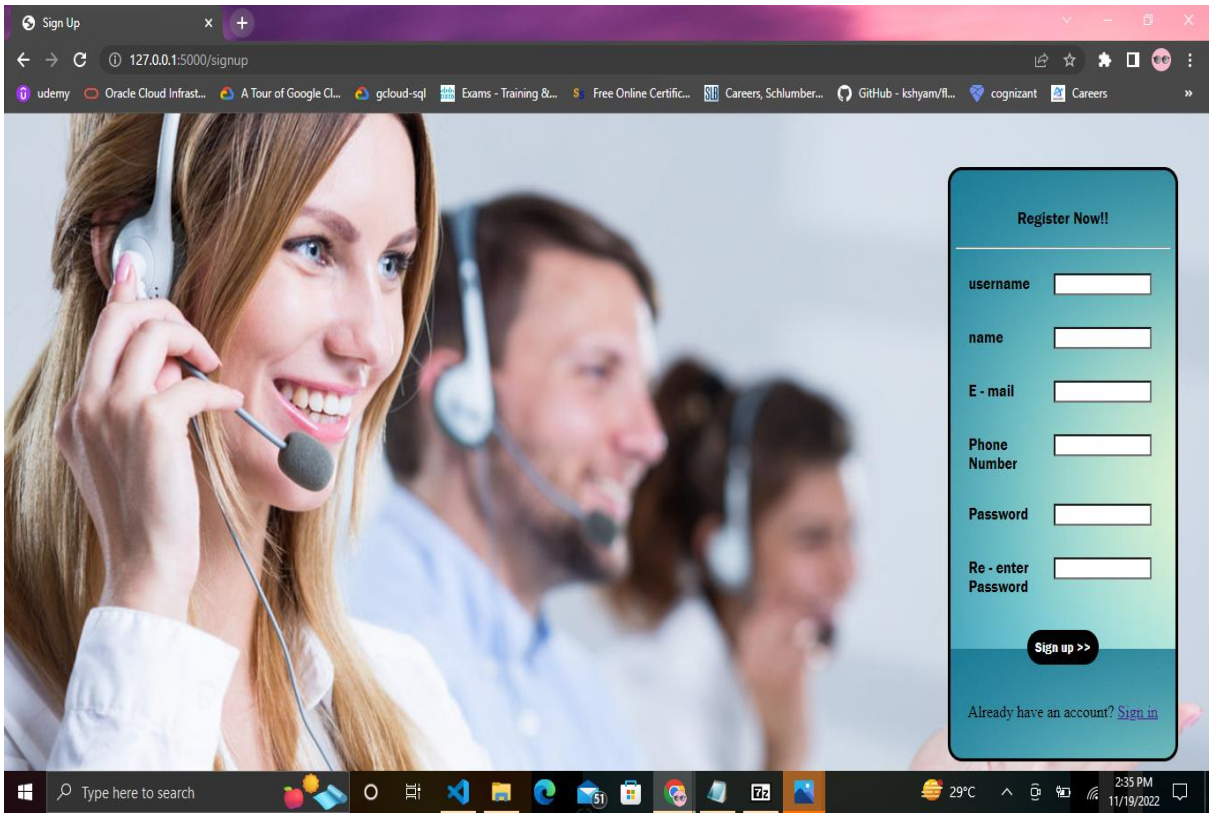
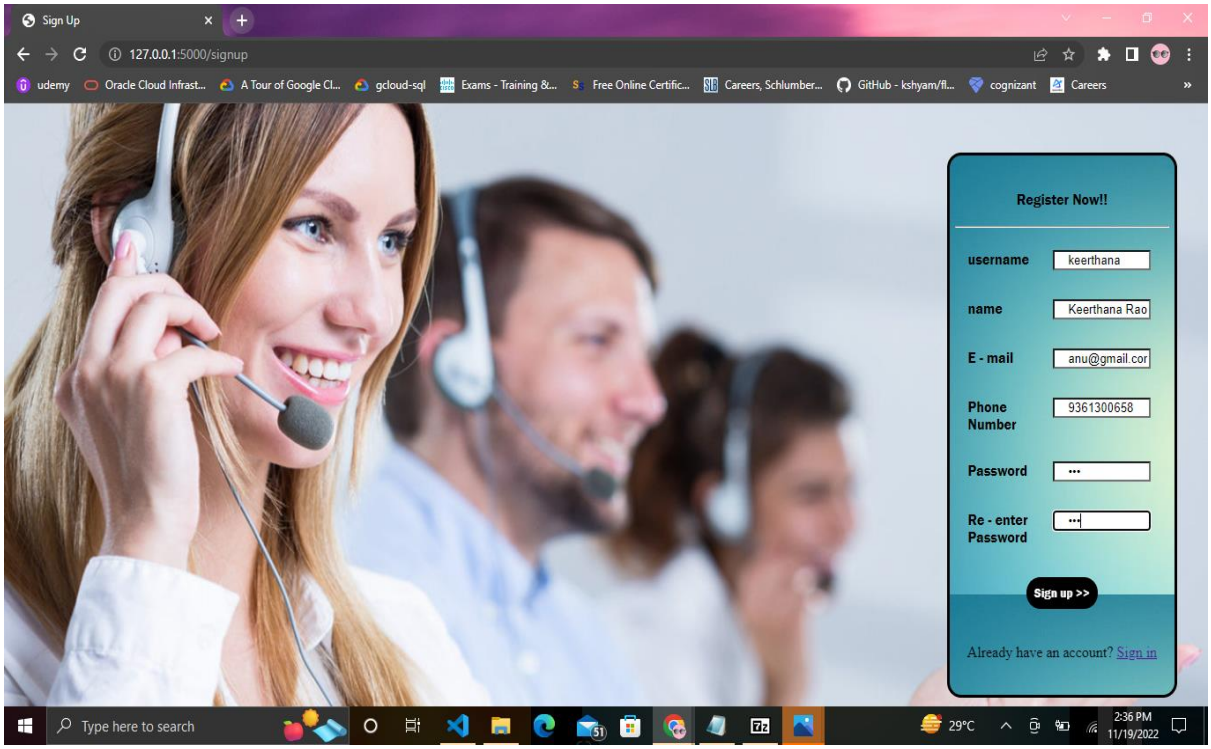
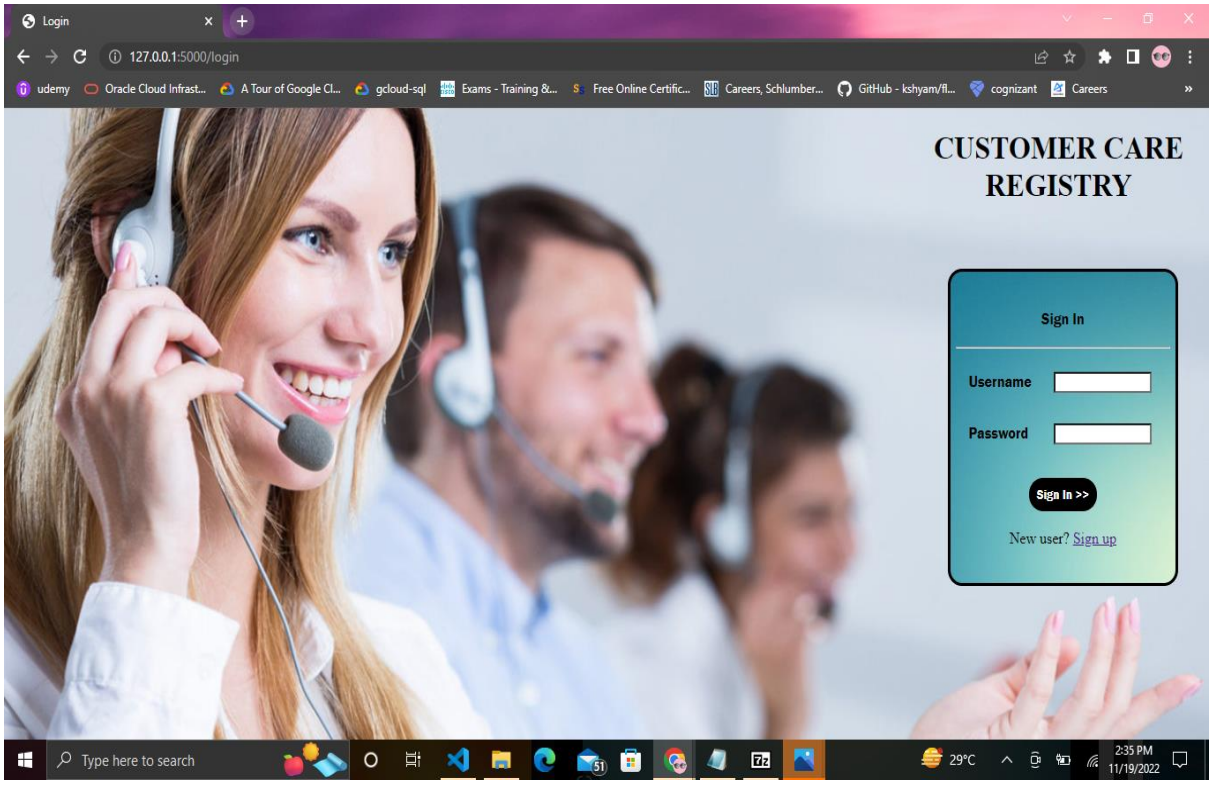
Date	15 November 2022
Team ID	PNT2022TMID01257
Project Name	Customer Care Registry

