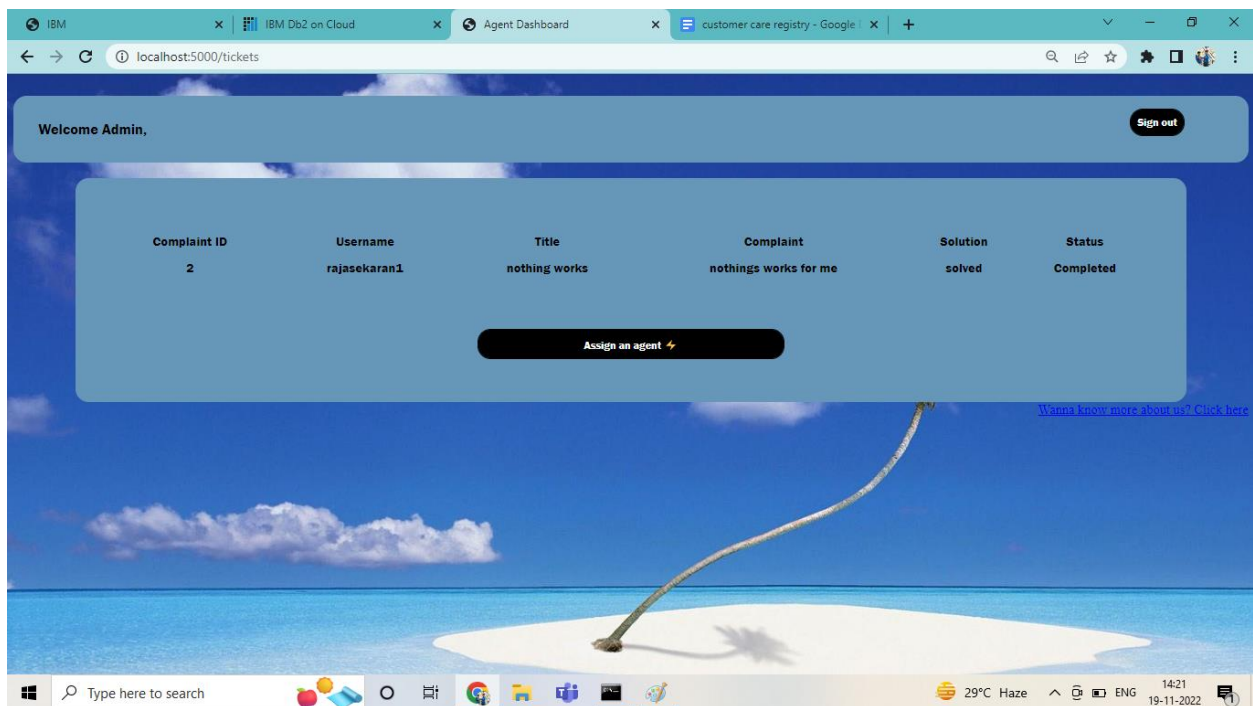


PROJECT DEVELOPMENT PHASE

SPRINT 4

Date	19 NOVEMBER 2022
Team ID	PNT2022TMID21762
Project Name	Project – Customer Care Registry



