

Project Report

Team ID	PNT2022TMID16303
Project Name	Customer Care Registry

1. INTRODUCTION

1.1 Project Overview:

The Customer Service Desk is a web based project. Customer Service also known as Client Service is the provision of service to customers Its significance varies by product, industry and domain. In many cases customer services is more important if the information relates to a service as opposed to a Customer. Customer Service may be provided by a Service Representatives Customer Service is normally an integral part of a company's customer value proposition. Developing a cloud application not only for solving customer complaints but also gives satisfaction to the customer to use the respective business product. This Application helps a customer to raise complaints for the issue they are facing in the products. The Customer needs to give the detailed description and the priority level of the issues that they are facing. After the complaint reviewed by the admin, then the agents assigned to the complaints raised by the customer. The respective customer of the complaints gets the email notification of the process. And additionally, they can able to see the status of the complaints.

1.2 Purpose:

An online comprehensive Customer Care Solution is to manage customer interaction and complaints with the Service Providers over phone or through and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom Insurance etc. It is also known as Client Service is the provision of service to customers Its significance varies by product industry and domain. In many cases customer services is more important if the information relates to a service as opposed to as Customer. Customer Service may be provided by a Service Representatives Customer Service is normally an integral part of a company's customer value proposition. This Application mainly developed to help the customer in processing their complaints and issues. It is a process of examining customer tickets, which should be carried out in a systematic and orderly manner. This practice is primarily aimed at minimizing consumer dissatisfaction with the purchased products, increasing service satisfaction, and ensuring quality. It allows companies to respond to customer inquiries, provides support, and improves the handling of tickets at the appointed time.

2.LITERATURE SURVEY:

2.1.Existing problem

The existing system is a semi-automated at where the information is stored in the form of excel sheets in disk drives. The information sharing to the Volunteers, Group members, etc. is through mailing feature only. The information storage and maintenance is more critical in this system. Tracking the member's activities and progress of the work is a tedious job here. This system cannot provide the information sharing by 24x7 days. When the company pushes the wrong product or service to customer this can severely impact to company's profit, growth and brand reputation. The customer cannot track the status of the Queries that are posted by them. Some queries will be left Unanswered. To overcome this issues a good customer care should be provided to solve the customer's queries.

2.2.References

PAPER 1:

TITLE: Automated Ticket Routing System

AUTHOR NAME: Muhammad Zikri

PUBLISHED: 2011

DESCRIPTION:

In the existing helpdesk system, the tickets were created and assigned to the end user manually. When the ticket is created, it is assigned to the agent manually before they attend that specific ticket. This manual process of ticket creation needs more manpower and takes more time. Instead of putting the effort and time into this task, the ticket creation and assigning can be done automatically when we create an Automated Ticket Routing system. The automated ticket creation and assignment process reduce the time and then the manpower can be used for other purposes. Then, by using the manual ticket creation and assignment process, the distribution of good skill sets, and workload balancing will be missed out. Finding a good skill set and assigning the tickets to the specific skilled agent automatically is considered a good job distribution. Here, the wrong agent represents the sense that the agent doesn't know well about that particular problem or issue. If the tickets are mistakenly routed, then the resources may get wasted and a lot of time will be spent unnecessarily. Using the location, skill sets, work schedule, and workload balancing, the tickets can be routed automatically to that particular agent perfectly. We can execute the above process perfectly by categorizing the tickets based on the issues.

PAPER 2:**TITLE:** Knowledge-Based Helpdesk System**AUTHOR NAME:** Mohamad Safuan Bin Sulaiman , Abdul Muin Abdul Rahman , Norzalina Bt. Nasirudin**PUBLISHED:** 2012**DESCRIPTION:**

A knowledge-Based helpdesk system is a web-based system that is used to provide technical support to an organization or to management. Then, it acts as a Service Provider to that particular organization. The main objective of this Knowledge based system is to provide technical support to the end users of a particular organization. Using this Knowledge-based Helpdesk system, an organization can improve their end user's performance and make their end users technically well educated. Once the Knowledge- based helpdesk system is designed, it is tested on the Information Technology (IT) center, Engineering Division (BKJ), etc. To have a better support solution for management, the Knowledge-based system is introduced. Usually, the Knowledge-based system consists of questions that are frequently raised by the end users. All the frequent questions are combined into categories and then, it is provided as a solution. The end users can solve their problems manually by themselves just by reading and implementing the solution that is provided. Also, the solutions that are provided by the helpdesk team can be used on future problems too. Hence, it is called a continuity and contingency process.

PAPER 3:**TITLE:** Smart Help Desk Automated Ticketing System**AUTHOR NAME:** Dhiraj Temkar, Sheetal Singh, Leema Bari,
Prof.Snigdha Banga**PUBLICATION YEAR:** 2021

DESCRIPTION:

Automated technical queries help desk is proposed to possess instant real-time quick solutions and ticket categorization. Incorrect routing of tickets to the incorrect resolver group causes delays in resolving the matter. It also causes unnecessary resource utilization, and customer dissatisfaction and affects the business. To beat these problems, the proposed "Smart Automated Ticketing System" supports supervised machine learning techniques that automatically predict the category of the ticket using the natural language ticket description entered by the user through a chat interface. It also helps in faster resolution of customer issues and sends them an email about the status of the ticket. This process assures customer satisfaction and also keeps the customers within the loop.

PAPER 4:

TITLE: Theory and Practice of Customer-related Improvements

AUTHOR NAME: Daniel Gyllenhammar

PUBLISHED: 2022


DESCRIPTION:

In an organization, the Information Technology (IT) support help desk operation is an important unit that handles the IT services of a business. Many large-scale organizations handle engagement and requests with employees on a 24×7 basis. As with any routine tasks, most processes of the support help desk unit are considered repetitive in nature repetitive tasks such as entering information into an application, resetting passwords, unlocking applications, and credentials errors. The industry has now come to realize that many repetitive business processes and tasks can be automated by using Robotic Process Automation (RPA) bots or robotic processes automotive software bots. The idea is to take the repetitive workload and hand it over to the RPA bots so that the employees could focus on more value-adding tasks and decision-making for the organization. The RPA bot would also help to reduce human errors and make processes more efficient, which would finally result in cost savings and productivity increase.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	User	Ticket Bookin g	Time Delay	Agent Not Responding	Sad
PS-2	User(Agent)	Solve Proble m	Customer Not Responding	Customer Unavailable	Frustrated
PS-3	User(Admin)	Backup Data	Data Loss	System Failure	Anxiety
PS-4	User	Looking forStatus	Status Unavailable	Agent Not Updated	Stressed



3.2.Ideation & Brainstorming



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

- 45 minutes to complete
- 1 hour to collaborate
- 2-8 people recommended

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

- 10 minutes

Next gathering

Decide on a date to get everyone in the session or share it on a date. There's no need to elaborate or announce ahead.

Set the goal

Write down the problem you'd be looking at solving in the brainstorming session.

Learn how to use the facilitation tools

Use the facilitation tool provided in the 1-hour and 2-hour versions.

[Open article](#)


Define your problem statement

What problem are you trying to solve? Frame your problem as a how. Highlight the statement. This will lay the focus of your brainstorm.

10 minutes

Problem


"To overcome the existing defects in returning products because of cracks, complaints etc., through defective message in the bus app."



Key rules of brainstorming


Be as spontaneous and productive as possible

- Don't reject
- Don't go off track
- Don't limit
- Don't go off track
- Don't go off track
- Don't go off track




Don't reject

Don't go off track




Don't limit

Don't go off track




Don't go off track

Don't go off track



Don't go off track

Don't go off track



Don't go off track

Don't go off track

Brainstorm

We'll do some idea sharing to think that address your problem statement.

