Date	18 November 2022
Team ID	PNT2022TMID01257
Project Name	Customer Care Registry

INTERACTIVE WEB APPLICATION UI

SIGNUP PAGE

```
{% extends 'base.html' %}
{% block head %}
<title>
   Sign Up
</title>
{% endblock %}
{% block body %}
<div class="forpadding">
    <!-- for box of the signup form -->
   <div class="sign">
       <div>
           Register Now!!
           <hr>>
           <form action="/signup" method="post">
               <div class="forform">
                   <div class="textinformleft">
                       username
                   </div>
                   <div class="textinformright">
                       <input type="name" name="username">
                   </div>
               </div>
```

```
<div class="forform">
        <div class="textinformleft">
            name
        </div>
        <div class="textinformright">
            <input type="name" name="name">
        </div>
   </div>
    <div class="forform">
        <div class="textinformleft">
            E - mail
        </div>
        <div class="textinformright">
            <input type="name" name="email">
        </div>
   </div>
    <div class="forform">
        <div class="textinformleft">
            Phone Number
        </div>
        <div class="textinformright">
            <input type="name" name="phn">
        </div>
   </div>
    <div class="forform">
        <div class="textinformleft">
            Password
        </div>
        <div class="textinformright">
            <input type="password" name="pass">
        </div>
    </div>
    <div class="forform">
        <div class="textinformleft">
            Re - enter Password
        </div>
        <div class="textinformright">
            <input type="password" name="repass">
        </div>
   </div>
   <br>
    <div>
        <button class="forbutton" type="submit"> Sign up >></button>
    </div>
</form>
```

LOGIN PAGE:

```
{% extends 'base.html' %}

{% block head %}

<title>
    Login

</title>

{% endblock %}

{% block body %}

<div class="text">

<h1>CUSTOMER CARE REGISTRY</h1>
</div>
<div class="forpadding">

<!-- for box of the signup form -->

<div class="sign">

<div class="forpadding">

</div>
</div
```

```
Sign In
            <hr>>
            <form action="/login" method="post">
                <div class="forform">
                    <div class="textinformleft">
                        Username
                    </div>
                    <div class="textinformright">
                        <input type="name" name="username">
                    </div>
                </div>
                <div class="forform">
                    <div class="textinformleft">
                        Password
                    </div>
                    <div class="textinformright">
                        <input type="password" name="pass">
                    </div>
                </div>
                <br>
                    <button class="forbutton" type="submit"> Sign In >></button>
                </div>
            </form>
            <br>
            <div>
                New user? <a href="/signup">Sign up</a>
            </div>
            <br>
        </div>
    </div>
</div>
{% endblock %}
```

ADMIN LOGIN

```
{% extends 'base.html' %}
```

```
{% block head %}
<title>
    Admin Dashboard
</title>
{% endblock %}
{% block body %}
<!-- things
welcome jetson, sign out
your complaints status
add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
{% endfor %}
<br>
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
{% endfor %}
<br>
{% endfor %} -->
<div class="fordashboardtop">
    <div class="fordashboardtopelements1">
        Welcome Admin,
```

```
</div>
   <div class="fordashboardtopelements2">
      <a href="/login"><button class="forbutton">Sign out</button></a>
   </div>
</div>
<div class="outerofdashdetails">
   <div class="fordashboarddetails">
      <br>
      <!-- table of customers complaints -->
      </thead>
         <a href="/agents">Agent Details</a>
                <a href="/tickets">Customer Ticket Details</a>
                </div>
</div>
{% endblock %}
```

