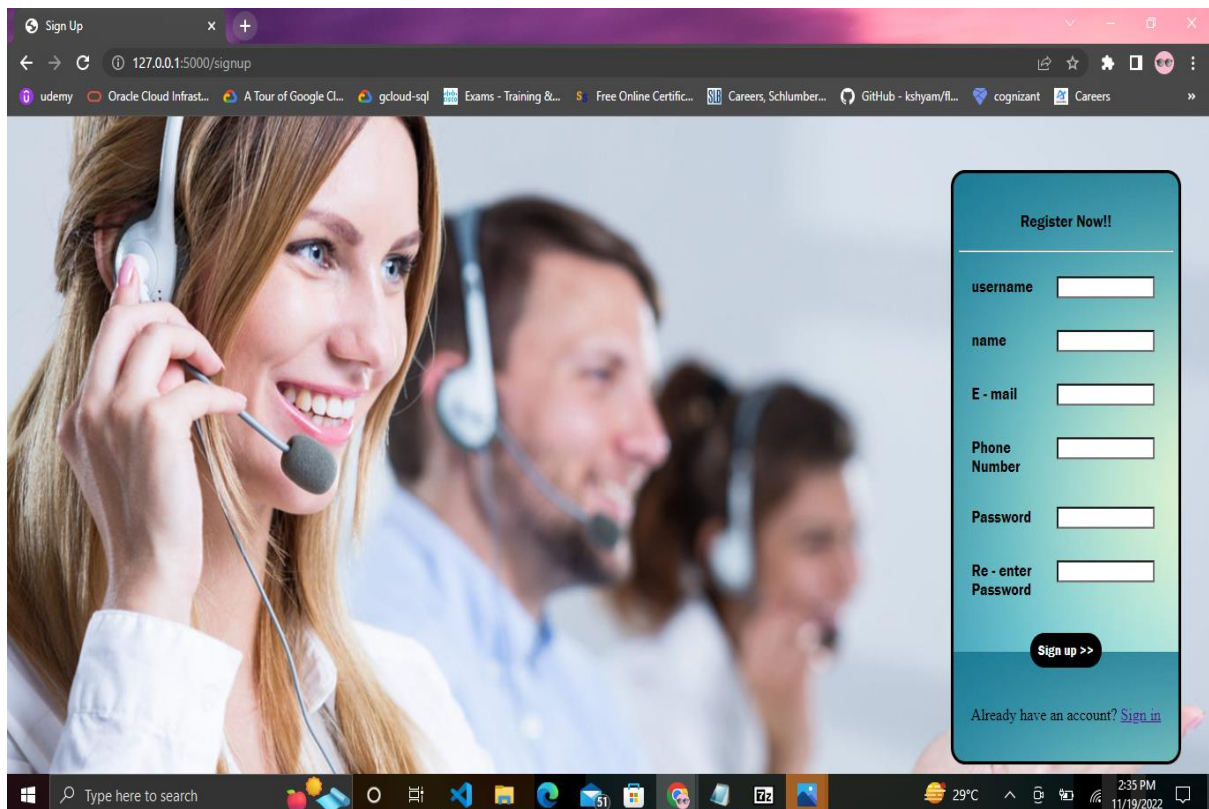
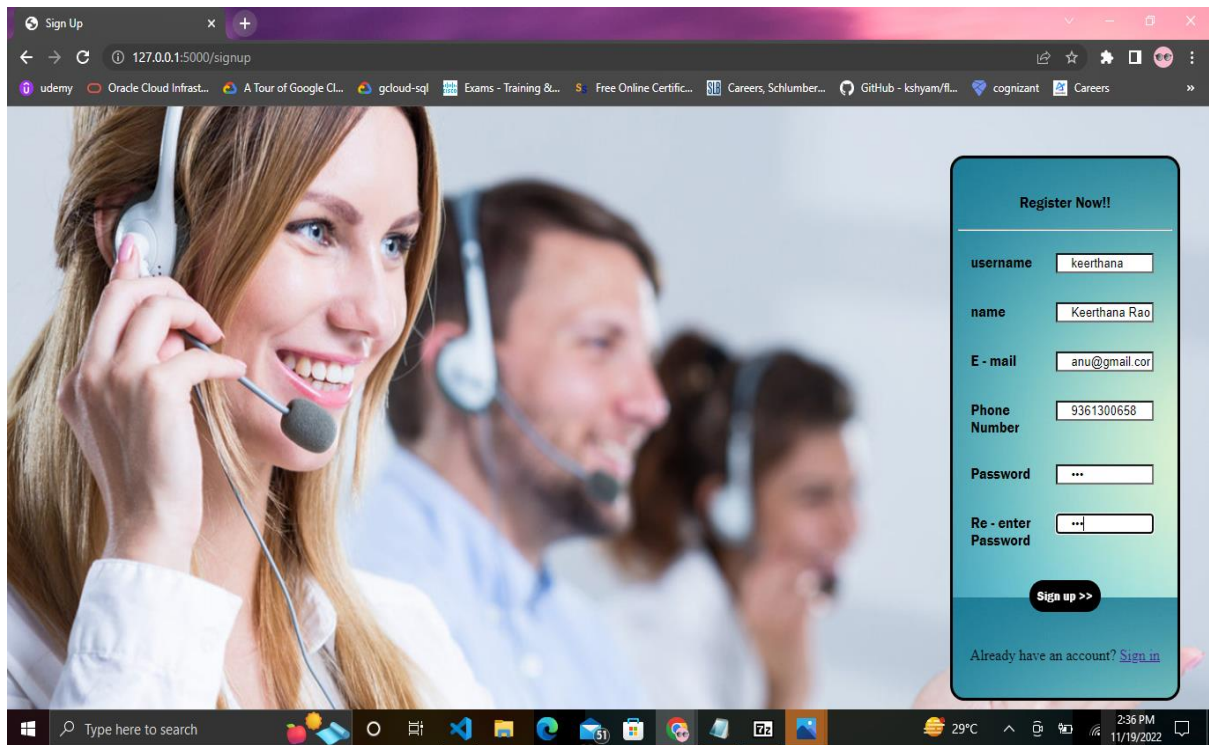