CODE

Admin.html

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

```
{% block head %}
```

```
<title>
```

```
Admin Dashboard
</title>
```

```
{% endblock %}
```

```
{% block body %}
```

```
<!-- things
    div 1
welcome jetson,    sign out
    div 2
your complaints status
add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
    {{ i }}
{% endfor %}
<br>
{% for i in complaints %}
    {{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% 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 -->
        <table class="fortable">
            <thead>
            </thead>
            <tbody>
                <tr>
                    <td class="pad">
                        <a href="/agents">Agent Details</a>
                    </td>
                    <td class="pad">
                        <a href="/tickets">Customer Ticket Details</a>
                    </td>
                </tr>
            </tbody>

        </table>

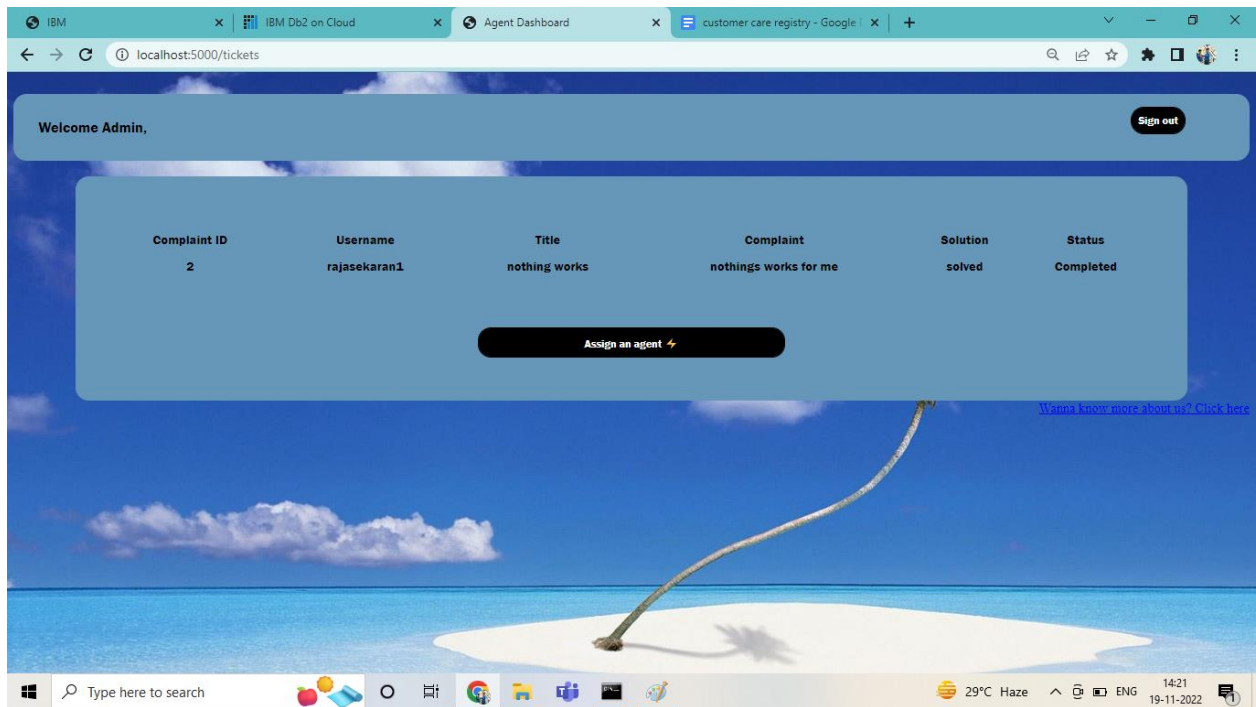
        <br>

    </div>

</div>

{% endblock %}
```

agentdash.html



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

```
{% block head %}
```

```
<title>
    Agent Dashboard
</title>
```

```
{% endblock %}
```

```
{% block body %}
```

```
<!-- things
    div 1
welcome jetson,    sign out
    div 2
```

```

your complaints status
add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
    {{ i }}
{% endfor %}
<br>
{% for i in complaints %}
    {{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% endfor %}
<br>
{% endfor %} -->

<div class="fordashboardtop">
    <div class="fordashboardtopelements1">
        Welcome {{ name }},
    </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 -->
        <table class="fortable">
            <thead>
                <th>Complaint ID</th>
                <th class="pad">Username</th>
                <th>Title</th>
                <th>Complaint</th>
                <th>Solution</th>
                <th>Status</th>
            </thead>
            <tbody>

```

```

{% for i in complaints %}
<tr>
  <td class="pad">
    {{ i['C_ID'] }}
  </td>
  <td class="pad">
    {{ i['USERNAME'] }}
  </td>
  <td>
    {{ i['TITLE'] }}
  </td>
  <td>
    {{ i['COMPLAINT'] }}
  </td>
  <td>
    {{ i['SOLUTION'] }}
  </td>
  <td>
    {% if i['STATUS'] == 1 %}
    Completed
    {% else %}
    Not Completed
    {% endif %}
  </td>
</tr>
{% endfor %}
</tbody>