AGENT LOGIN

```
{% extends 'base.html' %}

{% block head %}

<title>
```

```
Dashboard
</title>
{% endblock %}
{% block body %}
<!-- things
welcome jetson, sign out
your complaints status
add new complaint -->
<br>
{% for i in range(11) %}
{% endfor %}
<br>
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
{% endfor %}
<br>
<div class="fordashboardtop">
   <div class="fordashboardtopelements1">
        Welcome Admin,
   </div>
    <div class="fordashboardtopelements2">
        <a href="/login"><button class="forbutton">Sign out</button></a>
    </div>
```

```
</div>
<div class="outerofdashdetails">
  <div class="fordashboarddetails">
     <br>
     <!-- table of customers complaints -->
     Name
           Username
           Email
           Phone
           Domain
           Status
        </thead>
        {% for i in agents %}
              {{ i['NAME'] }}
              {{ i['USERNAME'] }}
              {{ i['EMAIL'] }}
              {{ i['PHN'] }}
              {{ i['DOMAIN'] }}
              {% if i['STATUS'] == 1 %}
                 Assigned to job
                 {% elif i['STATUS'] == 0 %}
                 not Available
                 {% else %}
                 Available
                 {% endif %}
              {% endfor %}
```

```
<br>
           <div class="fordashboarddetails">
               <button type="button" class="collapsible">Add new agent
★/button>
               <div class="content">
                   <form action="/addnewagent" method="post">
                       <div class="forform">
                           <div class="textinformleft">
                               Username
                           </div>
                           <div class="textinformright">
                               <input type="name" name="username">
                           </div>
                       </div>
                       <div class="forform">
                           <div class="textinformleft">
                               Name
                           </div>
                           <div class="textinformright">
                                <input type="name" name="name">
                           </div>
                       </div>
                        <div class="forform">
                           <div class="textinformleft">
                               Email
                           </div>
                           <div class="textinformright">
                               <input type="name" name="email">
                           </div>
                       </div>
                       <div class="forform">
                           <div class="textinformleft">
                                Phone
                           </div>
                           <div class="textinformright">
                                <input type="name" name="phone">
                           </div>
```

```
</div>
                        <div class="forform">
                            <div class="textinformleft">
                                 Domain
                            </div>
                            <div class="textinformright">
                                 <input type="name" name="domain">
                            </div>
                        </div>
                        <div class="forform">
                            <div class="textinformleft">
                                 Password
                            </div>
                            <div class="textinformright">
                                 <input type="password" name="password">
                            </div>
                        </div>
                        <br>
                        <br>
                        <div>
                            <button class="forbutton" type="submit"> Submit
</button>
                        </div>
                    </form>
                    <br>
                </div>
            </div>
        </center>
    </div>
</div>
{% endblock %}
```

TICKETS.HTML

```
{% extends 'base.html' %}
```

```
{% block head %}
<title>
   Agent Dashboard
</title>
{% endblock %}
{% block body %}
<!-- things
welcome jetson, sign out
your complaints status
add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
{% endfor %}
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
{% endfor %}
<br>
{% endfor %} -->
<div class="fordashboardtop">
   <div class="fordashboardtopelements1">
        Welcome Admin,
    </div>
    <div class="fordashboardtopelements2">
```

```
<a href="/login"><button class="forbutton">Sign out</button></a>
   </div>
</div>
<br>
<div class="outerofdashdetails">
   <div class="fordashboarddetails">
     <br>
      <!-- table of customers complaints -->
      Complaint ID
            Username
            Title
           Complaint
           Solution
            Status
         </thead>
         {% for i in complaints %}
               {{ i['C_ID'] }}
               {{ i['USERNAME'] }}
               {{ i['TITLE'] }}
               {{ i['COMPLAINT'] }}
               {{ i['SOLUTION'] }}
               {% if i['STATUS'] == 1 %}
                  Completed
                  {% else %}
                 Not Completed
                  {% endif %}
               {% endfor %}
```

```
<br>
            <div class="fordashboarddetails">
                <button type="button" class="collapsible">Assign an agent
/</button>
                <div class="content">
                    <br>
                    <form action="/assignagent" method="post">
                        <div class="forform">
                            <div class="textinformleft">
                                Complaint ID
                            </div>
                            <div class="textinformright">
                                <input type="name" name="ccid">
                            </div>
                        </div>
                        <div class="forform">
                            <div class="textinformleft">
                                <label for="agent">Choose an agent:</label>
                            </div>
                            <div class="textinformright">
                                <select name="agent" id="agent">
                                    {% for i in freeagents %}
                                    <option value={{ i['USERNAME'] }}>{{
i['USERNAME'] }}</option>
                                    {% endfor %}
                                </select>
                            </div>
                        </div>
                        <br>
                        <br>
                        <div>
                            <button class="forbutton" type="submit"> Submit
</button>
                        </div>
                    </form>
                    <br>
                </div>
```