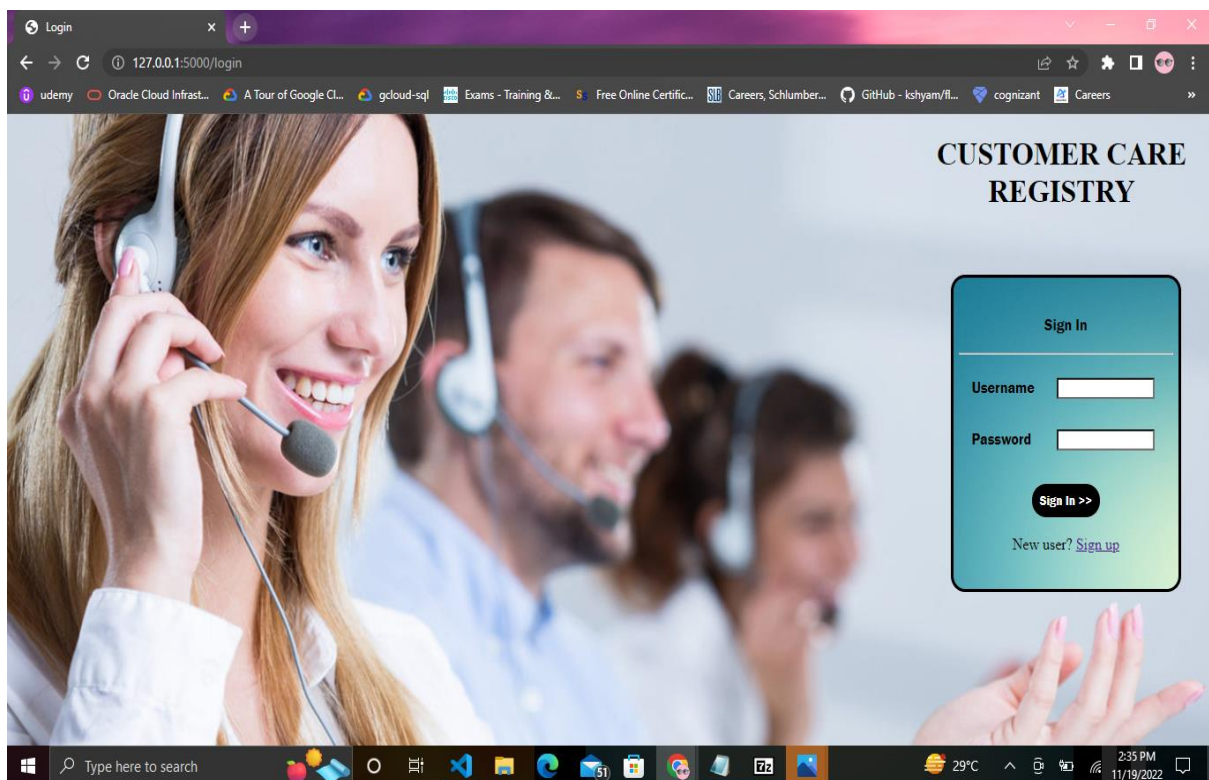
Date	15 November 2022
Team ID	PNT2022TMID01257
Project Name	Customer Care Registry