10 minutes

one

Don't reject - Don't limit - Don't go off track - Don't go off track - Don't go off track - Don't go off track

Sabariath

1. Don't reject	2. Don't limit	3. Don't go off track	4. Don't go off track
5. Don't go off track	6. Don't go off track	7. Don't go off track	8. Don't go off track
9. Don't go off track	10. Don't go off track	11. Don't go off track	12. Don't go off track
13. Don't go off track	14. Don't go off track	15. Don't go off track	16. Don't go off track

Lakshmi

1. Don't reject	2. Don't limit	3. Don't go off track	4. Don't go off track
5. Don't go off track	6. Don't go off track	7. Don't go off track	8. Don't go off track
9. Don't go off track	10. Don't go off track	11. Don't go off track	12. Don't go off track
13. Don't go off track	14. Don't go off track	15. Don't go off track	16. Don't go off track

Shanmugam

1. Don't reject	2. Don't limit	3. Don't go off track	4. Don't go off track
5. Don't go off track	6. Don't go off track	7. Don't go off track	8. Don't go off track
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13. Don't go off track	14. Don't go off track	15. Don't go off track	16. Don't go off track

Suryakumar

1. Don't reject	2. Don't limit	3. Don't go off track	4. Don't go off track
5. Don't go off track	6. Don't go off track	7. Don't go off track	8. Don't go off track
9. Don't go off track	10. Don't go off track	11. Don't go off track	12. Don't go off track
13. Don't go off track	14. Don't go off track	15. Don't go off track	16. Don't go off track

4 Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

🕒 20 minutes

The grid has two axes:

- Importance (Y-axis):** Labeled "If one of these ideas could get more visibility or data, we at least wish would have the resources involved".
- Feasibility (X-axis):** Labeled "Recent use of this importance, which say it are more feasible than others of your kind other, complexity, etc."

A diagonal line from bottom-left to top-right divides the grid into four quadrants. A curved line separates the top-right quadrant from the rest of the grid.

Ideas placed on the grid:

- Top-Right (High Importance, High Feasibility - Green boxes):**
 - Build a new app
 - AI chatbot
 - AI-driven recommendation engine
 - Personalized AI assistant
 - AI-powered analytics dashboard
 - AI-generated content creation tool
 - AI-powered customer support chatbot
 - AI-powered marketing campaign optimization
 - AI-powered product recommendation system
 - AI-powered user interface personalization
 - AI-powered social media management tool
 - AI-powered email marketing automation
 - AI-powered SEO optimization tool
 - AI-powered website performance monitoring
 - AI-powered security audit tool
 - AI-powered compliance reporting tool
 - AI-powered financial forecasting tool
 - AI-powered supply chain optimization tool
 - AI-powered logistics tracking tool
 - AI-powered inventory management tool
 - AI-powered procurement automation tool
 - AI-powered HR recruitment tool
 - AI-powered employee training tool
 - AI-powered performance review tool
 - AI-powered time management tool
 - AI-powered project collaboration tool
 - AI-powered document management tool
 - AI-powered legal research tool
 - AI-powered contract management tool
 - AI-powered risk assessment tool
 - AI-powered disaster recovery plan tool
 - AI-powered business continuity plan tool
 - AI-powered crisis communication tool
 - AI-powered public relations tool
 - AI-powered brand management tool
 - AI-powered reputation management tool
 - AI-powered sentiment analysis tool
 - AI-powered social listening tool
 - AI-powered influencer marketing tool
 - AI-powered affiliate marketing tool
 - AI-powered referral program tool
 - AI-powered loyalty program tool
 - AI-powered rewards program tool
 - AI-powered gamification tool
 - AI-powered micro-learning tool
 - AI-powered virtual reality training tool
 - AI-powered augmented reality tool
 - AI-powered wearable device integration tool
 - AI-powered smart home integration tool
 - AI-powered carpooling tool
 - AI-powered ride-sharing tool
 - AI-powered bike-sharing tool
 - AI-powered scooter-sharing tool
 - AI-powered parking reservation tool
 - AI-powered traffic prediction tool
 - AI-powered weather forecast tool
 - AI-powered air quality index tool
 - AI-powered noise level monitoring tool
 - AI-powered energy consumption tool
 - AI-powered water usage tool
 - AI-powered waste management tool
 - AI-powered recycling program tool
 - AI-powered carbon footprint calculator tool
 - AI-powered sustainability report tool
 - AI-powered ESG rating tool
 - AI-powered community engagement tool
 - AI-powered volunteer matching tool
 - AI-powered fundraising tool
 - AI-powered grant writing tool
 - AI-powered policy development tool
 - AI-powered regulatory compliance tool
 - AI-powered industry benchmarking tool
 - AI-powered market research tool
 - AI-powered competitive analysis tool
 - AI-powered trend forecasting tool
 - AI-powered consumer behavior tool
 - AI-powered psychographics tool
 - AI-powered demographics tool
 - AI-powered geographics tool
 - AI-powered technographics tool
 - AI-powered sociographics tool
 - AI-powered psychographics tool
 - AI-powered demographics tool
 - AI-powered geographics tool
 - AI-powered technographics tool
 - AI-powered sociographics tool
- Bottom-Left (Low Importance, Low Feasibility - Yellow boxes):**
 - Basic CRM update
 - New feature request
 - Website redesign
 - Mobile app launch
 - Content strategy overhaul
 - SEO audit and refresh
 - Social media presence expansion
 - Email newsletter revamp
 - Referral program pilot
 - Loyalty program launch
 - Partnership outreach
 - User feedback loop implementation
 - Performance metrics dashboard
 - Security audit completion
 - Compliance training module
 - Financial forecasting model refinement
 - Supply chain mapping exercise
 - Logistics route optimization study
 - Inventory management system upgrade
 - Procurement process streamlining
 - HR recruitment channel diversification
 - Employee training module development
 - Performance review cycle adjustment
 - Time management tool evaluation
 - Project collaboration platform selection
 - Document management system migration
 - Legal research database subscription
 - Contract management software trial
 - Risk assessment framework establishment
 - Disaster recovery plan documentation
 - Business continuity plan testing
 - Crisis communication protocol drafting
 - Public relations statement preparation
 - Brand messaging guidelines update
 - Reputation monitoring setup
 - Sentiment analysis tool selection
 - Social listening platform integration
 - Influencer marketing campaign planning
 - Affiliate program onboarding
 - Referral program incentive design
 - Loyalty program tier structure definition
 - Rewards program mechanics finalization
 - Gamification element brainstorming
 - Micro-learning course outline creation
 - Virtual reality training scenario scripting
 - Augmented reality prototype development
 - Wearable device integration feasibility check
 - Smart home ecosystem compatibility test
 - Carpooling initiative pilot group identification
 - Ride-sharing service comparison
 - Bike-sharing station location scouting
 - Scooter-sharing fleet size estimation
 - Parking reservation system integration
 - Traffic prediction API evaluation
 - Weather forecast accuracy validation
 - Air quality index sensor placement
 - Noise level monitoring equipment procurement
 - Energy consumption audit scheduling
 - Water usage reduction goal setting
 - Waste management audit conducting
 - Recycling program participation encouragement
 - Carbon footprint calculator template customization
 - Sustainability report template selection
 - ESG rating agency identification
 - Community engagement event planning
 - Volunteer matching criteria establishment
 - Fundraising campaign theme selection
 - Grant writing proposal development
 - Policy development meeting scheduling
 - Regulatory compliance checklist updating
 - Industry benchmarking data collection
 - Market research survey distribution
 - Competitive analysis framework creation
 - Trend forecasting model validation
 - Consumer behavior study initiation
 - Psychographics segmentation exercise
 - Demographics target audience definition
 - Geographics market area delineation
 - Technographics tool stack assessment
 - Sociographics network map visualization

After you collaborate

You can export the mural as an image or pdf to share with members of your company who might find it helpful.