APP.PY

```
from flask import Flask, render_template, request, redirect, session, url_for
import ibm_db
import re
app = Flask( name )
# for connection
# conn= ""
app.secret_key = 'a'
print("Trying to connect...")
conn = ibm db.connect("DATABASE=bludb;HOSTNAME=b1bc1829-6f45-4cd4-bef4-
10cf081900bf.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud;PORT=32304;SECURITY=S
SL;SSLServerCertificate=DigiCertGlobalRootCA.crt;UID=yjs69202;PWD=nCHXXVA1056i46k
y;", '', '')
print("connected..")
@app.route('/signup', methods=['GET', 'POST'])
def signup():
   global userid
   msg = ''
    if request.method == 'POST':
        username = request.form['username']
        name = request.form['name']
        email = request.form['email']
        phn = request.form['phn']
        password = request.form['pass']
        repass = request.form['repass']
        print("inside checking")
        print(name)
```

```
if len(username) == 0 or len(name) == 0 or len(email) == 0 or len(phn) ==
0 or len(password) == 0 or len(repass) == 0:
            msg = "Form is not filled completely!!"
            print(msg)
            return render_template('signup.html', msg=msg)
        elif password != repass:
            msg = "Password is not matched"
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[a-z]+', username):
            msg = 'Username can contain only small letters and numbers'
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[^0]+@[^0]+\.[^0]+\.[^0]+, email):
            msg = 'Invalid email'
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[A-Za-z]+', name):
            msg = "Enter valid name"
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[0-9]+', phn):
            msg = "Enter valid phone number"
            print(msg)
            return render_template('signup.html', msg=msg)
        sql = "select * from users where username = ?"
        stmt = ibm_db.prepare(conn, sql)
        ibm db.bind param(stmt, 1, username)
        ibm db.execute(stmt)
        account = ibm db.fetch assoc(stmt)
        print(account)
        if account:
            msg = 'Acccount already exists'
        else:
            userid = username
            insert sql = "insert into users values(?,?,?,?,?)"
            prep_stmt = ibm_db.prepare(conn, insert_sql)
            ibm_db.bind_param(prep_stmt, 1, username)
            ibm_db.bind_param(prep_stmt, 2, name)
            ibm db.bind param(prep stmt, 3, email)
            ibm_db.bind_param(prep_stmt, 4, phn)
            ibm_db.bind_param(prep_stmt, 5, password)
            ibm_db.execute(prep_stmt)
            print("successs")
```

```
msg = "succesfully signed up"
        return render_template('dashboard.html', msg=msg, name=name)
    else:
        return render template('signup.html')
@app.route('/dashboard')
def dashboard():
    return render_template('dashboard.html')
@app.route('/')
def base():
    return redirect(url_for('login'))
@app.route('/login', methods=["GET", "POST"])
def login():
    global userid
    msg = ''
    if request.method == 'POST':
        username = request.form['username']
        userid = username
        password = request.form['pass']
        if userid == 'admin' and password == 'admin':
            print("its admin")
            return render template('admin.html')
        else:
            sql = "select * from agents where username = ? and password = ?"
            stmt = ibm db.prepare(conn, sql)
            ibm db.bind param(stmt, 1, username)
            ibm_db.bind_param(stmt, 2, password)
            ibm_db.execute(stmt)
            account = ibm db.fetch assoc(stmt)
            print(account)
            if account:
                session['Loggedin'] = True
                session['id'] = account['USERNAME']
                userid = account['USERNAME']
                session['username'] = account['USERNAME']
                msg = 'logged in successfully'
                # for getting complaints details
                sql = "select * from complaints where assigned agent = ?"
                complaints = []
                stmt = ibm db.prepare(conn, sql)
                ibm db.bind param(stmt, 1, username)
```

```
ibm db.execute(stmt)
                dictionary = ibm db.fetch assoc(stmt)
                while dictionary != False:
                    complaints.append(dictionary)
                    dictionary = ibm_db.fetch_assoc(stmt)
                print(complaints)
                return render template('agentdash.html',
name=account['USERNAME'], complaints=complaints)
        sql = "select * from users where username = ? and password = ?"
        stmt = ibm db.prepare(conn, sql)
        ibm db.bind param(stmt, 1, username)
        ibm_db.bind_param(stmt, 2, password)
        ibm db.execute(stmt)
        account = ibm db.fetch assoc(stmt)
        print(account)
        if account:
            session['Loggedin'] = True
            session['id'] = account['USERNAME']
            userid = account['USERNAME']
            session['username'] = account['USERNAME']
            msg = 'logged in successfully'
            # for getting complaints details
            sql = "select * from complaints where username = ?"
            complaints = []
            stmt = ibm db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, username)
            ibm db.execute(stmt)
            dictionary = ibm db.fetch assoc(stmt)
            while dictionary != False:
                # print "The ID is : ", dictionary["EMPNO"]
                # print "The Name is : ", dictionary[1]
                complaints.append(dictionary)
                dictionary = ibm_db.fetch_assoc(stmt)
            print(complaints)
            return render_template('dashboard.html', name=account['USERNAME'],