SIGN UP PAGE:

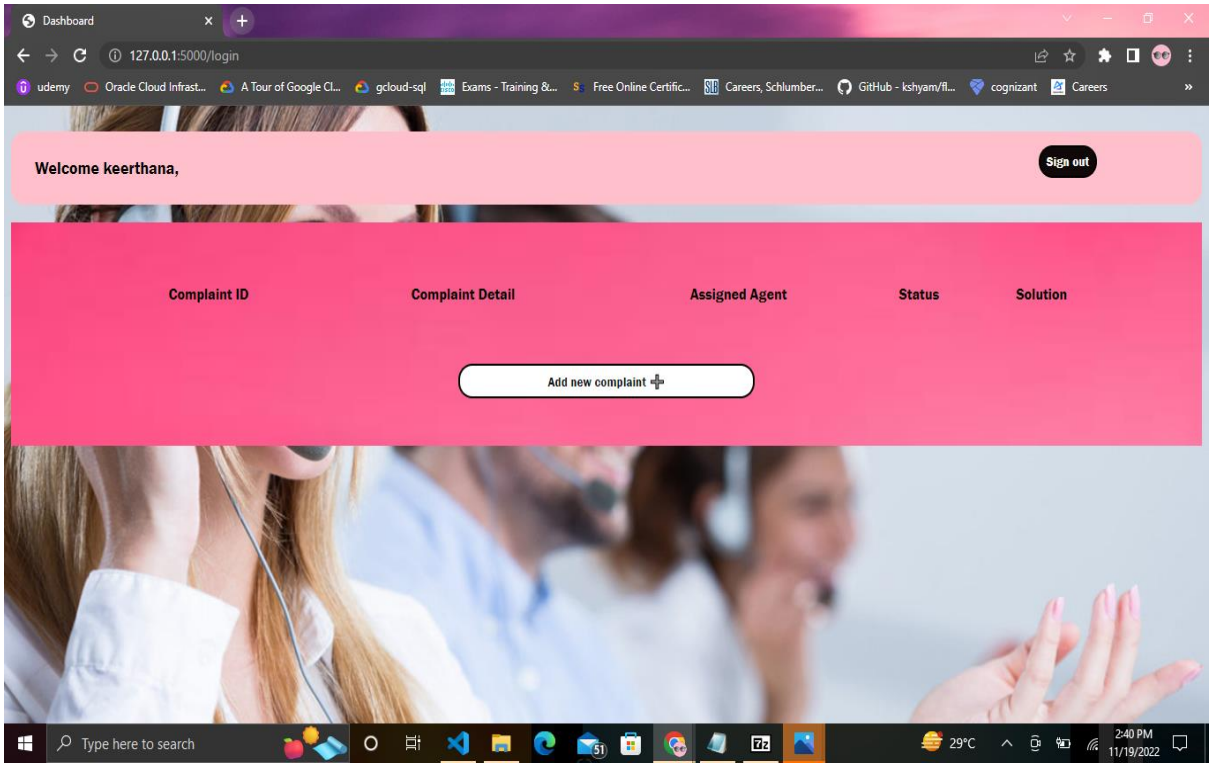



Sign Up
127.0.0.1:5000/signup
Register Now!!
username
keerthana
name
Keerthana Rao
E - mail
anu@gmail.cor
Phone Number
9361300658
Password
Re - enter Password
Sign up >>
Already have an account? Sign in
Type here to search
29°C
2:36 PM
11/19/2022

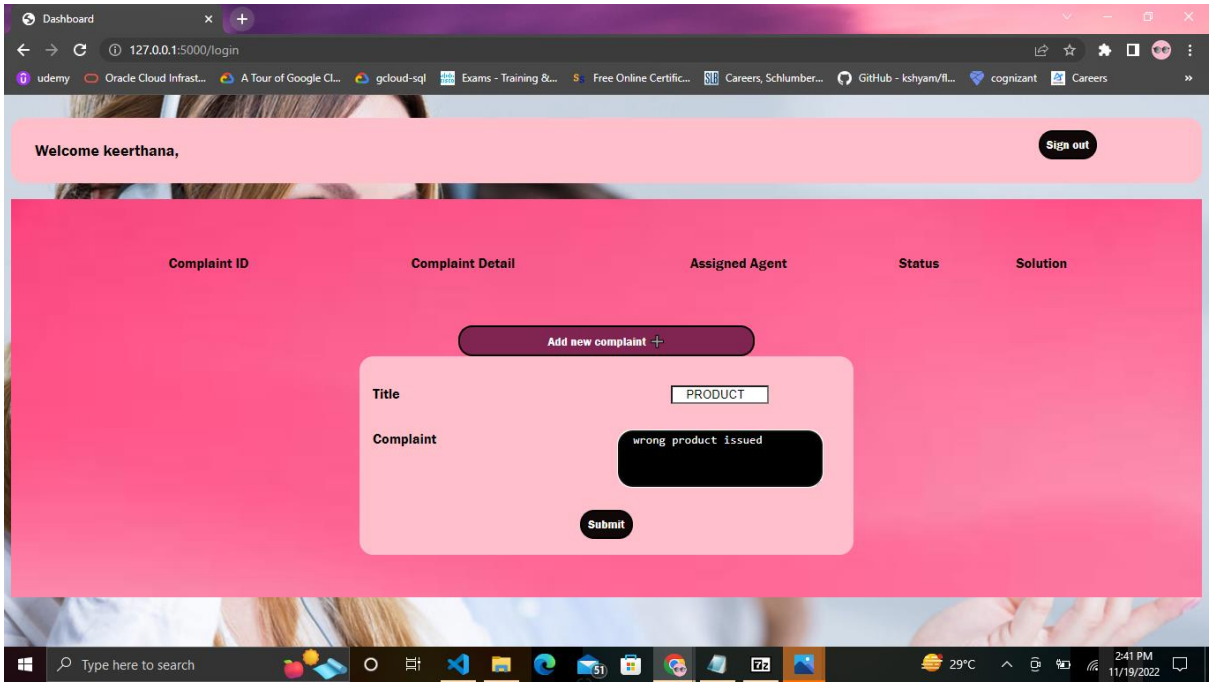
SIGN IN PAGE:

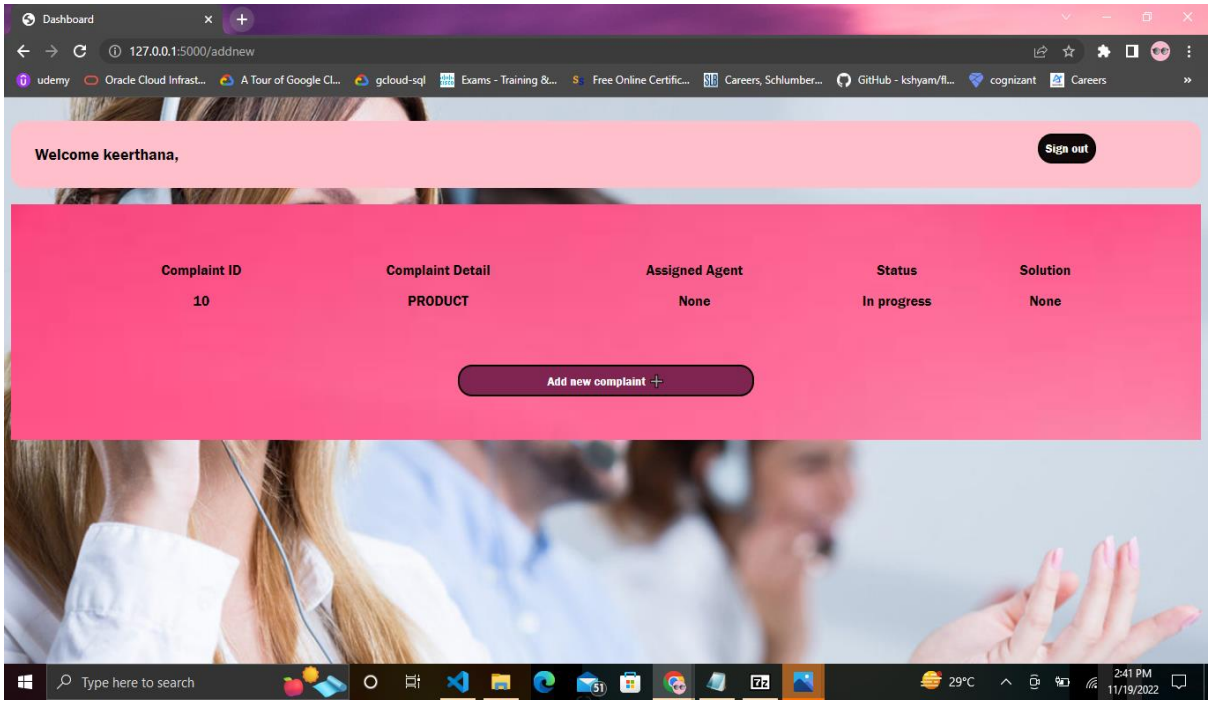

Login
127.0.0.1:5000/login
CUSTOMER CARE REGISTRY
Sign In
Username
Password
Sign In >>
New user? Sign up
Type here to search
29°C
2:35 PM
11/19/2022

AFTER USER SIGN IN:

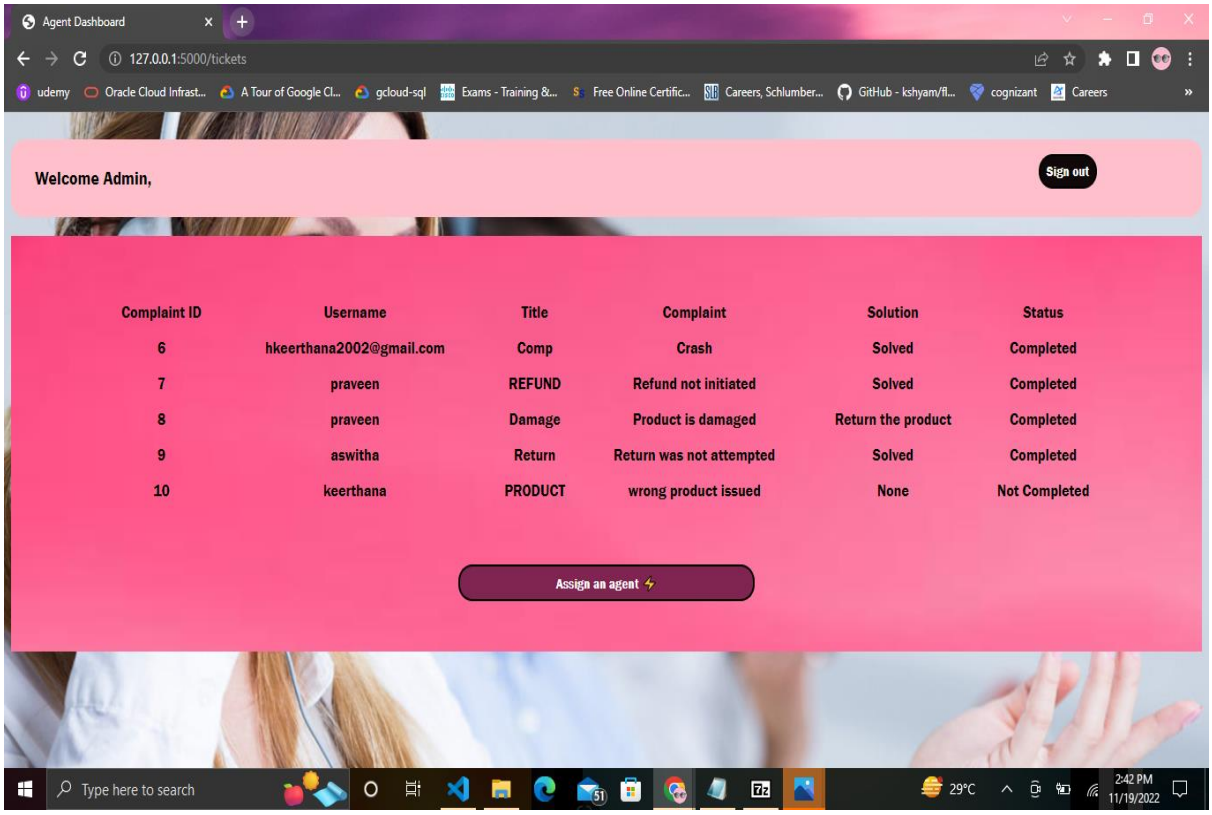


AFTER USER ADDING COMPLAINTS:

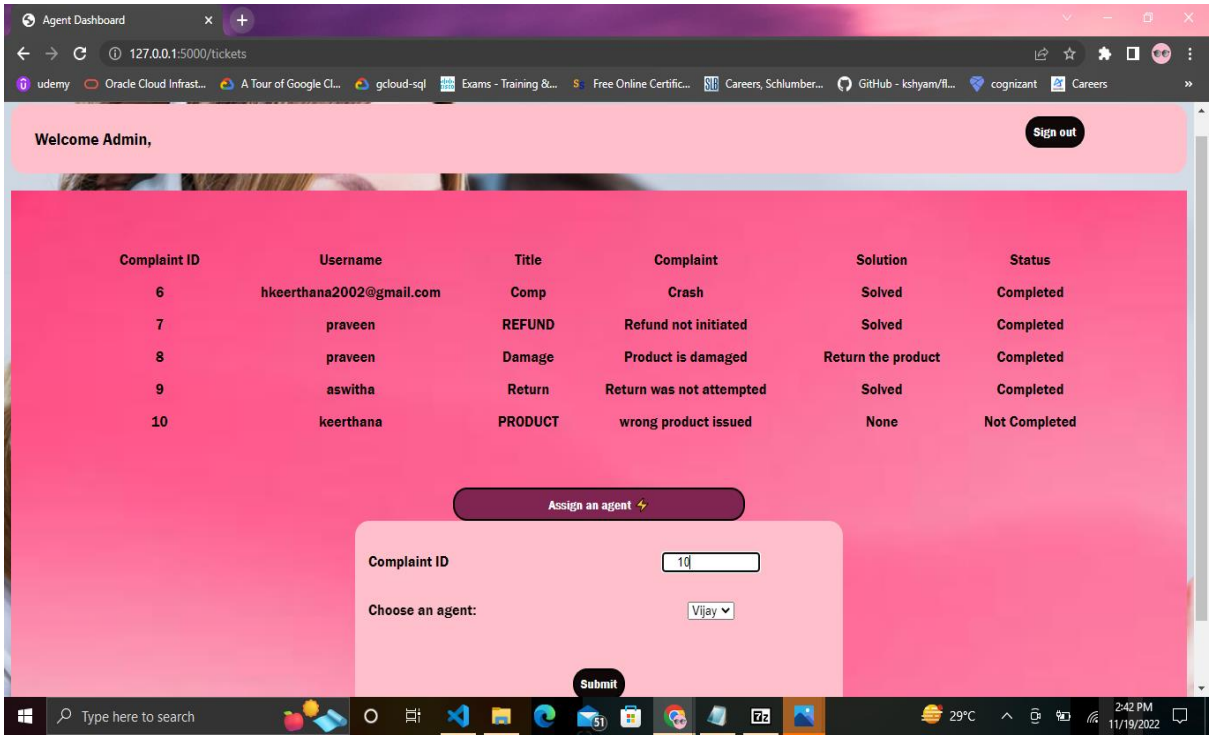



Dashboard
127.0.0.1:5000/addnew
Welcome keerthana,
Sign out
Complaint ID
Complaint Detail
Assigned Agent
Status
Solution
10
PRODUCT
None
In progress
None
Add new complaint

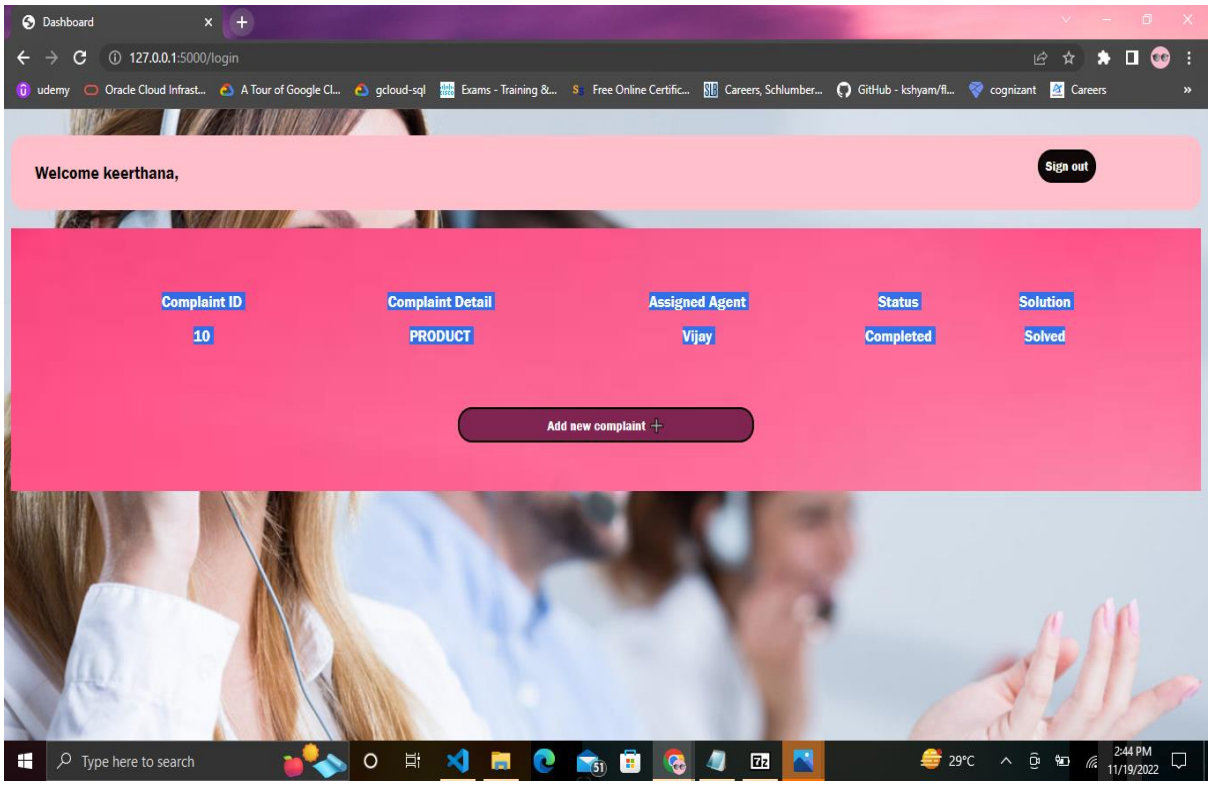
ADMIN LOGIN:


Agent Dashboard
127.0.0.1:5000/tickets
Welcome Admin,
Sign out
Complaint ID
Username
Title
Complaint
Solution
Status
6
hkeerthana2002@gmail.com
Comp
Crash
Solved
Completed
7
praveen
REFUND
Refund not initiated
Solved
Completed
8
praveen
Damage
Product is damaged
Return the product
Completed
9
aswitha
Return
Return was not attempted
Solved
Completed
10
keerthana
PRODUCT
wrong product issued
None
Not Completed
Assign an agent

ASSIGNING AN AGENT BY ADMIN:

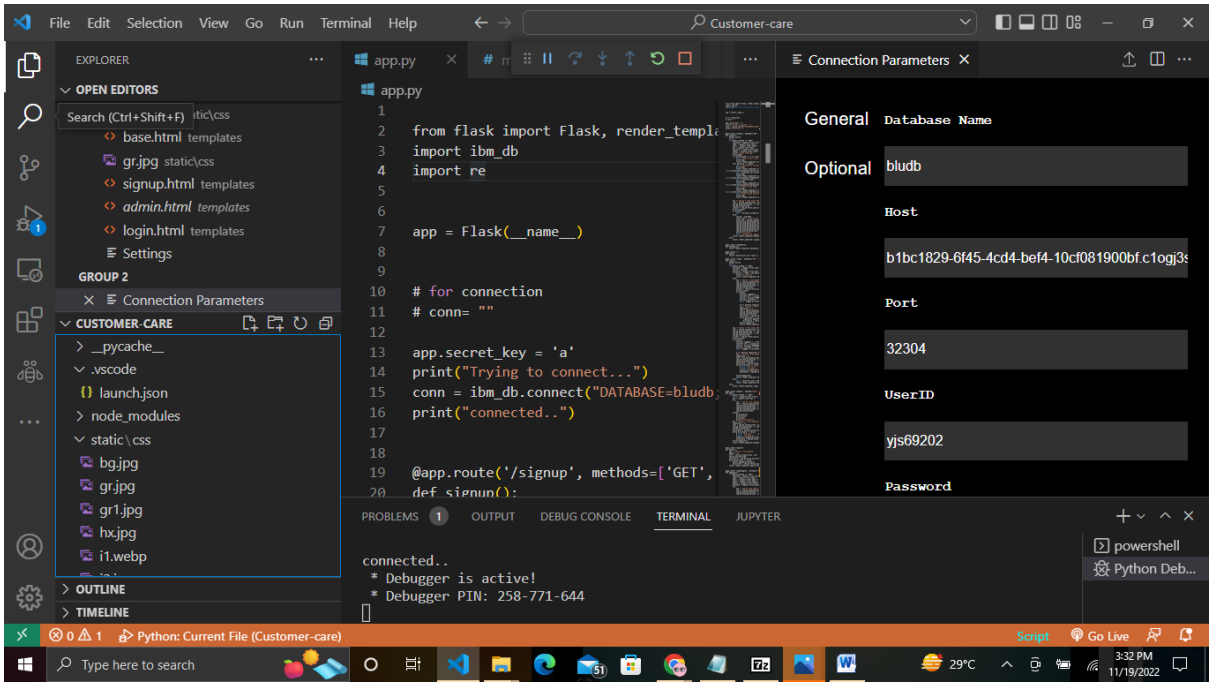


AGENT RESOLVE THE PROBLEM:

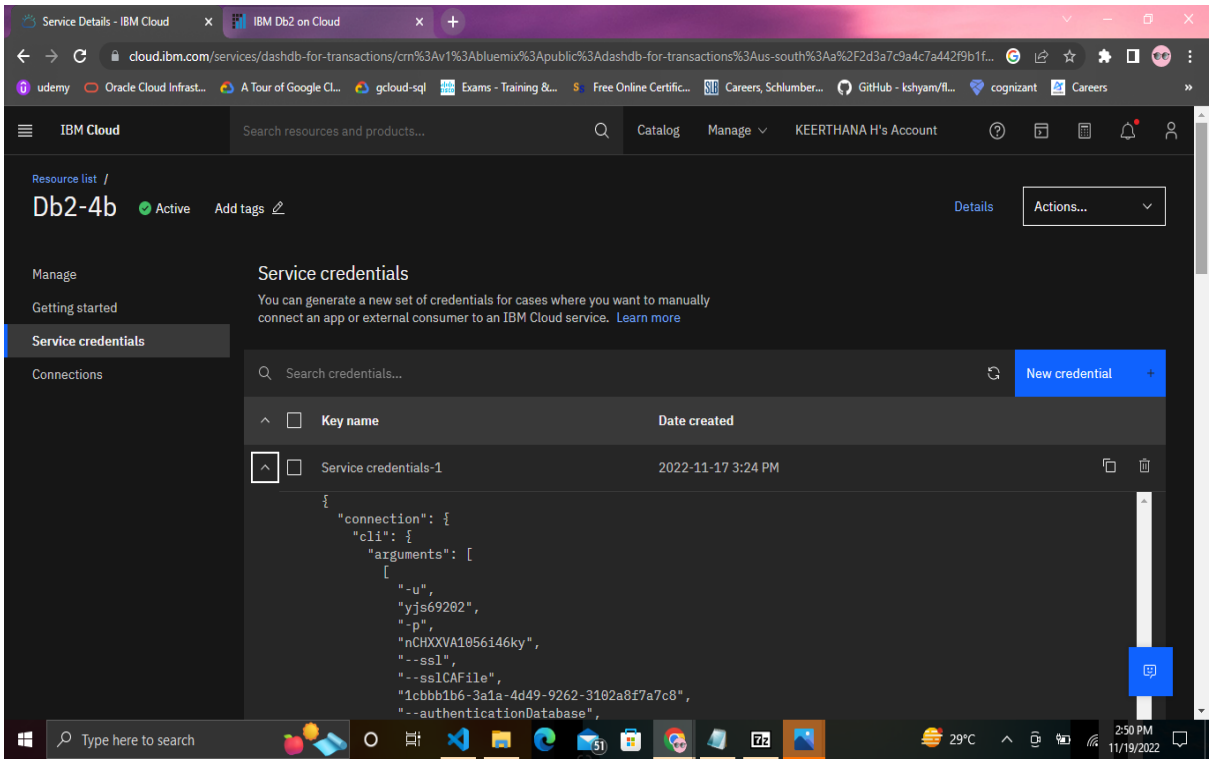


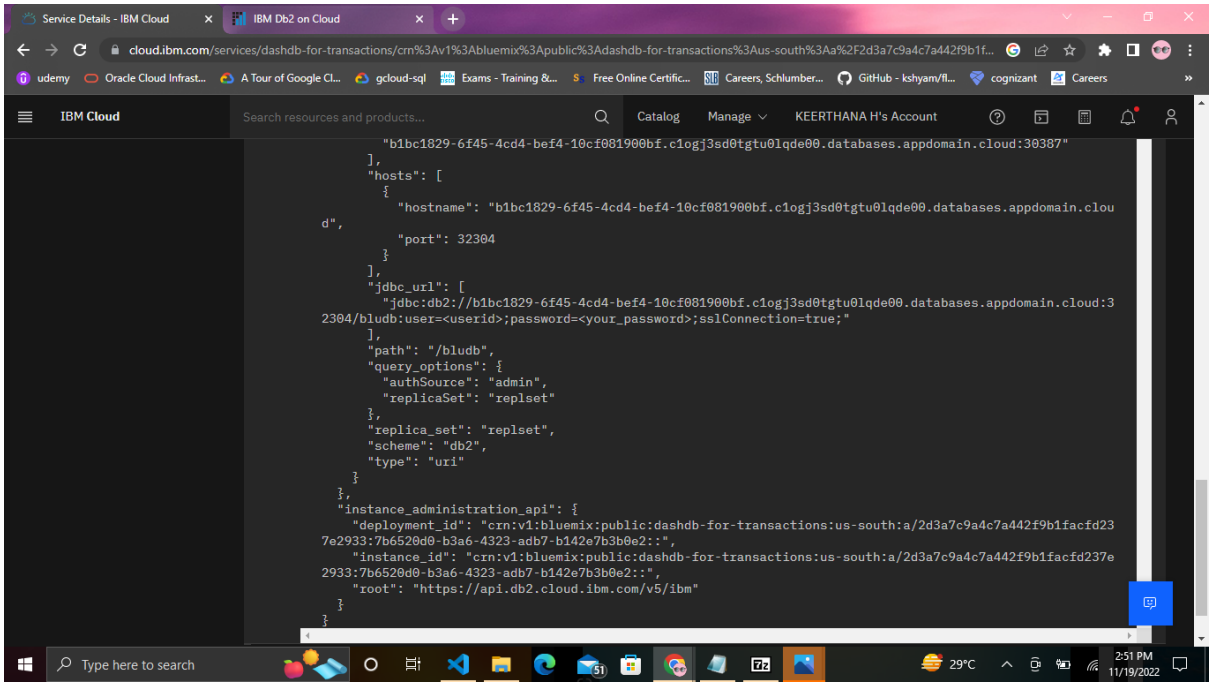
IBM DATABASE CONNECTIVITY

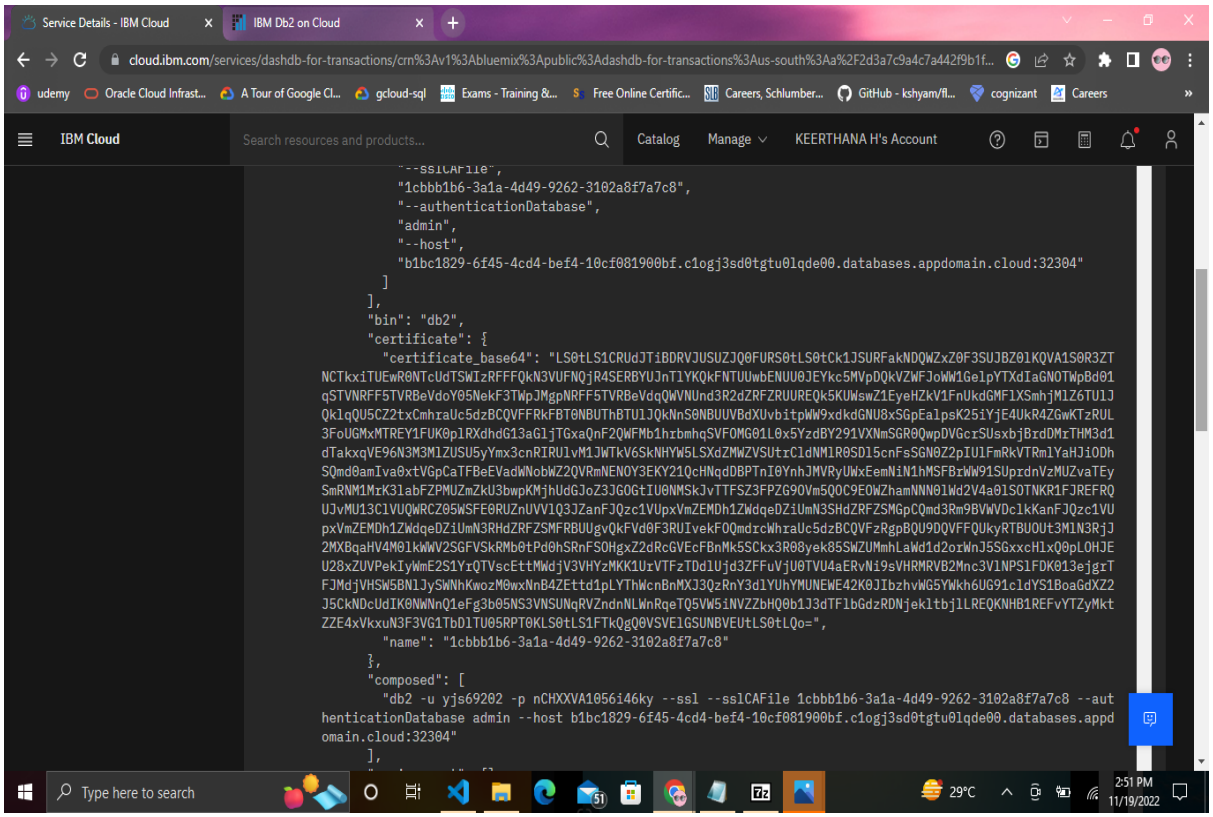
CONNECTING TO DATABASE:



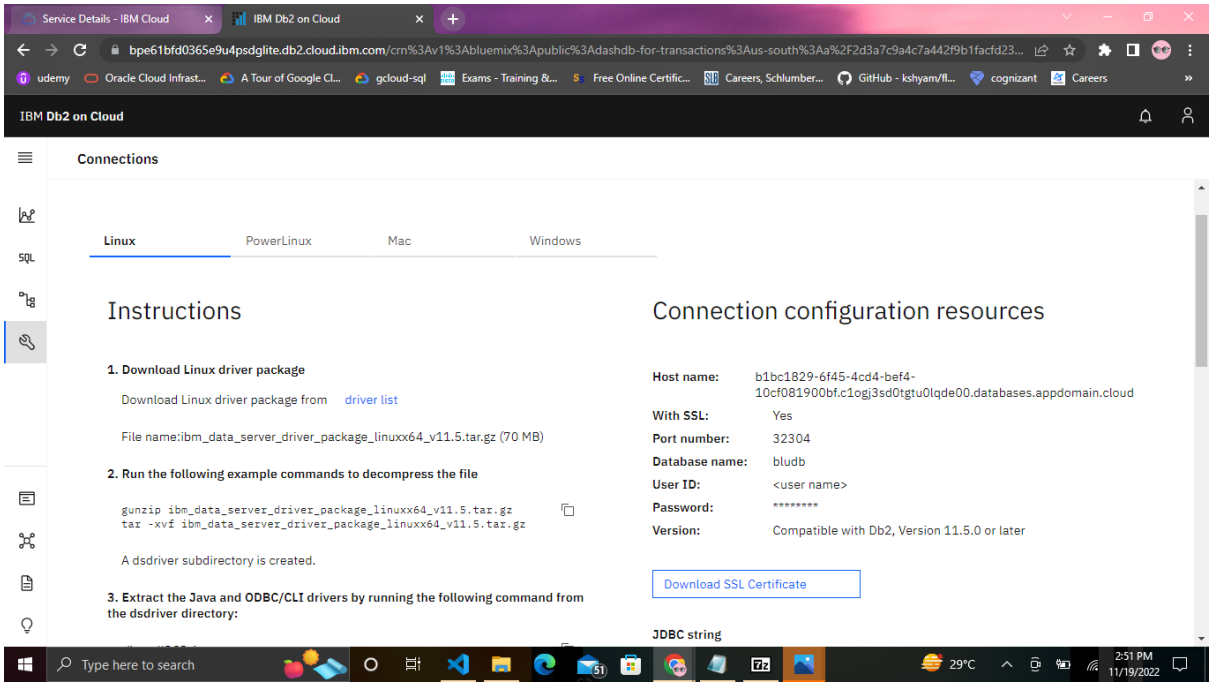
SERVICE CERENDTIALS:

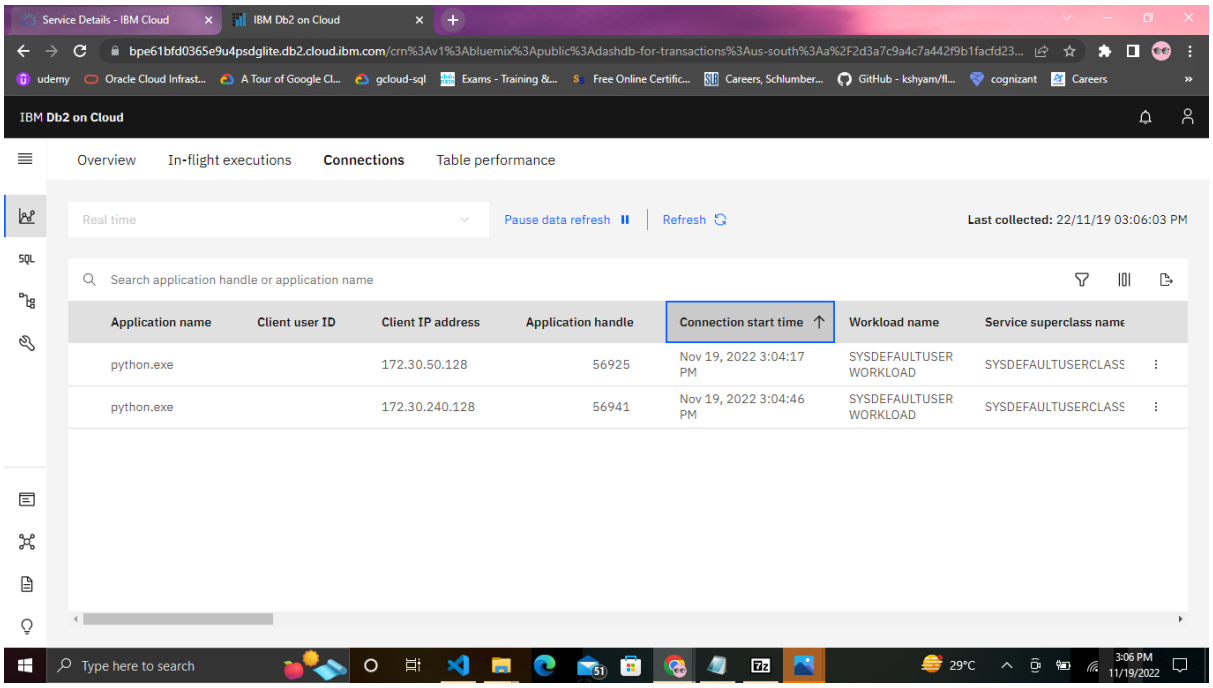




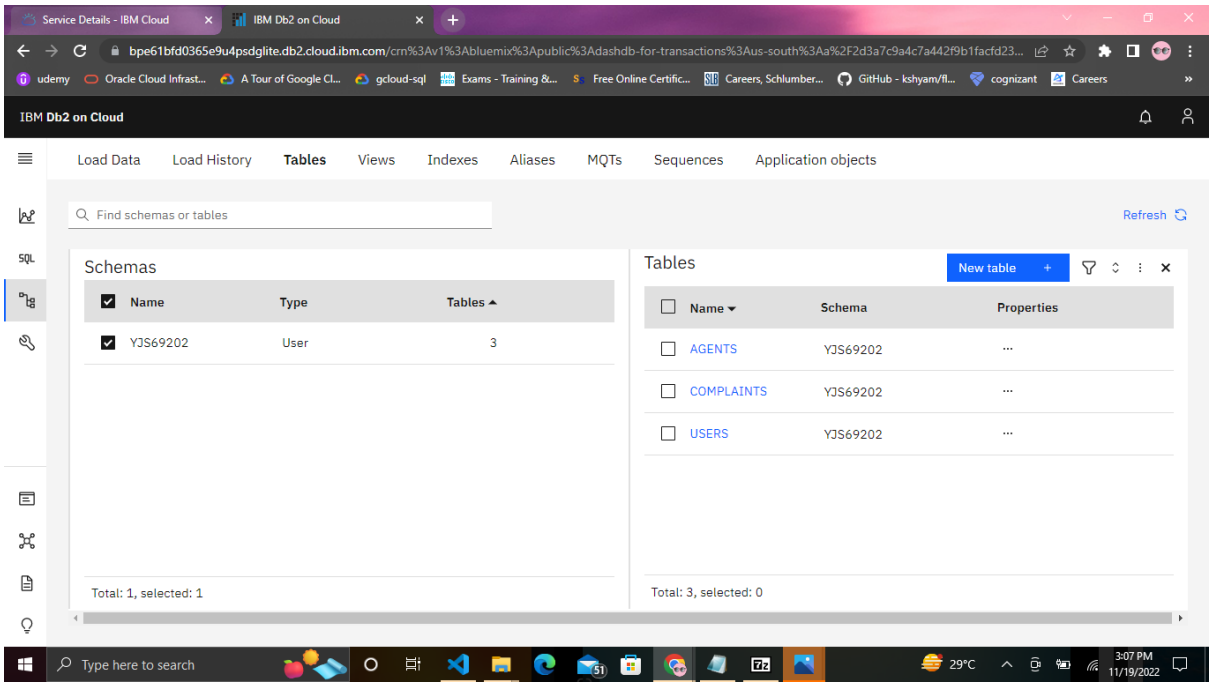


CONNECTIONS:

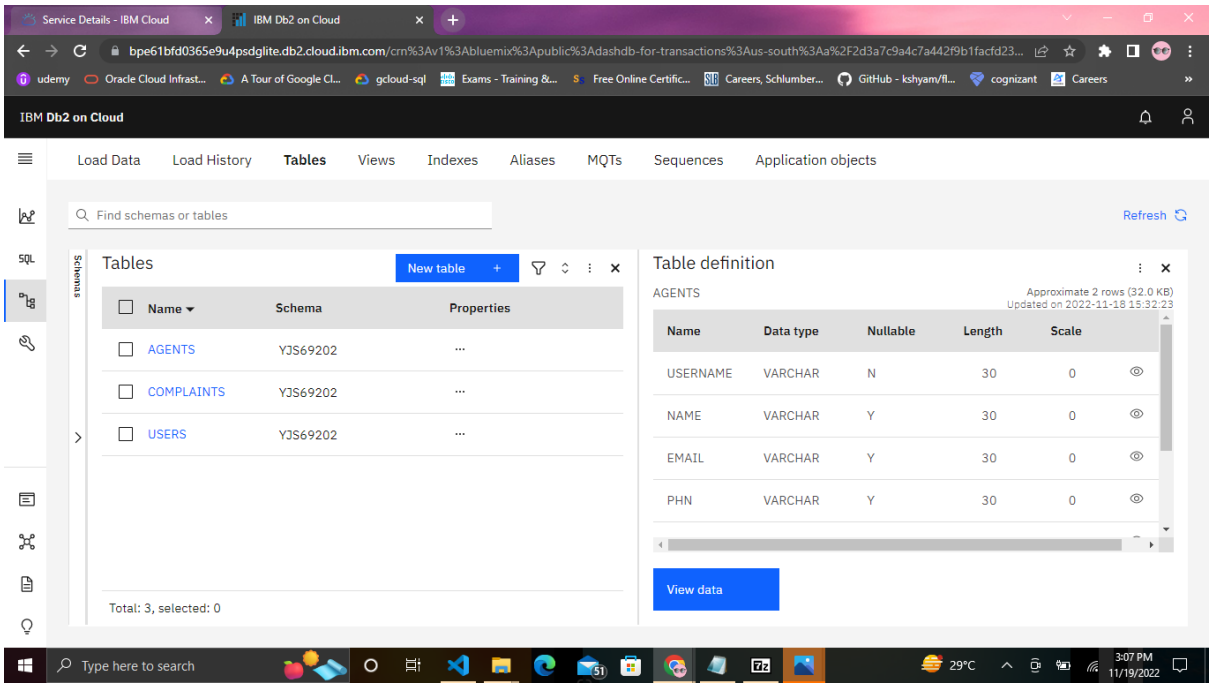

Service Details - IBM Cloud
IBM Db2 on Cloud
IBM Db2 on Cloud
Connections
Linux
PowerLinux
Mac
Windows
Instructions
1. Download Linux driver package
Download Linux driver package from driver list
File name:ibm_data_server_driver_package_linuxx64_v11.5.tar.gz (70 MB)
2. Run the following example commands to decompress the file
gunzip ibm_data_server_driver_package_linuxx64_v11.5.tar.gz
tar -xvf ibm_data_server_driver_package_linuxx64_v11.5.tar.gz
A dsdriver subdirectory is created.
3. Extract the Java and ODBC/CLI drivers by running the following command from the dsdriver directory:
Connection configuration resources
Host name: b1bc1829-6f45-4cd4-bef4-10cf081900bf.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud
With SSL: Yes
Port number: 32304
Database name: bludb
User ID: <user name>
Password: ********
Version: Compatible with Db2, Version 11.5.0 or later
Download SSL Certificate
JDBC string