## SIGN UP PAGE:

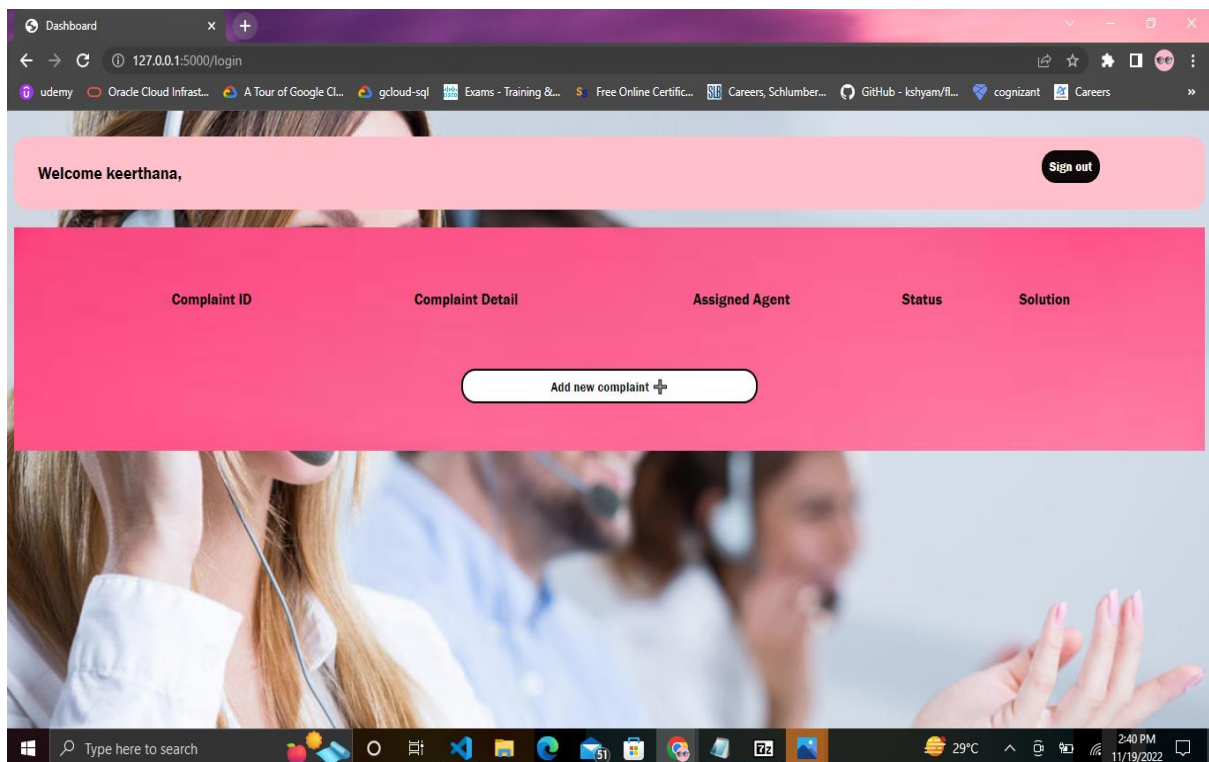




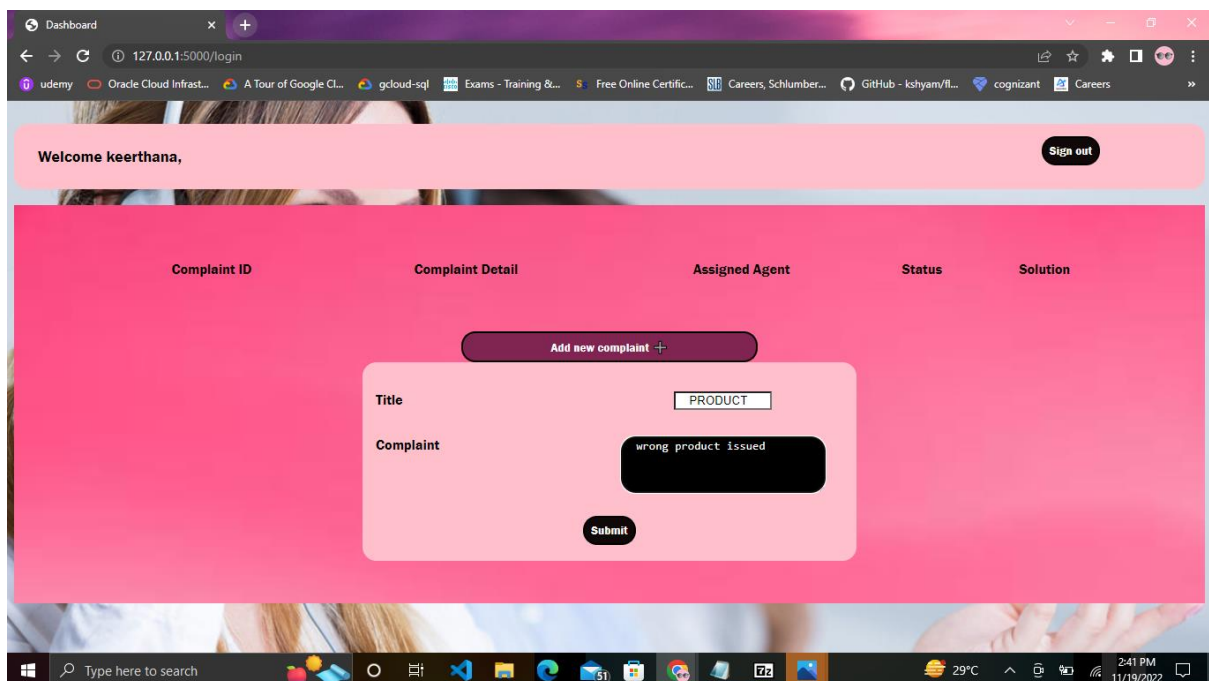