complaints=complaints)
        else:
            msg = 'Incorrect user credentials'
            return render_template('dashboard.html', msg=msg)
    else:
        return render_template('login.html')
```

```
@app.route('/addnew', methods=["GET", "POST"])
def add():
    if request.method == 'POST':
        title = request.form['title']
        des = request.form['des']
        try:
            sql = "insert into complaints(username, title, complaint)
values(?,?,?)'
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, userid)
            ibm db.bind param(stmt, 2, title)
            ibm db.bind param(stmt, 3, des)
            ibm_db.execute(stmt)
        except:
            print(userid)
            print(title)
            print(des)
            print("cant insert")
        sql = "select * from complaints where username = ?"
        complaints = []
        stmt = ibm db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, userid)
        ibm db.execute(stmt)
        dictionary = ibm db.fetch assoc(stmt)
        while dictionary != False:
            # print "The ID is : ", dictionary["EMPNO"]
            # print "The Name is : ", dictionary[1]
            complaints.append(dictionary)
            dictionary = ibm db.fetch assoc(stmt)
        print(complaints)
        return render template('dashboard.html', name=userid,
complaints=complaints)
@app.route('/agents')
def agents():
    sql = "select * from agents"
    agents = []
    stmt = ibm db.prepare(conn, sql)
    ibm db.execute(stmt)
    dictionary = ibm_db.fetch_assoc(stmt)
    while dictionary != False:
        agents.append(dictionary)
        dictionary = ibm db.fetch assoc(stmt)
    return render template('agents.html', agents=agents)
```

```
@app.route('/addnewagent', methods=["GET", "POST"])
def addagent():
    if request.method == 'POST':
        username = request.form['username']
        name = request.form['name']
        email = request.form['email']
        phone = request.form['phone']
        domain = request.form['domain']
        password = request.form['password']
        try:
            sql = "insert into agents values(?,?,?,?,?,?,2)"
            stmt = ibm_db.prepare(conn, sql)
            ibm db.bind param(stmt, 1, username)
            ibm_db.bind_param(stmt, 2, name)
            ibm_db.bind_param(stmt, 3, email)
            ibm db.bind param(stmt, 4, phone)
            ibm_db.bind_param(stmt, 5, password)
            ibm_db.bind_param(stmt, 6, domain)
            ibm_db.execute(stmt)
        except:
            print("cant insert")
        sql = "select * from agents"
        agents = []
        stmt = ibm_db.prepare(conn, sql)
        ibm db.execute(stmt)
        dictionary = ibm db.fetch assoc(stmt)
        while dictionary != False:
            agents.append(dictionary)
            dictionary = ibm_db.fetch_assoc(stmt)
        return render template('agents.html', agents=agents)
@app.route('/updatecomplaint', methods=["GET", "POST"])
def updatecomplaint():
    if request.method == 'POST':
        cid = request.form['cid']
        solution = request.form['solution']
            sql = "update complaints set solution =?,status=1 where c_id = ? and
assigned_agent=?"
            stmt = ibm db.prepare(conn, sql)
            ibm db.bind param(stmt, 1, solution)
```

```
ibm db.bind param(stmt, 2, cid)
            ibm db.bind param(stmt, 3, userid)
            ibm_db.execute(stmt)
            sql = "update agents set status =3 where username=?"
            stmt = ibm_db.prepare(conn, sql)
            ibm db.bind param(stmt, 1, userid)
            ibm db.execute(stmt)
        except:
            print("cant insert")
        sql = "select * from complaints where assigned_agent = ?"
        complaints = []
        stmt = ibm db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, userid)
        ibm db.execute(stmt)
        dictionary = ibm_db.fetch_assoc(stmt)
        while dictionary != False:
            complaints.append(dictionary)
            dictionary = ibm db.fetch assoc(stmt)
        # print(complaints)
        return render_template('agentdash.html', name=userid,
complaints=complaints)
@app.route('/tickets')
def tickets():
    sql = "select * from complaints"
    complaints = []
    stmt = ibm db.prepare(conn, sql)
    ibm db.execute(stmt)
    dictionary = ibm db.fetch assoc(stmt)
    while dictionary != False:
        complaints.append(dictionary)
        dictionary = ibm db.fetch assoc(stmt)
    sql = "select username from agents where status <> 1"
    freeagents = []
    stmt = ibm db.prepare(conn, sql)
    ibm_db.execute(stmt)
    dictionary = ibm db.fetch assoc(stmt)
    while dictionary != False:
        freeagents.append(dictionary)
        dictionary = ibm db.fetch assoc(stmt)
    print(freeagents)
    return render_template('tickets.html', complaints=complaints,
freeagents=freeagents)
```

```
@app.route('/assignagent', methods=['GET', 'POST'])
def assignagent():
    if request.method == "POST":
        ccid = request.form['ccid']
        agent = request.form['agent']
        print(ccid)
        print(agent)
        try:
            sql = "update complaints set assigned agent =? where c id = ?"
            stmt = ibm_db.prepare(conn, sql)
            ibm db.bind param(stmt, 1, agent)
            ibm_db.bind_param(stmt, 2, ccid)
            ibm db.execute(stmt)
            sql = "update agents set status =1 where username = ?"
            stmt = ibm_db.prepare(conn, sql)
            ibm db.bind param(stmt, 1, userid)
            ibm_db.execute(stmt)
        except:
            print("cant update")
        return redirect(url_for('tickets'))
if __name__ == "__main__":
   app.run(debug=True)
```