```

```
</table>
```

```
<br>
```

```
<center>
```

```
<div class="fordashboarddetails">
```

```
<button type="button" class="collapsible">Solve an Issue
```

```
⚡</button>
```

```
<div class="content">
```

```
<br>
```

```
<form action="/updatecomplaint" method="post">
```

```
<div class="forform">
```

```
<div class="textinformleft">
```

```

        Complaint ID
    </div>
    <div class="textinformright">
        <input type="name" name="cid">
    </div>
</div>
<div class="forform">
    <div class="textinformleft">
        Solution
    </div>
    <div class="textinformright">
        <input type="text" name="solution">
    </div>
</div>

<br>
<br>
<div>
    <button class="forbutton" type="submit"> Submit
</button>

    </div>
</form>
<br>
</div>

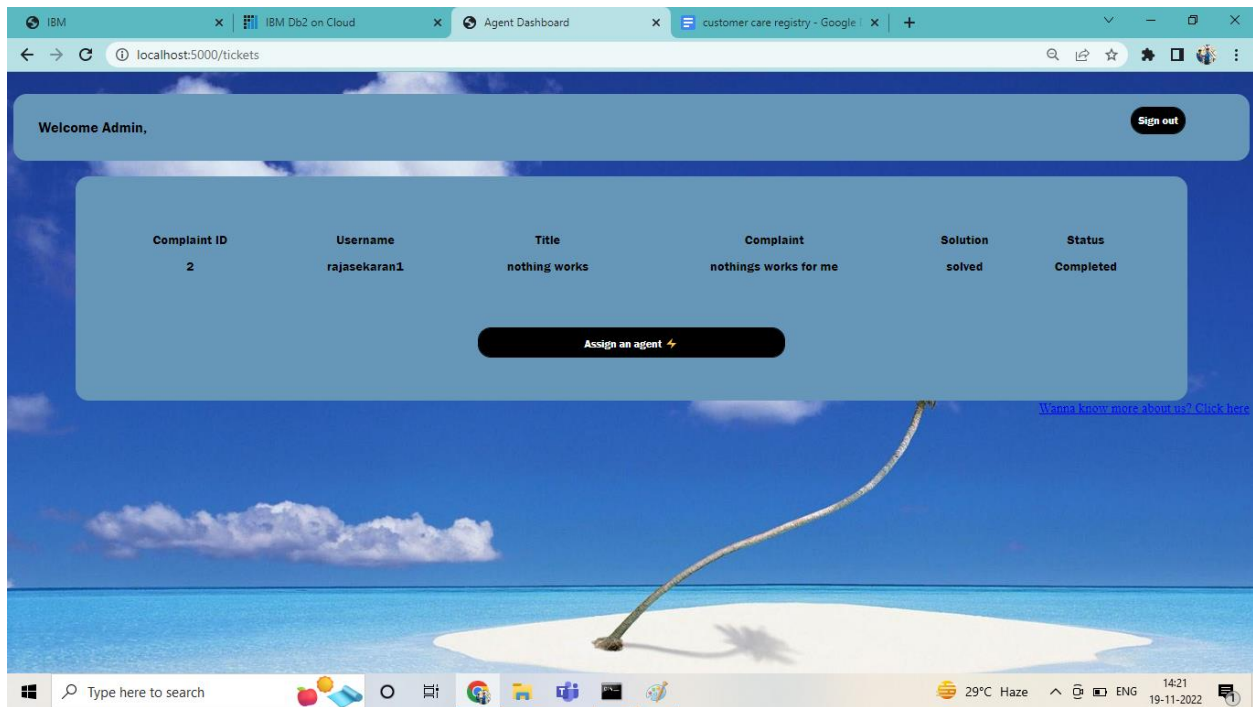
</div>
</center>
</div>

</div>

{% endblock %}