## SIGN IN PAGE:



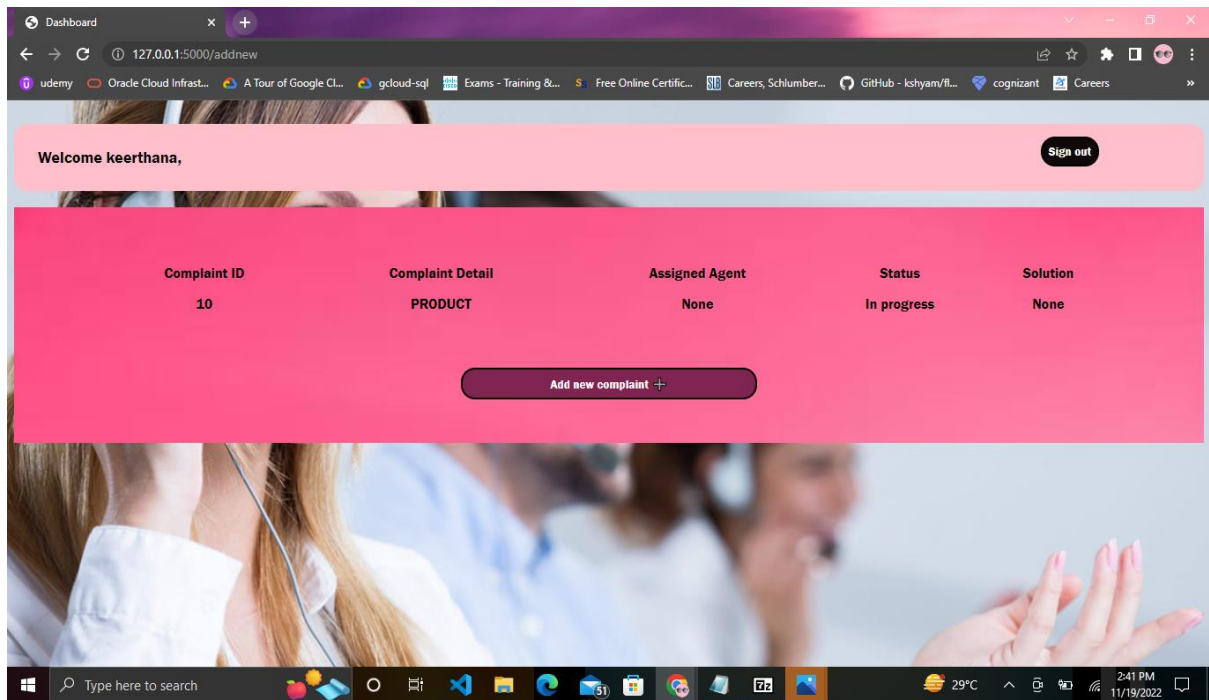
## AFTER USER SIGN IN:



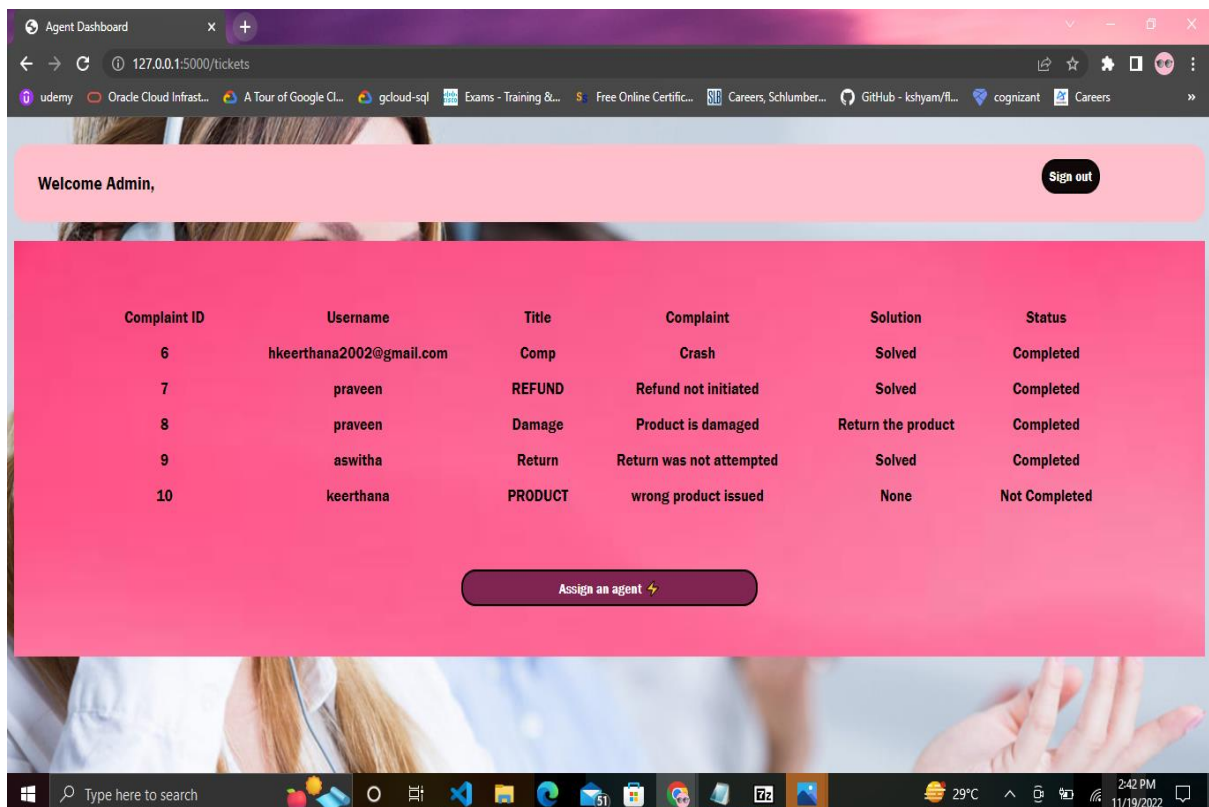
## AFTER USER ADDING COMPLAINTS:







## ADMIN LOGIN:



## ASSIGNING AN AGENT BY ADMIN:

The screenshot shows the 'Agent Dashboard' in a web browser. The address bar shows '127.0.0.1:5000/tickets'. The page has a pink header with 'Welcome Admin,' and a 'Sign out' button. Below the header is a table of complaints. A modal titled 'Assign an agent' is open, showing a form to assign an agent to a specific complaint.

