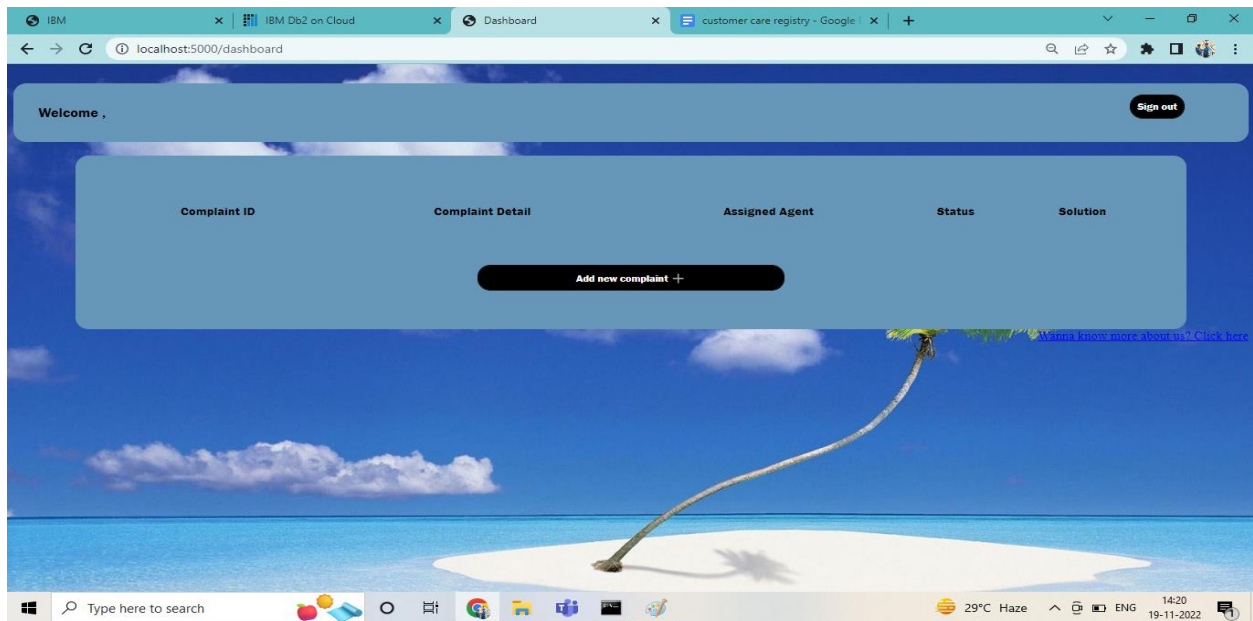


PROJECT DEVELOPMENT PHASE

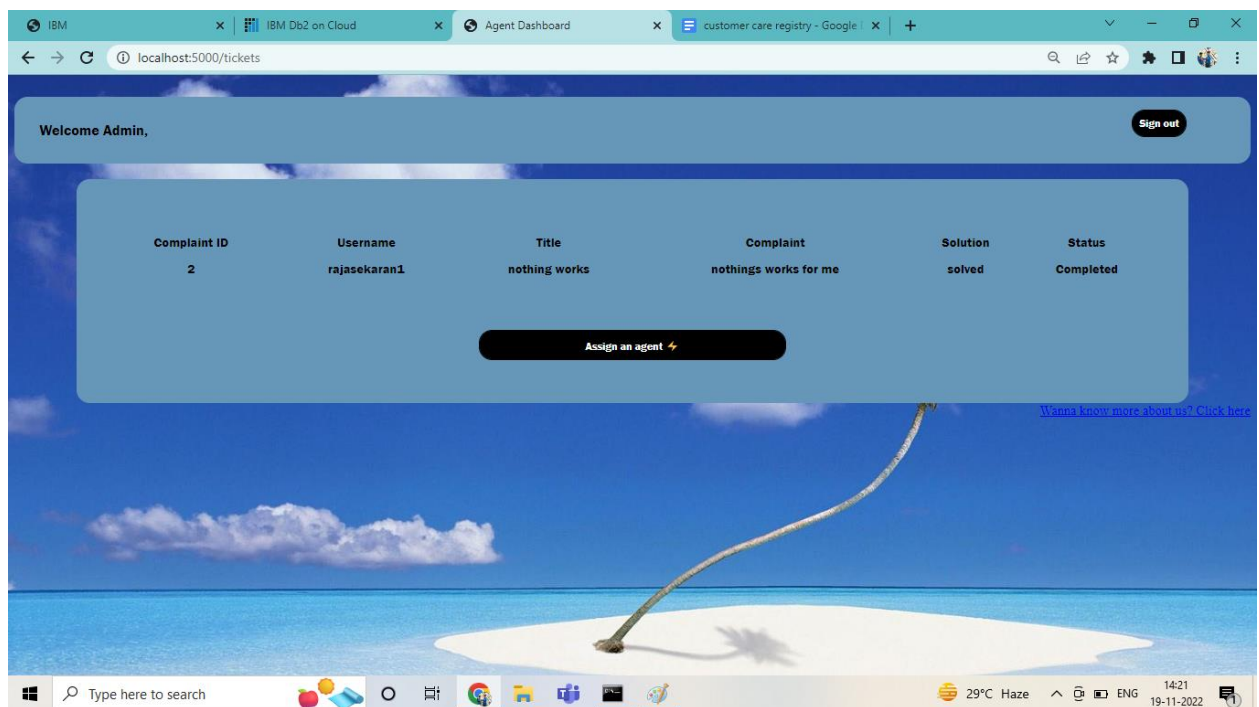
SPRINT 3

Date	12 November 2022
Team ID	PNT2022TMID21762
Project Name	Customer Care Registry

Dashboard (User):



User Details



IBM Db2 on Cloud Agent Dashboard

localhost:5000/tickets

Welcome Admin, [Sign out](#)

Complaint ID	Username	Title	Complaint	Solution	Status
2	rajasekaran1	nothing works	nothings works for me	solved	Completed

[Assign an agent](#)

Complaint ID: 2

Choose an agent: agent1

[Submit](#)

[Wanna know more about us? Click here](#)

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	kgr5678
harini	Harini	ilangoharini@gmail.com	7932985622	hari123
rajasekaran1	rajasekaran	g.rajasekaran@gmail.com	9894137134	Raja1

Pending issue:

The screenshot shows a web browser window with multiple tabs. The active tab is 'IBM Db2 on Cloud', displaying a table named 'TYM84818.COMPLAINTS'. The table has seven columns: C_ID, USERNAME, TITLE, ASSIGNED_AGENT, STATUS, COMPLAINT, and SOLUTION. The data is as follows:

C_ID	USERNAME	TITLE	ASSIGNED_AGENT	STATUS	COMPLAINT	SOLUTION
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	

The interface includes a sidebar with icons for SQL, Tables, Views, Indexes, Aliases, MQTs, Sequences, and Application objects. The bottom of the screen shows a Windows taskbar with a search bar and several application icons.

index.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>
            </tbody>
        </table>
    </div>

```

```

        {% 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="name"
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>

```

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

```
</div>
```

```
{% endblock %}
```

Agent dashboard.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>
            <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 %}

```

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="name"
```

```
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>

{% endblock %}

```

Register.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>
    <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 %}

```