```

Agents.html



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

```
{% block head %}
```

```
<title>
    Dashboard
</title>
```

```
{% endblock %}
```

```
{% block body %}
```

```
<!-- things
    div 1
welcome jetson,    sign out
    div 2
```



```

your complaints status
add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
    {{ i }}
{% endfor %}
<br>
{% for i in complaints %}
    {{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% 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 -->
        <table class="fortable">
            <thead>
                <th class="pad">Name</th>
                <th>Username</th>
                <th>Email</th>
                <th>Phone</th>
                <th>Domain</th>
                <th>Status</th>
            </thead>
            <tbody>

```

```

{% for i in agents %}
<tr>
  <td class="pad">
    {{ i['NAME'] }}
  </td>
  <td class="pad">
    {{ i['USERNAME'] }}
  </td>
  <td>
    {{ i['EMAIL'] }}
  </td>
  <td>
    {{ i['PHN'] }}
  </td>
  <td>
    {{ i['DOMAIN'] }}
  </td>
  <td>
    {% if i['STATUS'] == 1 %}
    Assigned to job
    {% elif i['STATUS'] == 0 %}
    not Available
    {% else %}
    Available
    {% endif %}
  </td>
</tr>
{% endfor %}
</tbody>

```

```
</table>
```

```
<br>
```

```
<center>
```

```
<div class="fordashboarddetails">
```

```
<button type="button" class="collapsible">Add new agent
```

```
✚</button>
```

```
<div class="content">
```

```
<br>
```

```
<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 %}

```

base.html

```

<!DOCTYPE
html>

```

```

<head>

    <link rel="stylesheet" href="static/css/main.css"/>

    {% block head %}
    {% endblock %}

</head>

<body>
    {% block body %}

```

```

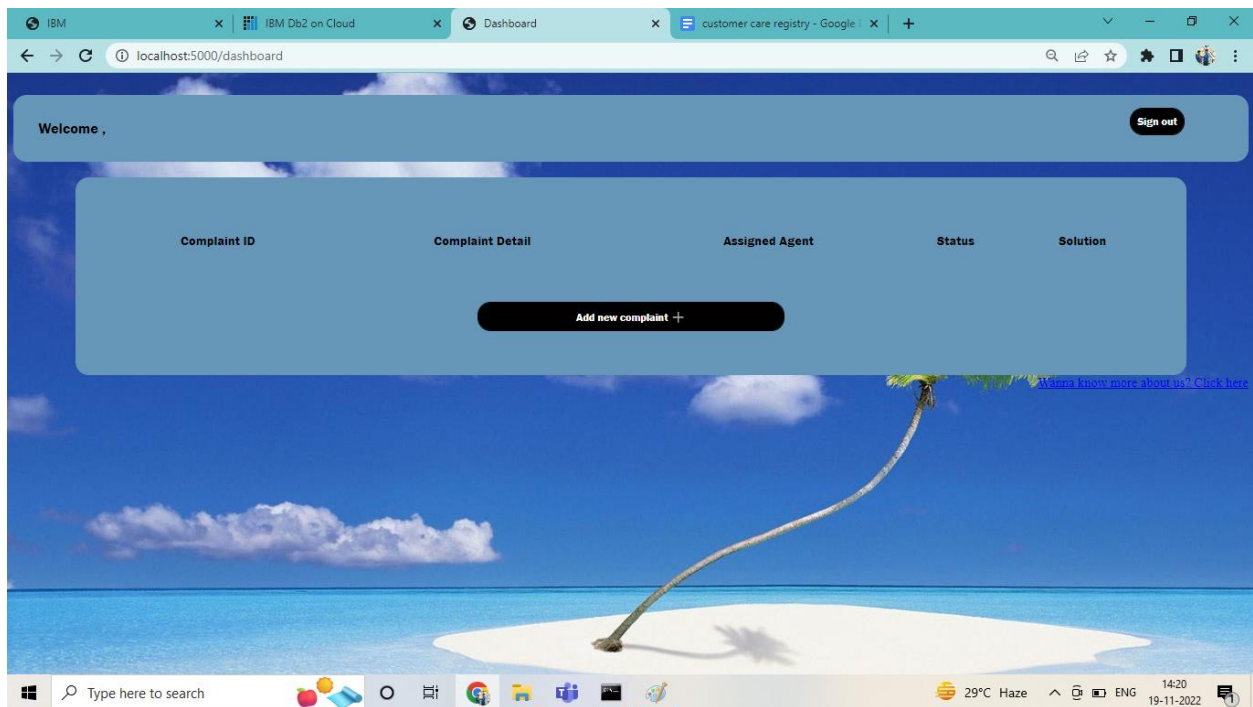
{% endblock %}
<script>
    var coll = document.getElementsByClassName("collapsible");
    var i;

    for (i = 0; i < coll.length; i++) {
        coll[i].addEventListener("click", function () {
            this.classList.toggle("active");
            var content = this.nextElementSibling;
            if (content.style.display === "block") {
                content.style.display = "none";
            } else {
                content.style.display = "block";
            }
        });
    }
</script>
<footer style="text-align: right ;">
    <a href="/about">Wanna know more about us? Click here</a>
</footer>
</body>

</html>