Quick add-ons

- Share the mural**
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.
- Export the mural**
Export a copy of the mural as a PNG or PDF to attach in emails, include in slides, or save in your drive.

Keep moving forward

- Strategy blueprint**
Define the components of a new idea or strategy.
[Open the template →](#)
- Customer experience journey map**
Understand customer needs, motivations, and obstacles for various experiences.
[Open the template →](#)
- Strengths, weaknesses, opportunities & threats**
Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.
[Open the template →](#)

[Share template feedback](#)

3.3.Proposed Solution

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve customer issues using Cloud Application Development.
2.	Idea / Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer. Regular data retrieval in the form of retrieving lost data.
3.	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.
4.	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent communication.
5.	Business Model (Revenue Model)	<ul style="list-style-type: none"> ● Key Partners - Third-party applications, agents, and customers. ● Activities - Customer Service, System Maintenance. ● Key Resources - Engineers, Multi-channel. ● Customer Relationship - 24/7 Email Support, Knowledge-based channel. ● Cost Structure - Cloud Platform, Offices.
6.	Scalability of the Solution	All customers are prioritized based on SLA (Service Level Agreement) - Urgent, Moderate, Low.

3.4.Problem Solution fit

Problem-Solution fit canvas 2.0

Define CS, fit into	1. CUSTOMER SEGMENT(S) CS Where are your customers? 1) Customers who are not able to solve their own complaints of what they are facing. 2) Customers who do not know the solution of their questions they get.	6. CUSTOMER CC What constraints prevent your customers from <u>getting the job done</u> or limit their choices of solutions? <u>spending power, budget, no cash, network connection, available devices.</u> 1) This application will be supported by almost all the devices. 2) The solution we propose will have an alert via email feature, if expense exceed the given limit. 3) This solution also provides insights in a graphical way.	5. AVAILABLE SOLUTIONS AS Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? <u>user and easier to an alternative to digital consulting</u> 1) By reading the guidelines properly. 2) Offer a solution and give options whenever possible. 3) Address to issue within the company. 4) By communicating properly	Explore AS
	Focus on J&P, tap into BE, understand	2. JOBS-TO-BE-DONE / PROBLEMS J&P What jobs-to-be-done (or problems) do you address for your customers? There could be more than one, explore different roles. 1) The application <u>allow</u> the customers to find the solution for their queries. 2) They <u>will</u> able to categorize their expenses. 3) They will be also given option for the general <u>questions</u> . 4) They also get the free solution where we provide our agents.	9. PROBLEM ROOT CAUSE RC What is the real reason that this problem exists? What is the back story behind the need to do this job? <u>customers have to do it because of the change in regulations.</u> 1) Lot of customers don't know the guidelines for their problems. 2) Some customers have of lack of <u>knowledge</u> . 3) Not knowing the answer to a question. 4) Not reading the guidelines properly	
Identify strong TR & EM		3. TRIGGERS TR What triggers customers to act? <u>seeing their current existing solar panels, reading about a more efficient solution or the news.</u> 1) Customers can know to solve their solutions.	10. YOUR SOLUTION SL If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer <u>behaviour</u> . 1) To design a personal help desk using flask. 2) To provide insights on their queries in a graphical way.	8. CHANNELS of BEHAVIOUR CH 8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7 1) All their data are secured and being updated to cloud storage 8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development. 1) Make sure they find the best solutions for their complaints.

4.REQUIREMENT ANALYSIS

4.1.Functional requirement

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Admin/Agent Registration	Registration through Gmail.
FR-2	Admin/Agent Confirmation	Confirmation via Email.
FR-3	Customer Query	Access through Email, Chatbot from targeted websites.
FR-4	Customer Confirmation	Confirmation through Ticket ID in Email.
FR-5	Database	Storing the object model.

1.3 Non-Functional requirements

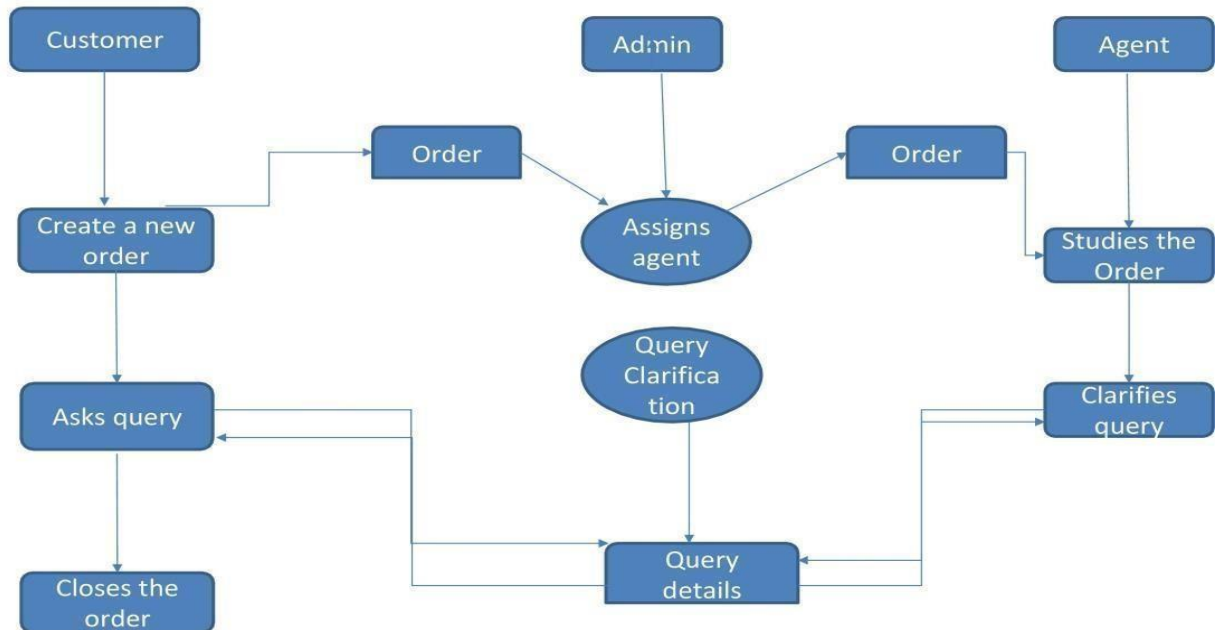
Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	User Friendly, Easily Accessible.
NFR-2	Security	IBM Digital Security Certificate(SSL) for Database.
NFR-3	Reliability	Providing Quality Content.
NFR-4	Performance	Quick Access, Flexible, and Responsive
NFR-5	Availability	24/7 Support
NFR-6	Scalability	Good performance for large Customers and workload