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**

Complaint ID:

Choose an agent:

**Submit**

## AGENT RESOLVE THE PROBLEM:

The screenshot shows the 'Agent Dashboard' in a web browser. The address bar shows '127.0.0.1:5000/login'. The page has a pink header with 'Welcome keerthana,' and a 'Sign out' button. Below the header is a card showing details for Complaint ID 10. At the bottom of the card is a button to 'Add new complaint'.

**Complaint ID**: 10

**Complaint Detail**: PRODUCT

**Assigned Agent**: Vijay

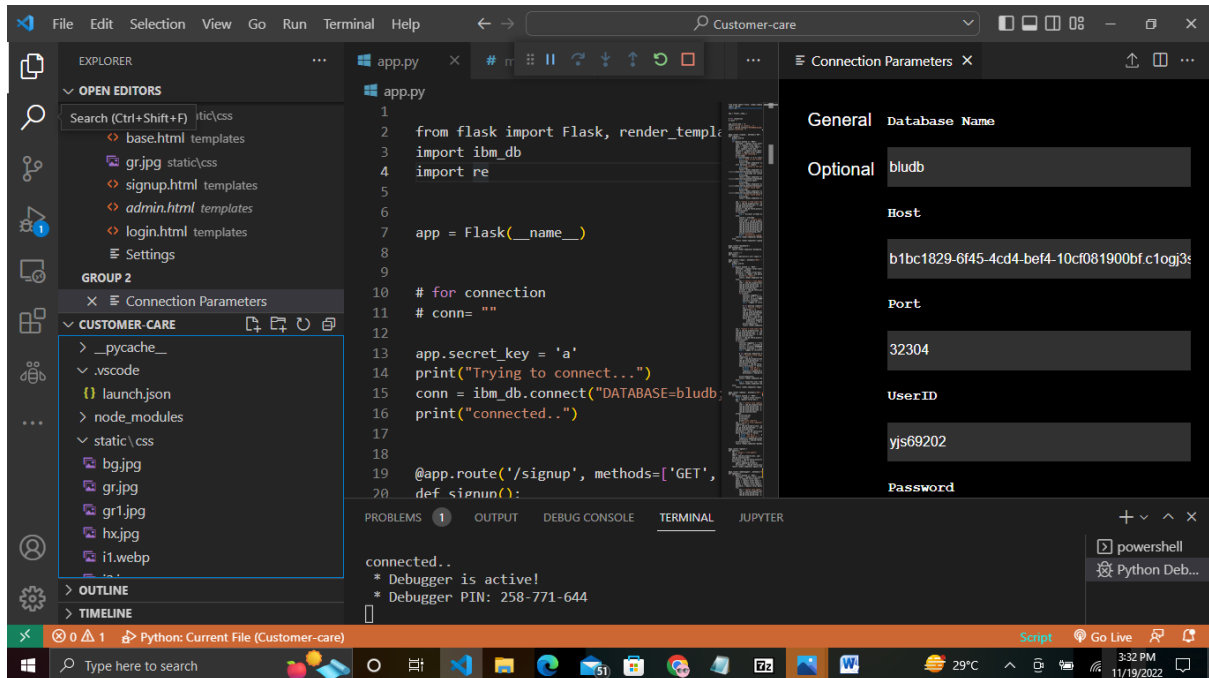
**Status**: Completed

**Solution**: Solved

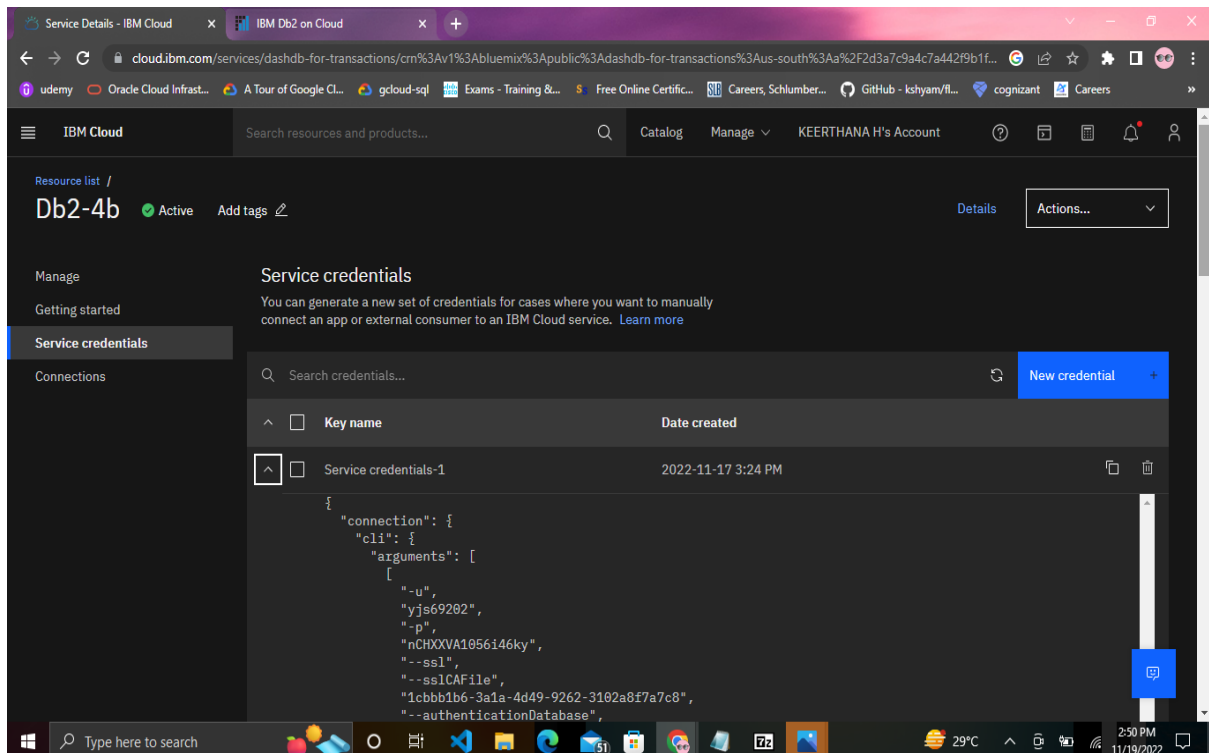
**Add new complaint**

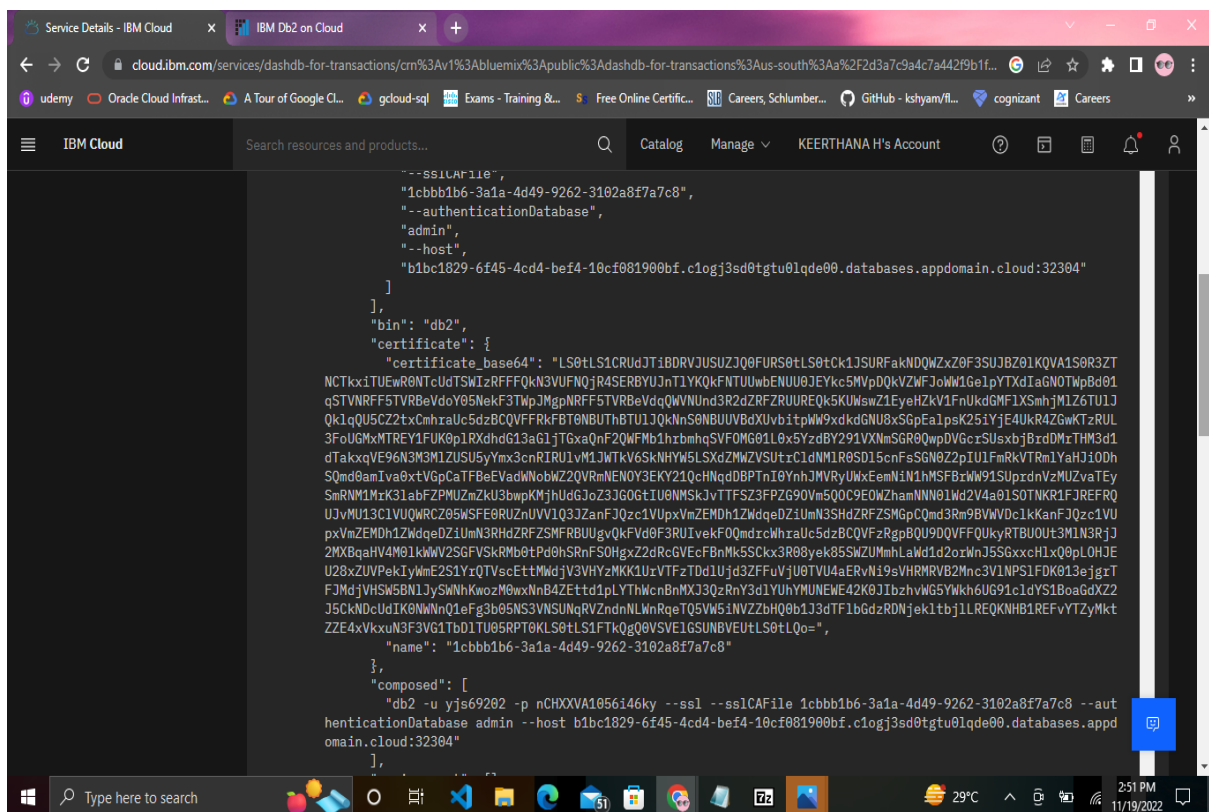
# IBM DATABASE CONNECTIVITY

## CONNECTING TO DATABASE:



## SERVICE CREDENTIALS:





## CONNECTIONS:

Service Details - IBM Cloud x IBM Db2 on Cloud x +

bpe61bfd0365e9u4psdglite.db2.cloud.ibm.com/cn%3Av1%3Abluemix%3Apublic%3Adashdb-for-transactions%3Aus-south%3Aa%2F2d3a7c9a4c7a442f9b1facfd23...

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IBM Db2 on Cloud

Connections

Linux PowerLinux Mac Windows