```

Dashboard.html



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

```
{% block head %}
```

```
<title>
    Dashboard
</title>
```

```
{% endblock %}
```

```
{% block body %}
```

```
<!-- things
    div 1
welcome jetson,    sign out
    div 2
your complaints status
add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
    {{ i }}
{% endfor %}
<br>
{% for i in complaints %}
    {{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% endfor %}
<br>
{% endfor %} -->
```

```

<div class="fordashboardtop">
    <div class="fordashboardtopelements1">
        Welcome {{ name }},
    </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 -->
        <table class="fortable">
            <thead>
                <th>Complaint ID</th>
                <th class="pad">Complaint Detail</th>
                <th>Assigned Agent</th>
                <th>Status</th>
                <th>Solution</th>
            </thead>
            <tbody>
                {% for i in complaints %}
                <tr>
                    <td>
                        {{ i['C_ID'] }}
                    </td>
                    <td class="pad">
                        {{ i['TITLE'] }}
                    </td>
                    <td>
                        {{ i['ASSIGNED_AGENT'] }}
                    </td>
                    <td>
                        {% if i['STATUS'] == 1 %}
                        Completed
                        {% elif i['STATUS'] == 0 %}
                        Not completed
                        {% else %}
                        In progress

```

```

                {% endif %}
            </td>
            <td>
                {{ i['SOLUTION'] }}
            </td>
        </tr>
    {% endfor %}
</tbody>

</table>

<br>
<center>

    <div class="fordashboarddetails">

        <button type="button" class="collapsible">Add new complaint
+ </button>

        <div class="content">
            <br>
            <form action="/addnew" method="post">
                <div class="forform">
                    <div class="textinformleft">
                        Title
                    </div>
                    <div class="textinformright">
                        <input type="text" name="title">
                    </div>
                </div>

                <div class="forform">
                    <div class="textinformleft">
                        Complaint
                    </div>
                    <div class="textinformright">
                        <textarea name="des"
                            style="border-radius: 1rem;width:
90%;height: 150%;background-color: black;color: white;"></textarea>
                    </div>
                </div>

            <br>

```



```

        <br>
        <div>
            <button class="forbutton" type="submit"> Submit
    </button>

        </div>
    </form>
    <br>
</div>

    </div>
</center>
</div>

</div>

{% endblock %}
```

Login.html

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

```
{% block head %}
```

```
<title>
    Login
</title>
```

```
{% endblock %}
```

```
{% block body %}
```

```

<div class="forpadding">

    <!-- for box of the signup form -->
    <div class="sign">
        <div>
            <p class="fortitle">
                Sign In
            </p>
            <hr>
            <form action="/login" method="post">
                <div class="forform">
                    <div class="textinformleft">
                        Username
                    </div>
                    <div class="textinformright">
                        <input type="text" name="username">
                    </div>
                </div>

                <div class="forform">
                    <div class="textinformleft">
                        Password
                    </div>
                    <div class="textinformright">
                        <input type="password" name="pass">
                    </div>
                </div>

                <br>
                <div>
                    <button class="forbutton" type="submit"> Sign In
                >></button>
                </div>
            </form>
            <br>

            <div>
                New user? <a href="/signup">Sign up</a>
            </div>
            <br>
        </div>
    </div>