5.PROJECT DESIGN

5.1 Data Flow Diagrams

Data flow diagram for Customer care Registry



5.2 Solution & Technical Architecture:

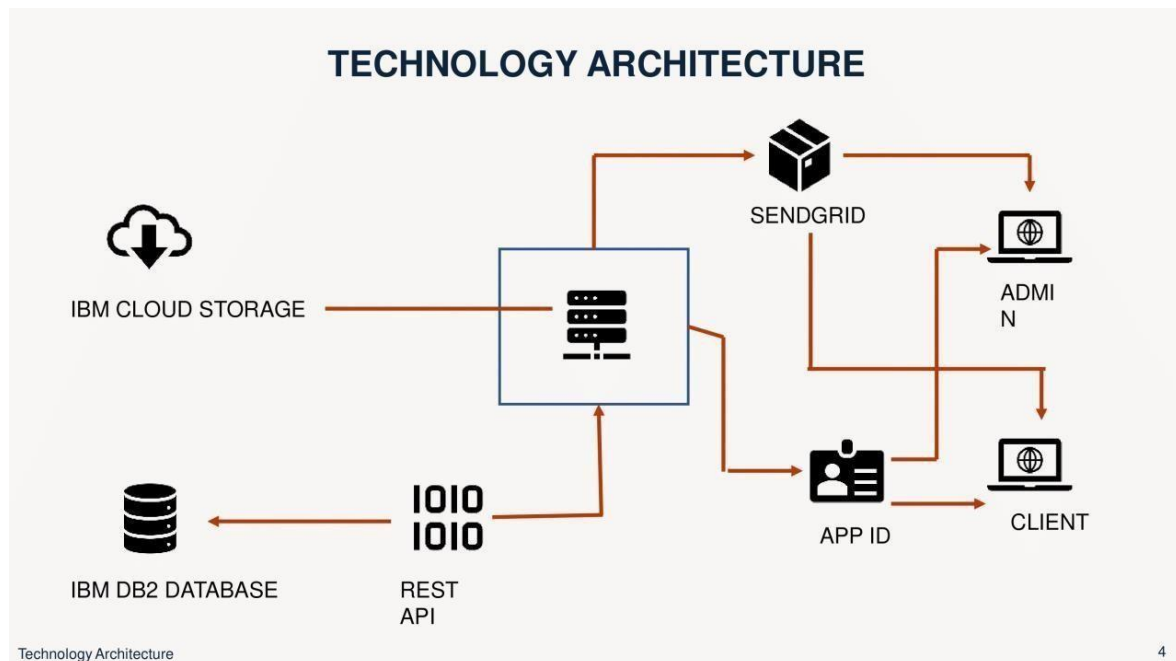


Table-1: Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	Similarly Like Chatbot, Web UI and etc...	HTML, CSS, JavaScript, Json, JQuery
2.	Application Logic-1	It helps to perform the Entire Functions and Tasks in the Application.	Python
3.	Application Logic-2	Providing the Virtual Assistant for Customer Queries	IBM Watson Assistant
4.	Database	Data from config. json is used to configure virtual machine. After that JSON syntax is valid.	JSON
5.	Cloud Database	Database Service on Cloud	IBM DB2
6.	File Storage	File storage requirements	IBM Block Storage and Object Storage
7.	Infrastructure (Server / Cloud)	Application Deployment on Local System/ Cloud Local Server Configuration: Local Server Cloud Server Configuration : Online Server	Docker and Kubernetes

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	Flask-Python Framework	Flask -Python
2.	Security Implementations	Digital Certificate SSL Security	IBM Cloud and IBM DB2
3.	Scalable Architecture	Sendgrid API and Json Server	IBM Object Storage
4.	Availability	Large Number of Customer Utilize	IBM Kubernetes
5.	Performance	Fast Recovering Data From IBM DB2 and flexible request and response from Cloud	IBM Cloud

5.3 User Stories

Use the below template to list all the user stories for the product.

User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	login	USN-2	As a customer, I can login to the application by entering correct email and password.	I can access my account/dashboard.	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my order with the detailed description of my query	I can ask my query	Medium	Sprint-2
	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	As a customer, I can reset my password by this option in case I forgot my old password.	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	As a Customer, I can see the current stats of order.	I get a better understanding	Medium	Sprint-4
Agent (web user)	Login	USN-1	As an agent I can login to the application by entering Correct email and password.	I can access my account / dashboard.	High	Sprint-3
	Dashboard	USN-2	As an agent, I can see the order details assigned to me by admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column	USN-3	As an agent, I get to have conversations with the customer and clear his/her doubts	I can clarify the issues.	High	Sprint-3
	Forgot password	USN-4	As an agent I can reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint-4

Admin (Mobile user)	Login	USN-1	As a admin, I can login to the application by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	As an admin I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	As an admin I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint-1

6.PROJECT PLANNING & SCHEDULING

6.1.Sprint Planning & Estimation

TITLE	DESCRIPTION	DATE
Literature Survey & Information Gathering	Literature survey on the selected project & gathering information by referring to technical papers, research publications etc.	09 SEPTEMBER 2022
Prepare Empathy Map	Prepare Empathy Map Canvas to capture the user Pains & Gains, Prepare list of problem statements	10 SEPTEMBER 2022
Ideation	List them by organizing the brainstorming session and prioritize the top 3 ideas based on feasibility & importance.	12 SEPTEMBER 2022
Proposed Solution	Prepare the proposed solution document, which includes the novelty, feasibility of idea, business model, social impact, scalability of solution, etc.	03 OCTOBER 2022
Problem Solution Fit	Prepare problem - solution fit document.	05 OCTOBER 2022
Solution Architecture	Prepare a solution architecture document.	07 OCTOBER 2022

Customer Journey	Prepare the customer journey maps to understand the user interactions & experiences with the application (entry to exit).	15 OCTOBER 2022
Functional Requirement	Prepare the functional requirement document.	15 OCTOBER 2022
Data Flow Diagrams	Draw the data flow diagrams and submit for review.	19 OCTOBER 2022
Technology Architecture	Prepare the technology architecture diagram.	14 OCTOBER 2022
Prepare Milestone & ActivityList	Prepare the milestones & activity list of the project.	24 OCTOBER 2022
Project Development - Delivery of Sprint-1, 2, 3 & 4	Develop & submit the developed code by testing it.	20 NOVEMBER 2022 (PLANNED)

Product Backlog, Sprint Schedule, and Estimation

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Customer Panel	USN-1	As a Customer, I can register for the application by entering my email, password, and confirming my password and I will be able to Access my dashboard for creating a Query Order.	2	High	Pranesh S Roshan Kumar B Subhiksha nand GM VinothKumar A
Sprint-1	Admin Panel	USN-2	As an admin, I can Login to the Application by entering correct login credentials and I will be able to Access My dashboard to create Agents and Assign an Agent to a Query Order.	2	High	Pranesh S Roshan Kumar B Subhiksha nand GM VinothKumar A
Sprint-2	Agent Panel	USN-3	As an agent, I can Login to the Application by entering correct login credentials and I will be able to Access my Dashboard to check the Query Order and I can Clarify the Issues.	2	High	Pranesh S Roshan Kumar B Subhiksha nand GM VinothKumar A