Service Details - IBM Cloud
IBM Db2 on Cloud
IBM Db2 on Cloud
Overview
In-flight executions
Connections
Table performance
Real time
Pause data refresh
Refresh
Last collected: 22/11/19 03:06:03 PM
Search application handle or application name
Application name
Client user ID
Client IP address
Application handle
Connection start time
Workload name
Service superclass name
python.exe
172.30.50.128
56925
Nov 19, 2022 3:04:17 PM
SYSDEFAULTUSER WORKLOAD
SYSDEFAULTUSERCLASS
python.exe
172.30.240.128
56941
Nov 19, 2022 3:04:46 PM
SYSDEFAULTUSER WORKLOAD
SYSDEFAULTUSERCLASS

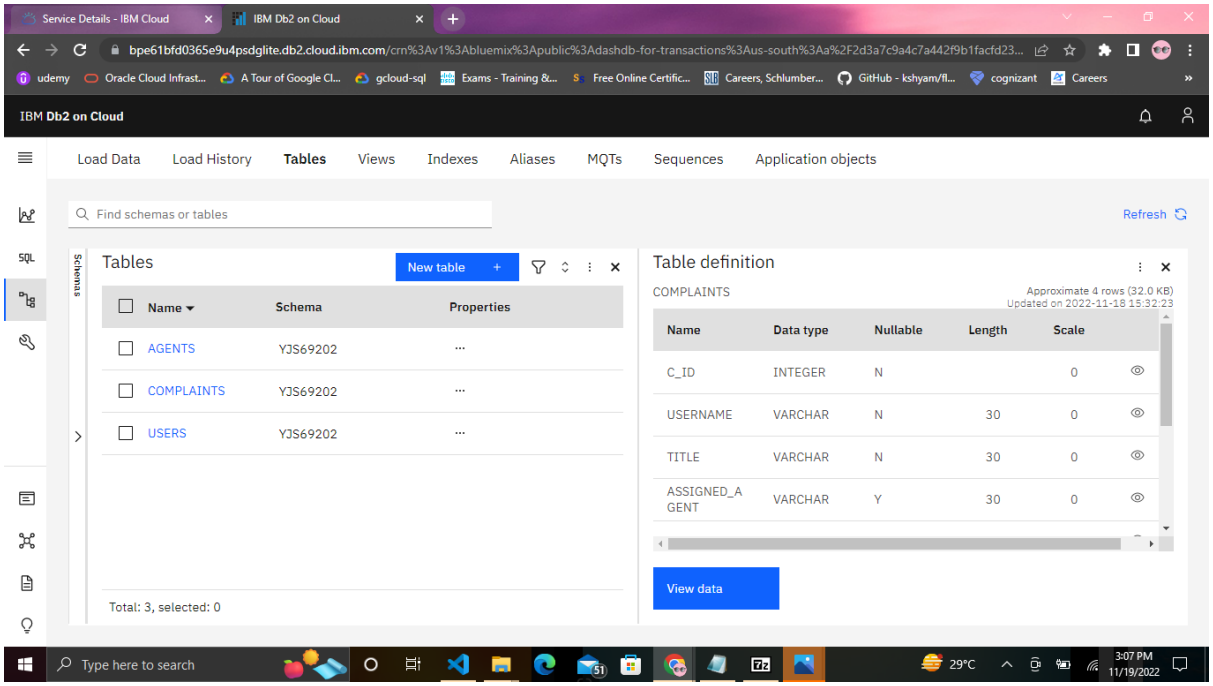
DATA TABLES:



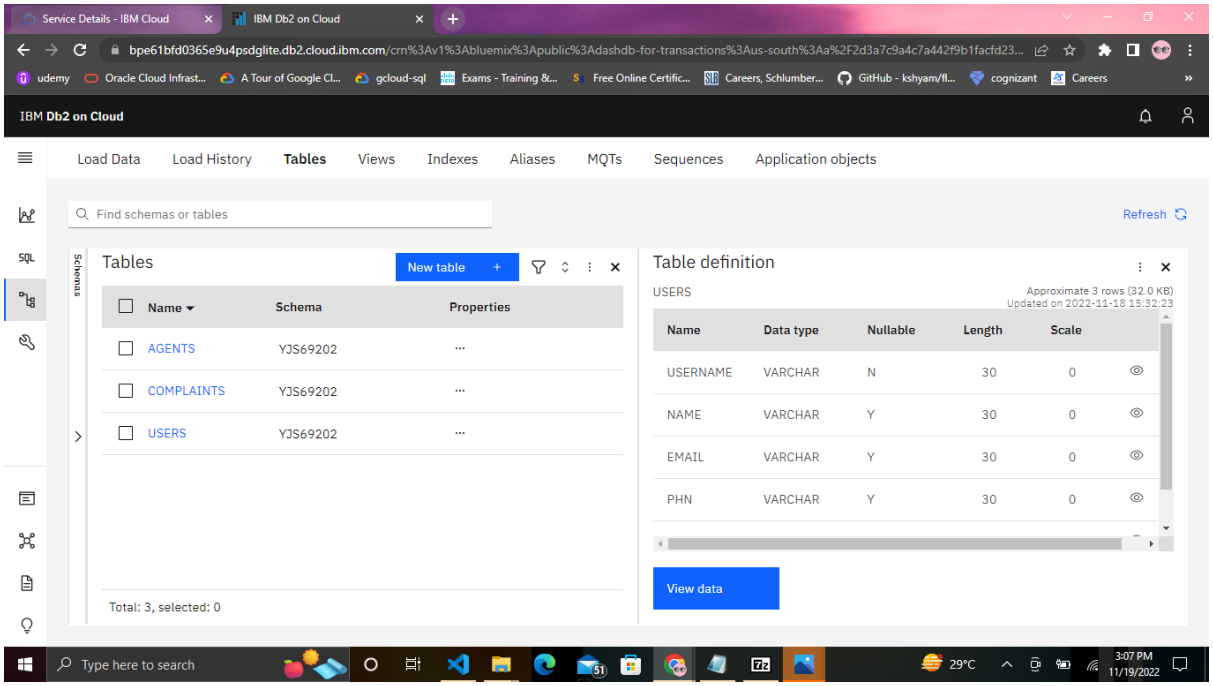
AGENT TABLE:



COMPLAINT TABLE:


Service Details - IBM Cloud
IBM Db2 on Cloud
IBM Db2 on Cloud
Load Data
Load History
Tables
Views
Indexes
Aliases
MQTs
Sequences
Application objects
Find schemas or tables
Refresh
Tables
New table
Name
Schema
Properties
AGENTS
YJS69202
COMPLAINTS
YJS69202
USERS
YJS69202
Total: 3, selected: 0
Table definition
COMPLAINTS
Approximate 4 rows (32.0 KB)
Updated on 2022-11-18 15:32:23
Name
Data type
Nullable
Length
Scale
C_ID
INTEGER
N
0
USERNAME
VARCHAR
N
30
0
TITLE
VARCHAR
N
30
0
ASSIGNED_AGENT
VARCHAR
Y
30
0
View data
Type here to search
29°C
3:07 PM
11/19/2022

USER TABLE:


Service Details - IBM Cloud
IBM Db2 on Cloud
IBM Db2 on Cloud
Load Data
Load History
Tables
Views
Indexes
Aliases
MQTs
Sequences
Application objects
Find schemas or tables
Refresh
Tables
New table
Name
Schema
Properties
AGENTS
YJS69202
COMPLAINTS
YJS69202
USERS
YJS69202
Total: 3, selected: 0
Table definition
USERS
Approximate 3 rows (32.0 KB)
Updated on 2022-11-18 15:32:23
Name
Data type
Nullable
Length
Scale
USERNAME
VARCHAR
N
30
0
NAME
VARCHAR
Y
30
0
EMAIL
VARCHAR
Y
30
0
PHN
VARCHAR
Y
30
0
View data
Type here to search
29°C
3:07 PM
11/19/2022