```

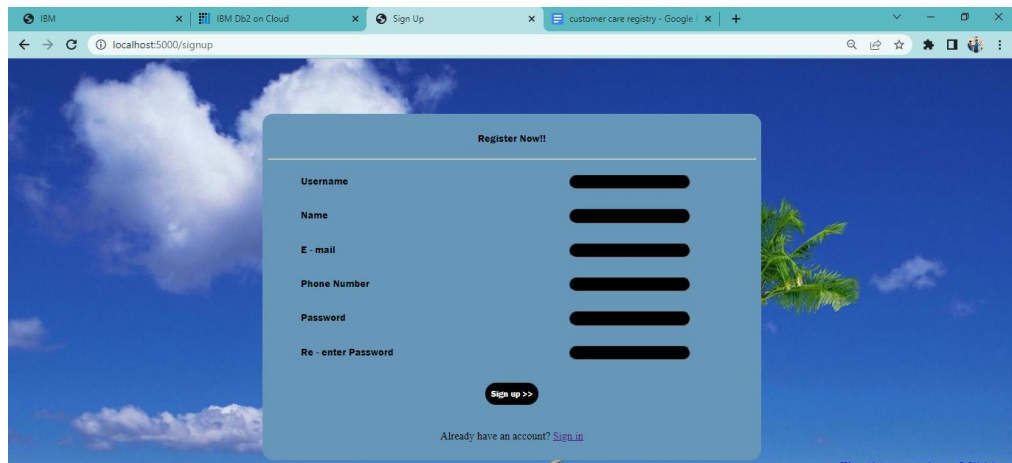
```

    </div>
</div>

{% endblock %}

```

Signup.html



```

{% 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>
            <p class="fortitle">

```

```
Register Now!!
</p>
<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>
</form>
```

```

        </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>
<br>
<div>
    {{msg}}
</div>
<br>
<div>
    Already have an account? <a href="/login">Sign in</a>
</div>
<br>

</div>

</div>
</div>

{% endblock %}

```

Tickets.html

```

{% extends
'base.html'
%}

```

```

{% block head %}

```

```
<title>
    Agent Dashboard
</title>
```

```
{% endblock %}
```

```
{% block body %}
```

```
<!-- things
    div 1
welcome jetson,    sign out
    div 2
your complaints status
add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
    {{ i }}
{% endfor %}
<br>
{% for i in complaints %}
    {{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% 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 -->
        <table class="fortable">
            <thead>
                <th>Complaint ID</th>
                <th class="pad">Username</th>
                <th>Title</th>
                <th>Complaint</th>
                <th>Solution</th>
                <th>Status</th>
            </thead>
            <tbody>
                {% for i in complaints %}
                <tr>
                    <td>{{ i['C_ID'] }}</td>
                    <td class="pad">
                        {{ i['USERNAME'] }}
                    </td>
                    <td>
                        {{ i['TITLE'] }}
                    </td>
                    <td>
                        {{ i['COMPLAINT'] }}
                    </td>
                    <td>
                        {{ i['SOLUTION'] }}
                    </td>
                    <td>
                        {% if i['STATUS'] == 1 %}
                        Completed
                        {% else %}
                        Not Completed
                        {% endif %}
                    </td>
                </tr>
                {% endfor %}
            </tbody>
        </table>
    </div>
</div>

```

```

</table>

<br>
<center>

    <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>
            </div>

            <br>
            <br>
            <div>
                <button class="forbutton" type="submit"> Submit
</button>

            </div>
        </form>