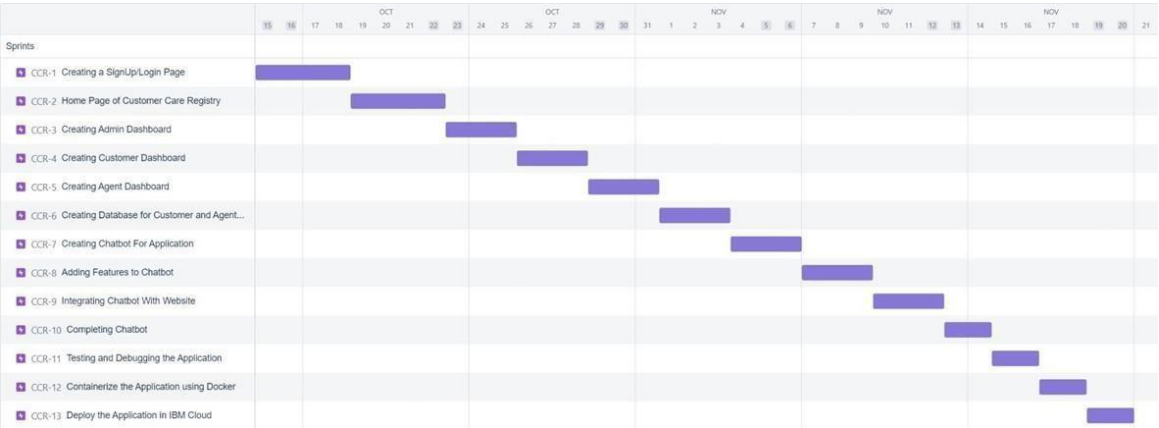
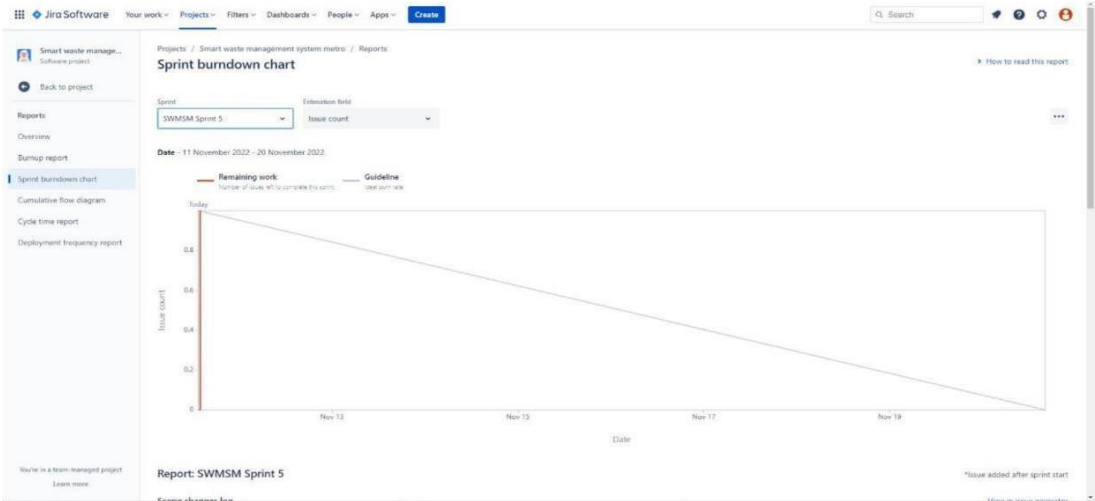
Sprint-3	Chat Bot	USN-4	The Customer can directly Interact to the Chatbot regarding the services offered by the Web Portal and get recommendations based on information provided by them.	2	Medium	S Pranesh S Roshan Kumar B Subhiksha nand GM VinothKumar A
Sprint-4	Final Delivery	USN-5	Container of applications using docker kubernetes and deployment the application. Create the documentation and final submit the application	2	High	Pranesh S Roshan Kumar B Subhiksha nand GM VinothKumar A

6.2. Sprint Delivery Schedule

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	20	7 Days	24 Oct 2022	30 Oct 2022		30 Oct 2022
Sprint-2	20	7 Days	31 Oct 2022	06 Nov 2022		06 Nov 2022
Sprint-3	20	8 Days	07 Nov 2022	14 Nov 2022		14 Nov 2022
Sprint-4	20	7 Days	14 Nov 2022	21 Nov 2022		21 Nov 2022

6.3 Reports from JIRA

BURNDOWN CHART



7.CODING & SOLUTIONING (Explain the features added in the project along with code)

College graduates with prior programming expertise or technical degrees are recruited and transitioned into professional positions with Alabama firms and organisations through the highly competitive Coding Solutions job accelerator and talent refinement programme at no cost to the graduates. We provide a pool of varied, well-trained, techs-savvy individuals that wants to launch and advance their career in Alabama.

The mission of veteran- and woman-owned Coding Solutions is to mobilise the nextgeneration of IT talent and provide them the tools and resources they require to make your business successful. Innovative talent is necessary for innovative technologies. We wish to provide Coding Solutions prospects to assist you expand your Alabama team.

Our applicants are swiftly hired at the top of the list by growing businesses for lucrative, long-term positions.

7.1 Feature 1

7 Main types of customer needs:

- Friendliness
- Empathy
- Fairness
- Control
- Alternatives
- Information

7.2 Feature

- ✓ Complaint Tracking
- ✓ Email Alert
- ✓ 24/7 Monitoring

8.TESTING

8.1 Test Cases

TEST CASES

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUG ID	Executed By
LoginPage_TC_01	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	1.Enter URL and click go 2.Scroll down 3.Verify login/Signup popup displayed or not	http://169.31.204.215:30106/	Login/Signup popup should display	Working as expected	PASS	Successful			PRANESH S ROSHAN KUMAR B
LoginPage_TC_02	UI	Home Page	Verify the UI elements in Login/Signup popup	1. Enter URL and click go 2. Click on Signup button for User 3. Verify login/Signup popup with below UI elements: a. email text box b. password text box c. Login button d. New customer? Create account link e. Last password? Recovery password link	http://169.31.204.215:30106/	Application should show below UI elements: a. email text box b. password text box c. Login button with orange colour d. New customer? Create account link e. Last password? Recovery password link	Working as expected	PASS	Successful			VINOTHKUMAR A SUBHINSHANAND
LoginPage_TC_03	Functional	Home page	Verify user is able to log into application with Valid credentials	1. Enter URL(http://169.31.204.215:30106/) and click go 2. Click on My Account dropdown button 3. Enter Valid ID in ID text box 4. Enter valid password in password text box 5. Click on login button	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful			PRANESH S ROSHAN KUMAR B

LoginPage_TC_004	Functional	Login page	Verify user is able to log into application with Invalid credentials	1. Enter URL(http://169.31.204.215:30106/) and click go 2. Click on My Account dropdown button 3. Enter Invalid ID in ID text box 4. Enter valid password in password text box 5. Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password' validation message	Working as expected	PASS	Successful			PRANESH S
LoginPage_TC_005	Functional	Login page	Verify user is able to log into application with Invalid credentials	1. Enter URL(http://169.31.204.215:30106/) and click go 2. Click on My Account dropdown button 3. Enter Valid ID in ID text box 4. Enter Invalid password in password text box 5. Click on login button	ID: 5342 password: 6789076876	Application should show 'Incorrect email or password' validation message	Working as expected	PASS	Successful			ROSHAN KUMAR B
LoginPage_TC_006	Functional	Login page	Verify user is able to log into application with Invalid credentials	1. Enter URL(http://169.31.204.215:30106/) and click go 2. Click on My Account dropdown button 3. Enter Invalid ID in ID text box 4. Enter Invalid password in password text box 5. Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password' validation message	Working as expected	PASS	Successful			PRANESH S

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LoginPage_TC_010	Functional	USER REGISTER	Verify Id sent to customer email address	1.Enter URL(http://169.51.204.21:530106) and click go 1.Register the account by giving credentials 2. Click on button Submit	http://169.51.204.21:530106/	Email sent successfully	Working as expected	PASS	Successful			SUBHIKSHANAND GM
LoginPage_TC_011	Functional	AGENT REGISTER	Verify AGENT is able to log into application with Valid Credentials	1.Enter URL(http://169.51.204.21:530106) and click go 2.Click on My Account dropdown button 3.Enter Invalid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID-5342 password-Testinzi23	ID sent successfully	Application should show 'correct email or password' validation message.	PASS	Successful			VINOTHKUMAR A
LoginPage_TC_012	Functional	Login page for ADMIN	Verify User is able to log into application with Invalid Credentials	1.Enter URL(http://169.51.204.21:530106) and click go 2.Click on My Account dropdown button 3.Enter Invalid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID-1111 password: 5678	Application should show 'Incorrect ID or password' validation message.	Working as expected	PASS	Successful			ROSHAN KUMAR B
LoginPage_TC_013	UI	Home page for Agent	Verify user is able to see the agent home page when user finish on submitting Credentials	1. Enter URL(http://169.51.204.21:530106) and click go 2. To the Agent Login page and submit Your Credentials	ID: 1111 password: 5678	AGENT Home Page popup should display	Working as expected	PASS	Successful			PRANESH S