DEPLOYMENT.YAML

```
apiVersion: apps/v1
kind: Deployment
metadata:
  name: flask-node-deployment
spec:
  replicas: 1
  selector:
    matchLabels:
      app: flasknode
  template:
    metadata:
     labels:
        app: flasknode
    spec:
      containers:
      - name: flasknode
        image: au.icr.io/customer-care-ibm/customer-care-ibm
```

```
ports:
- containerPort: 5000
```

MAIN.CSS

```
.sign {
   border-radius: 1rem;
   background-color: rgb(191, 191, 191);
   background-image: url('gr1.jpg');
   text-align: center;
   padding: 1%;
   padding-bottom: 3%;
   padding-top: 3%;
   margin-top: 5%;
   margin-left: 55%;
   border: 3px solid black;
.text{
   padding-left: 1025px;
   text-align: center;
.fortitle {
   font-size: medium;
   font-weight: 500;
   font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
   padding: 3px;
.forp {
   font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
.textinformleft {
   text-align: left;
   padding-left: -1%;
   padding-right: 3%;
   width: 50%;
   border-radius: 1rem;
   font-size: medium;
   font-weight: 500;
   font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
```

```
.textinformright {
    width: 50%;
    padding-right: 10px;
    border-radius: 1rem;
    font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
.textinformright2 {
    width: 100%;
   text-align: center;
    padding-right: 10px;
    border-radius: 1rem;
   font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
input {
   border-radius: 10 px;
    color: black;
    background-color: white;
    padding-left: 15px;
    width: 90px;
input:focus {
    border-color: yellow;
.forform {
   display: flex;
    padding: 15px;
    border-radius: 1rem;
.forpadding {
    padding-top: 1%;
    padding-left: 55%;
    padding-right: 2%;
body {
    background-image: url('x7.jpg');
    background-repeat: no-repeat;
    background-size: cover;
    /* background-color: black; */
```

```
/* background-image: url('F:\Own\IBM project\Sample2\static\css\bg.png'); */
.forbutton {
    background-color: rgb(16, 9, 9);
    color: white;
    border-radius: 1rem;
    padding: 7px;
    font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
button:hover {
    background-color: white;
    color: rgb(17, 23, 23);
    box-shadow: white;
    cursor: pointer;
/* for dashboard */
.fordashboardtop {
    border-radius: 1rem;
    display: flex;
    background-color:#FFC0CB;
.fordashboardtopelements1 {
    font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
    width: 90%;
    font-size: large;
    padding: 2%;
.fordashboardtopelements2 {
   width: 15%;
    padding-top: 1%;
    padding-bottom: 1%;
.fordashboarddetails {
   padding: 2%;
    border-radius: 1rem;
```

```
.outerofdashdetails {
   /* padding-top: 2%; */
   padding-left: 5%;
   padding-right: 5%;
   background-image: url('hx.jpg');
   background-repeat: no-repeat;
   background-size: cover;
.fortable {
   width: 100%;
   padding: 1%;
   text-align: center;
   font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
.pad {
   padding: 7px;
.forbutton2 {
   background-color: rgb(62, 124, 139);
   color: white;
   border-radius: 1rem;
   padding: 7px;
   width: 200%;
   font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
.foraddbutton{
   /* width: 30%; */
   background-color: rgb(166, 227, 230);
   color: white;
   border-radius: 1rem;
   padding: 7px;
   font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
.collapsible {
   background-color: rgb(128, 36, 82);
   color: white;
   border-radius: 1rem;
   padding: 7px;
   width: 30%;
```

```
font-family: 'Franklin Gothic Medium', 'Arial Narrow', Arial, sans-serif;
   /* background-color: #777; */
   cursor: pointer;
   /* padding: 18px; */
   /* width: 100%; */
   /* border: none;
   text-align: left; */
   /* outline: none;
.collapsible:hover {
   background-color: white;
.content {
   /* padding: 0 18px; */
   display: none;
   border-radius: 1rem;
   background-color: #FFC0CB;
   width: 50%;
   /* background-color: #f1f1f1; */
```