```

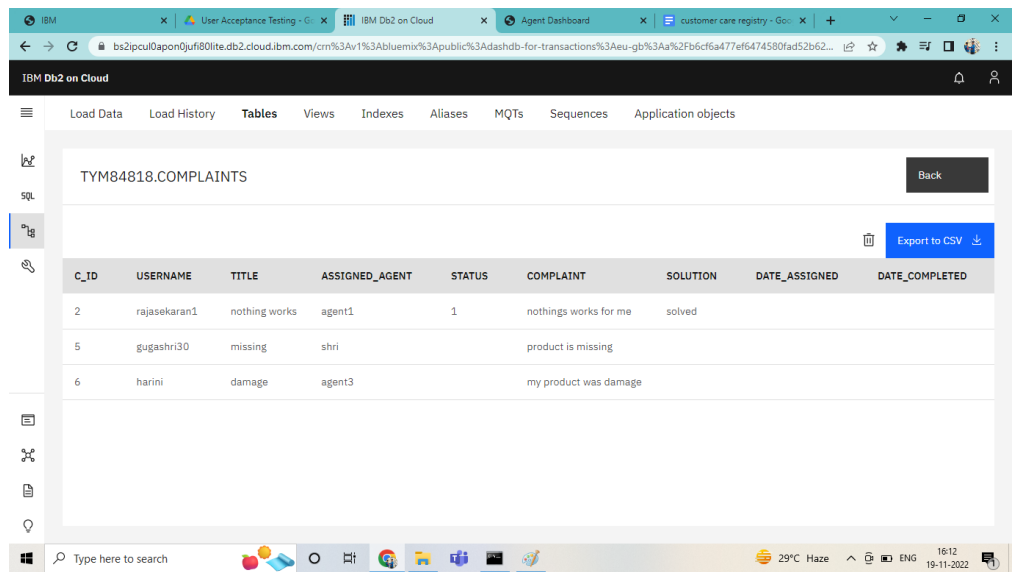

</div>

</div>
</center>
</div>

</div>

{% endblock %}

BENDING ISSUE



The screenshot shows the IBM Db2 on Cloud console interface. The top navigation bar includes tabs for Load Data, Load History, Tables, Views, Indexes, Aliases, MQTs, Sequences, and Application objects. The 'Tables' tab is selected, displaying a table named 'TYM84818.COMPLAINTS'. The table has columns: C_ID, USERNAME, TITLE, ASSIGNED_AGENT, STATUS, COMPLAINT, SOLUTION, DATE_ASSIGNED, and DATE_COMPLETED. There are three rows of data. A 'Back' button is in the top right, and an 'Export to CSV' button is in the top right of the table area. The bottom of the image shows a Windows taskbar with the search bar, task view button, and several application icons. The system tray shows the date and time as 16:12 on 18-11-2022.

C_ID	USERNAME	TITLE	ASSIGNED_AGENT	STATUS	COMPLAINT	SOLUTION	DATE_ASSIGNED	DATE_COMPLETED
2	rajasekaran1	nothing works	agent1	1	nothings works for me	solved		
5	gugashri30	missing	shri		product is missing			
6	harini	damage	agent3		my product was damage			

USER DETAILS

IBM

User Acceptance Testing - Google

IBM Db2 on Cloud

Agent Dashboard

customer care registry - Google

bs2jpcul0apon0juf80lite.db2.cloud.ibm.com/crm%3Av1%3Abluemix%3Apublic%3Adashdb-for-transactions%3Aeu-gb%3Aa%3A2fb6cf6a477ef6474580fad52b62...

IBM Db2 on Cloud

Load Data

Load History

Tables

Views

Indexes

Aliases

MQTs

Sequences

Application objects

TYM84818.USERS

Back

Export to CSV

USERNAME	NAME	EMAIL	PHN	PASSWORD
gugashri30	Gugashri T	gugashri.t@gmail.com	9791642280	kg95678
harini	Harini	ilangoharini@gmail.com	7932985622	hari123
rajasekaran1	rajasekaran	g.rajasekaran@gmail.com	9894137134	Raja1