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LoginPage_TC_014	UI	Home page for USER	Verify user is able to see the User home page when user finish on submitting Credentials	1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the User Login page and submit Your Credentials	http://169.51.204.215:30106/	USER Home Page popup should display	Working as expected	PASS	Successful			SUBHIKSHANAND
LoginPage_TC_015	UI	Home page for ADMIN	Verify user is able to see the ADMIN home page when user finish on submitting Credentials	1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the User Login page and submit Your Credentials	http://169.51.204.215:30106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful			ROSHAN KUMAR B
LoginPage_TC_016	Functional	AGENT PAGE	On delete Button the user Credentials will be deleted	1. Enter URL(http://169.51.204.215:30106/) and click go 2. To the Admin Page and select on User Credentials	http://169.51.204.215:30106/	ADMIN Home Page popup should display	Working as expected	PASS	Successful			VINOTHKUMAR A

8.2 User Acceptance Testing

Purpose of Document

The purpose of this document is to briefly explain the test coverage and open issues of the [CUSTOMER CARE REGISTRY] project at the time of the release to User Acceptance Testing (UAT).

Defect Analysis

This report shows the number of resolved or closed bugs at each severity level, and how they were resolved

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	10	3	1	2	17
Duplicate	1	0	3	0	4
External	2	3	0	1	6
Fixed	11	2	4	20	40
Not Reproduced	0	0	1	0	1
Skipped	0	0	1	1	2
Won't Fix	0	5	2	1	8
Totals	24	13	12	25	78

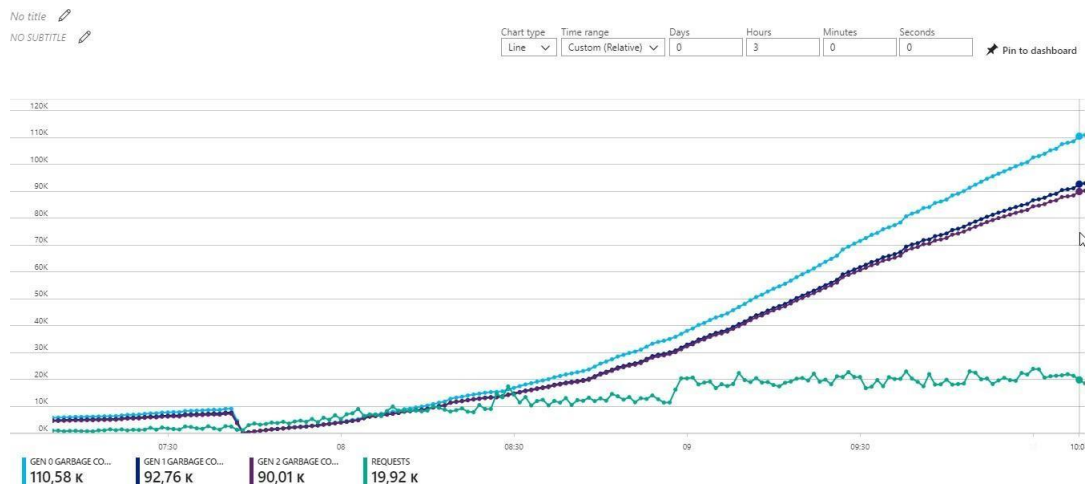
Test Case Analysis

This report shows the number of test cases that have passed, failed, and untested

Section	Total Cases	Not Tested	Fail	Pass
Print Engine	10	0	0	10
Client Application	50	0	0	50
Security	1	0	0	1
Outsource Shipping	3	0	0	3
Exception Reporting	8	0	0	8
Final Report Output	4	0	0	4
Version Control	2	0	0	2

9.RESULTS

9.1.Performance Metrics



10.ADVANTAGES & DISADVANTAGES

ADVANTAGES:

- It retains the customer
- Gets you more references
- Increases profitability
- Gives you and your employees confidence
- Creates a holistic marketing scenario
- Competitive advantage
- Boost Customer Loyalty
- Enhance Brand Reputation
- Improve Products, Services, Procedures and Staff

DISADVANTAGES:

- Higher staff wages from hiring employees who are experts in customer service.
- Paying for staff training
- The extra services offered, such as refreshments
- Higher wage costs from the extra time staff take to provide post-sales service.
- It can be particularly difficult for small businesses to cope with these costs

11 CONCLUSION

In conclusion, customer care, involves the use of basic ethics and any company who wants to have success and grow, needs to remember, that in order to do so, it must begin with establishing a code of ethics in regards to how each employee is to handle the dealing with customers. Customers are at the heart of the company and its growth or decline. Customer care involves, the treatment, care, loyalty, trust the employee should extend to the consumer, as well in life.

12 FUTURE SCOPE

Machine learning (ML), emerging customer service trends 2022 can help businesses in improving overall CX. Chat applications powered by AI are trending. Large companies, as well as startups, are leveraging this to reduce costs and improve service for customers.

Predictive analytics has particularly proved to be very useful. Through this, queries that will result in a call for assistance can be predicted easily. Implementing ML in customer service trends will give you a significant difference in business growth.

13) APPENDIX

Source Code

```
# Project : Customer Care Registry  
# Team ID : PNT2022TMID16303
```

index.py

```
from flask import Flask, render_template, request, redirect, url_for, session, flash,  
jsonify from flask_mysql import MySQL  
import MySQLdb.cursors  
import ibm_db  
import re, random, smtplib, os, time, datetime  
from flask_mail import Mail, Message
```

```
app = Flask(__name__)
```

```
app.secret_key =
```

```
'12345'
```

```
conn = ibm_db.connect("DATABASE=bludb;HOSTNAME=21fecfd8-47b7-4937-  
840d-  
d791d0218660.bs2io90l08kqb1od8lbg.databases.appdomain.cloud;PORT=31864;SECURITY=SS  
L;  
SSLServerCertificate=DigiCertGlobalRootCA.crt;UID=rtp84701;PWD=DJ4gX1wChdTCGZPz", "", "")
```

```
mail = Mail(app)
```

```
app.config['MAIL_SERVER'] = 'smtp.gmail.com'  
app.config['MAIL_PORT'] = 465  
app.config['MAIL_USERNAME'] = 'customer-careregistry22@gmail.co  
m'  
app.config['MAIL_PASSWORD'] = 'vxztjcjvdvrqeeve'  
app.config['MAIL_USE_TLS'] = False  
app.config['MAIL_USE_SSL'] =  
True  
mail = Mail(app)
```

```
@app.route('/', methods = ['GET',  
'POST']) def index():  
    if request.method == 'POST' and 'email' in  
        request.form: email = request.form['email']  
        cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)  
        cursor.execute('SELECT * FROM subscriptions WHERE email = % s',  
            (email, )) subscriptions = cursor.fetchone()  
        if subscriptions:  
            flash('This Email Is Already  
Subscribed') else:  
            ts = time.time()
```