### Instructions

- 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)
- 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.
- Extract the Java and ODBC/CLI drivers by running the following command from the dsdriver directory:**

### Connection configuration resources

**Host name:** b1bc1829-6f45-4cd4-bef4-10cf081900bfc1ogj3sd0tgu0lqde00.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

Type here to search 29°C 2:51 PM 11/19/2022

Service Details - IBM Cloud x IBM Db2 on Cloud x +

bpe61bfd0365e9u4psdglite.db2.cloud.ibm.com/cn%3Av1%3Abluemix%3Apublic%3Adashdb-for-transactions%3Aus-south%3Aa%2F2d3a7c9a4c7a442f9b1facfd23...

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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

Type here to search 29°C 3:06 PM 11/19/2022



## DATA TABLES:

The screenshot shows the IBM Db2 on Cloud console. The 'Tables' tab is selected in the top navigation bar. On the left, under 'Schemas', a table 'YJS69202' of type 'User' is listed with 3 tables. On the right, under 'Tables', three tables are listed: 'AGENTS', 'COMPLAINTS', and 'USERS', all belonging to the 'YJS69202' schema. A 'New table' button is visible in the top right of the 'Tables' section.

Name	Type	Tables
YJS69202	User	3

Name	Schema	Properties
AGENTS	YJS69202	...
COMPLAINTS	YJS69202	...
USERS	YJS69202	...

## AGENT TABLE:

The screenshot shows the IBM Db2 on Cloud console with the 'Table definition' for the 'AGENTS' table. The table has 2 rows (32.0 KB) and was updated on 2022-11-18 15:32:23. The table definition is as follows:

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

A 'View data' button is located at the bottom of the table definition panel.

## COMPLAINT TABLE:

Service Details - IBM Cloud x IBM Db2 on Cloud x +

bpe61bfd0365e9u4psdglite.db2.cloud.ibm.com/cn%3Av1%3Abluemix%3Apublic%3Adashdb-for-transactions%3Aus-south%3Aa%2F2d3a7c9a4c7a442f9b1facfd23... Refresh

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

## USER TABLE:

Service Details - IBM Cloud x IBM Db2 on Cloud x +

bpe61bfd0365e9u4psdglite.db2.cloud.ibm.com/cn%3Av1%3Abluemix%3Apublic%3Adashdb-for-transactions%3Aus-south%3Aa%2F2d3a7c9a4c7a442f9b1facfd23... Refresh

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