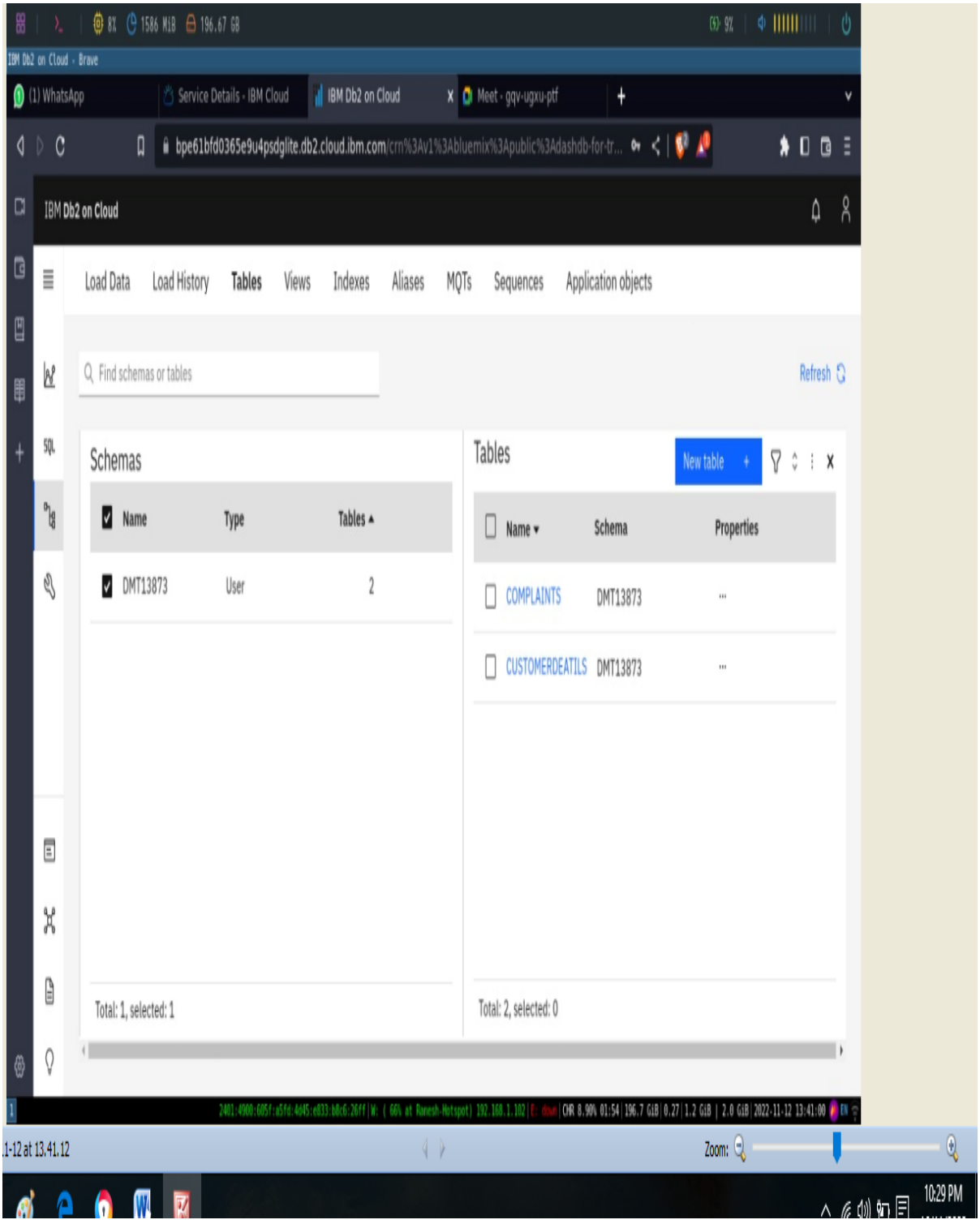
Current Date

Name of the against company/person

Description about complaint

SUBMIT


Customer Care Registry
Log out
Complaints
8
Progressing
Vodafone
16/11/2022
Company / Person : vodafone
Description:
low network
Dismiss
Solved
Completed
Airtel
15/11/2022
Company / Person : Airtel
Description:
123
Dismiss
Solved
Completed
Airtel
15/11/2022
Company / Person : Airtel
Description:
123
Dismiss
Solved


IBM Db2 on Cloud - Brave
(1) WhatsApp
Service Details - IBM Cloud
IBM Db2 on Cloud
Meet - gqv-ugxu-ptf
bpe61bfd0365e9u4psdglite.db2.cloud.ibm.com/crn%3Av1%3Abluemix%3Apublic%3Adashdb-for-tr...
IBM Db2 on Cloud
Load Data
Load History
Tables
Views
Indexes
Aliases
MQTs
Sequences
Application objects
Find schemas or tables
Refresh
Schemas
Name
Type
Tables
DMT13873
User
2
Total: 1, selected: 1
Tables
New table
Name
Schema
Properties
COMPLAINTS
DMT13873
CUSTOMERDEATILS
DMT13873
Total: 2, selected: 0
Zoom:
10:29 PM