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```
timestamp = datetime.datetime.fromtimestamp(ts).strftime('%Y-%m-%d
%H:%M:%S') cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
cursor.execute('INSERT INTO subscriptions VALUES (%s, % s, % s)', (None, email,
timestamp, ))
mysql.connection.commit()
flash('You have successfully Subscribed')
return render_template('index.html')
```

```
@app.route('/customerlogin', methods =['GET',
'POST']) def customerlogin():
    msgdecline = "
    if request.method == 'POST' and 'cemail' in request.form and 'cpassword' in request.form:
        cemail = request.form['cemail']
        cpassword = request.form['cpassword']
        cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
        cursor.execute('SELECT * FROM customers_details WHERE customer_email = % s AND
customer_password = % s', (cemail, cpassword, ))
        customers_details = cursor.fetchone()
        if customers_details:
            session['loggedin'] = True
            session['cemail'] = customers_details['customer_email']
            msgsuccess = 'Logged in successfully !'
            return redirect(url_for('welcome'))
        else:
            msgdecline = 'Incorrect Email / Password !'
    return render_template('customerlogin.html', msgdecline = msgdecline)
```

```
@app.route('/agentlogin', methods =['GET',
'POST']) def agentlogin():
    msgdecline = "
    if request.method == 'POST' and 'aemail' in request.form and 'apassword' in
request.form: aemail = request.form['aemail']
        apassword = request.form['apassword']
        cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
        cursor.execute('SELECT * FROM agent_information WHERE agent_email = % s AND
agent_password = %s', (aemail, apassword,))
        agent_information = cursor.fetchone()
        if agent_information:
            session['loggedin'] = True
            session['aemail'] = agent_information['agent_email']
            msgsuccess = 'Logged in successfully !'
            return redirect(url_for('agentdashboard'))
```

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else:

msgdecline = 'Incorrect Email / Password !'

return render_template('agentlogin.html', msgdecline = msgdecline)

@app.route('/adminlogin', methods =['GET',
'POST']) def adminlogin():

msgdecline = "

if request.method == 'POST' and 'adminusername' in request.form and 'adminpassword' in request.form:

adminusername = request.form['adminusername']

adminpassword = request.form['adminpassword']

cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)

cursor.execute('SELECT * FROM admin_details WHERE admin_username = % s AND
admin_password = % s', (adminusername, adminpassword,))

admin = cursor.fetchone()

if admin:

session['loggedin'] = True

session['adminusername'] =

admin['admin_username'] msgsuccess = 'Logged in
successfully !'

return redirect(url_for('admindashboard'))

else:

msgdecline = 'Incorrect Username / Password !'

return render_template('adminlogin.html', msgdecline = msgdecline)

@app.route('/customerregister', methods =['GET',
'POST']) def customerregister():

msgdecline = "

if request.method == 'POST' and 'cname' in request.form and 'cemail' in request.form and
'cpassword' in request.form and 'cconfirmpassword' in request.form :

cname = request.form['cname']

cemail = request.form['cemail']

cpassword = request.form['cpassword']

cconfirmpassword = request.form['cconfirmpassword']

cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)

cursor.execute('SELECT * FROM customers_details WHERE customer_email = % s',
(cemail,)) user_registration = cursor.fetchone()

if user_registration:

msgdecline = 'Account already exists ! Try
Login' elif cpassword != cconfirmpassword:

msgdecline = 'Password did not match !'

else:

ts = time.time()

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```
timestamp = datetime.datetime.fromtimestamp(ts).strftime('%Y-%m-%d %H:%M:%S')
cursor.execute('INSERT INTO customers_details VALUES (%s, % s, % s, % s, % s)', (None,
cname, cemail, cpassword, timestamp, ))
mysql.connection.commit()
flash('You have successfully registered ! Try Login')
try:
    mailmsg = Message('Customer Care Registry', sender = 'Registration Successful', recipients
= ['{}', cemail])
    mailmsg.body = "Hello {},\nYou have successfully registered on Customer Care
Registry".format(cname)
    mail.send(mailmsg)
except:
    pass
return redirect(url_for('customerlogin'))
elif request.method == 'POST':
    msgdecline = 'Please fill out the form !'
return render_template('customerregister.html', msgdecline = msgdecline)
```

```
@app.route('/agentregister', methods =['GET',
'POST']) def agentregister():
    if not session.get("adminusername"):
        return redirect("/adminlogin")
    else:
        msgdecline = "
        if request.method == 'POST' and 'aname' in request.form and 'aemail' in request.form and
'ausername' in request.form and 'apassword' in request.form and 'aconfirmpassword' in
request.form :
            aname = request.form['aname']
            aemail = request.form['aemail']
            ausername = request.form['ausername']
            apassword = request.form['apassword']
            aconfirmpassword = request.form['aconfirmpassword']
            cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
            cursor.execute('SELECT * FROM agent_information WHERE agent_email = % s',
(aemail, )) agent_information = cursor.fetchone()
            if agent_information:
                msgdecline = 'Account already exists ! Try
Login' else:
                    ts = time.time()
                    timestamp = datetime.datetime.fromtimestamp(ts).strftime('%Y-%m-%d %H:%M:%S')
                    cursor.execute('INSERT INTO agent_information VALUES (%s, % s, % s, % s, % s, % s)',
                    (None,
aname, aemail, ausername, apassword,
timestamp,)) mysql.connection.commit()
                    flash('Agent Has been successfully registered !')
```

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```
try:
    mailmsg = Message('Customer Care Registry', sender = 'Registration
Successful', recipients = ['{}', aemail])
    mailmsg.body = "Hello, You have been Successfully Registered as
Agent" mail.send(mailmsg)
except:
    pass
    return redirect(url_for('agentlogin'))
elif request.method == 'POST':
    msg = 'Please fill out the form !'
    return render_template('agentregister.html', msgdecline = msgdecline)

@app.route('/welcome', methods =['GET',
'POST']) def welcome():
    if not session.get("cemail"):
        return redirect("/customerlogin")
    else:
        msgsuccess = "
        msgdecline = "
        cmail = session['cemail']
        mycursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
        mycursor.execute('SELECT * FROM complaint_details WHERE customer_email = %s
ORDER BY
timestamp DESC', (cmail,))
        data = mycursor.fetchall()
        mycursor.execute('SELECT customer_name FROM customers_details WHERE customer_email
= %s', (cmail,))
        cname = mycursor.fetchone()
        if request.method == 'POST' and 'name' in request.form and 'email' in request.form and 'category'
in request.form and 'subject' in request.form and 'description' in request.form :
            name = request.form['name']
            email = request.form['email']
            category = request.form['category']
            subject = request.form['subject']
            description = request.form['description']
            ticketno = random.randint(100000, 999999)
            ts = time.time()
            timestamp = datetime.datetime.fromtimestamp(ts).strftime('%Y-%m-%d
%H:%M:%S') cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
            cursor.execute('INSERT INTO complaint_details VALUES (%s, % s, % s, % s, % s, % s, % s, %
s,
% s)', (ticketno, name, email, category, subject, description, timestamp , "pending" , "pending" ,
)) mysql.connection.commit()
        try:
            mailmsg = Message('Customer Care Registry', sender = 'Request Received', recipients = ['{}',
email])
```

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```
mailmsg.body = "Hello {},\n\nThanks for contacting Customer Care Registry\nWe have received your complain\nYour Ticket Number: {}\nCategory: {}\nSubject: {}\nDescription: {}\n\nWe strive to provide excellent service, and will respond to your request as soon as possible.".format(name, ticketno, category, subject, description)
mail.send(mailmsg)
except:
    pass
    flash ('Your complaint is successfully submitted !')
    return redirect(url_for('welcome'))
elif request.method == 'POST':
    msgdecline = 'Please fill out the form !'
return render_template('welcome.html', msgsuccess = msgsuccess, data=data, cname=cname)
```

```
@app.route('/agentdashboard', methods =['GET',
'POST']) def agentdashboard():
    if not session.get("aemail"):
        return redirect("/agentlogin")
    else:
        msg = "
        aemail = session['aemail']
        mycursor1 = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
        mycursor1.execute('SELECT agent_name FROM agent_information WHERE agent_email =
        %s',
(aemail, ))
        agent = mycursor1.fetchone()

        for x in agent:
            agent_name = agent[x]

        mycursor2 = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
        mycursor2.execute('SELECT * FROM complaint_details WHERE agent_name = %s ORDER
        BY
timestamp DESC', (agent_name,
        )) data = mycursor2.fetchall()
        if request.method == 'POST' and 'status' in request.form :
            status = request.form['status']
            ticketno = request.form['ticketno']
            cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
            cursor.execute('UPDATE complaint_details SET status = %s WHERE ticket_no = %s', (status,
            ticketno,))
            mysql.connection.commit()
            msg = 'Your complaint is successfully solved !'

            mailcursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
            mailcursor.execute('SELECT customer_email FROM complaint_details WHERE ticket_no =
            %s',
            (ticketno,))
```

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```
customer_mail = mailcursor.fetchone()

for x in customer_mail:
    cemail = customer_mail[x]

    try:
        mailmsg = Message('Customer Care Registry', sender = 'Your Ticket Status', recipients = ['{}',
cemail])
        mailmsg.body = "Hello, \nYour complaint has been successfully solved\nYour Ticket
Number: {}".format(ticketno)
        mail.send(mailmsg)
    except:
        pass
    return redirect(url_for('agentdashboard'))
elif request.method == 'POST':
    msg = 'Please fill out the form !'
return render_template('agentdashboard.html', msg = msg, data=data, agent_name=agent_name)

@app.route('/admindashboard', methods =['GET',
'POST']) def admindashboard():
    if not session.get("adminusername"):
        return redirect("/adminlogin")
    else:
        msg = "
mycursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
mycursor.execute('SELECT * FROM complaint_details ORDER BY timestamp
DESC') data = mycursor.fetchall()
mycursor.execute('SELECT * FROM
agent_information') agent = mycursor.fetchall()
mycursor.execute('SELECT COUNT(status) AS pending FROM complaint_details WHERE status
= %s', ("pending",))
pending = mycursor.fetchall()
mycursor.execute('SELECT COUNT(status) AS assigned FROM complaint_details WHERE
status = %s', ("Agent Assigned",))
assigned = mycursor.fetchall()
mycursor.execute('SELECT COUNT(status) AS completed FROM complaint_details WHERE
status = %s', ("Closed",))
completed = mycursor.fetchall()
if request.method == 'POST' and 'agentassign' in request.form
: agentassign = request.form['agentassign']
adminusername = request.form['adminusername']
ticketno = request.form['ticketno']
cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
```

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```
cursor.execute('UPDATE complaint_details SET agent_name = %s WHERE ticket_no = %s',
(agentassign, ticketno,))
cursor.execute('UPDATE complaint_details SET status = %s WHERE ticket_no = %s', ("Agent
Assigned", ticketno,))
mysql.connection.commit()
msg = 'Your complaint is Assigned to Agent !'
```

```
mailcursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
mailcursor.execute('SELECT customer_email FROM complaint_details WHERE ticket_no =
%s',
(ticketno,))
customer_mail = mailcursor.fetchone()
```

```
for x in customer_mail:
    cemail = customer_mail[x]
```

```
try:
    mailmsg = Message('Customer Care Registry', sender = 'Agent Assigned', recipients = ['{}',
cemail])
    mailmsg.body = "Hello,\nWe have received your complaint and agent {} has been
Successfully Assigned\nYour Ticket Number: {}\n\nYou will be notified when your complain will be
solved.".format(agentassign, ticketno)
    mail.send(mailmsg)
except:
    pass
    return redirect(url_for('admindashboard'))
elif request.method == 'POST':
    msg = 'Please fill out the form !'
    return render_template('admindashboard.html', msg = msg, data=data, agent=agent,
pending=pending, assigned=assigned, completed=completed)
```

```
@app.route('/adminanalytics')
```

```
def adminanalytics():
```

```
    mycursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
    mycursor.execute('SELECT COUNT(agent_name) AS JenTile FROM complaint_details WHERE
agent_name = %s', ("Jen Tile",))
    JenTile = mycursor.fetchall()
    mycursor.execute('SELECT COUNT(agent_name) AS AllieGrater FROM complaint_details
WHERE agent_name = %s', ("Allie Grater",))
    AllieGrater = mycursor.fetchall()
    mycursor.execute('SELECT COUNT(agent_name) AS RaySin FROM complaint_details WHERE
agent_name = %s', ("Ray Sin",))
    RaySin = mycursor.fetchall()
    mycursor.execute('SELECT COUNT(category) AS Category1 FROM complaint_details WHERE
category = %s', ("Product Exchange or Return",))
```

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```
category1 = mycursor.fetchall()
myscursor.execute('SELECT COUNT(category)AS Category2 FRO      complaint_details WHER
category = %s', ("Product Out of Stock",))                                M      E
category2 = mycursor.fetchall()
myscursor.execute('SELECT COUNT(category)AS Category3 FROM complaint_details WHER
category = %s', ("Payments & Transactions",))                                E
category3 = mycursor.fetchall()
myscursor.execute('SELECT COUNT(category)
category = %s', ("Product      AS Category4 FROM complaint_details WHER
Delivery",)) category4 =      E
myscursor.fetchall()
myscursor.execute('SELECT COUNT(category) AS Category5 FROM complaint_details WHER
category = %s', ("Other",))
category5 = mycursor.fetchall()
print(category1)
return      render_template('adminanalytics.html',      JenTile=JenTile,      AllieGrater=AllieGrater,
RaySin=RaySin,      category1=category1,      category2=category2,      category3=category3,
category4=category4, category5=category5)
```

```
@app.route('/customerforgotpassword', methods =['GET',
'POST']) def customerforgotpassword():
    msgdecline = "
    if request.method == 'POST' and 'customerforgotemail' in request.form :
        forgotemail = request.form['customerforgotemail']
        cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
        cursor.execute('SELECT * FROM customers_details WHERE customer_email = %
s', (forgotemail, ))
        customers_details = cursor.fetchone()
        if customers_details:
            session['customerforgotemail'] = forgotemail
            otp = random.randint(1000, 9999)
            session['otp'] = otp
            try:
                mailmsg = Message('Customer Care Registry', sender = 'Forgot Password', recipients =
['{}', forgotemail])
                mailmsg.body = "Hello, \nYour OTP is: {}\nDo not share this OTP to anyone \nUse this
OTP to reset your password.".format(otp)
                mailmsg.subject = 'Forgot Passowrd'
                mail.send(mailmsg)
                flash('OTP has been sent to your
email') return redirect(url_for('enterotp'))
            except:
                msgdecline = 'Oops! Something went wrong! Email not
sent' else:
                msgdecline = 'This email is not registered!'
```


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```
return render_template('customerforgotpassword.html', msgdecline = msgdecline)
```

```
@app.route('/agentforgotpassword', methods =['GET',
'POST']) def agentforgotpassword():
    msgdecline = "
    if request.method == 'POST' and 'agentforgotemail' in request.form :
        forgotemail = request.form['agentforgotemail']
        cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
        cursor.execute('SELECT * FROM agent_information WHERE agent_email = % s', (forgotemail,
    ))
        agent_information = cursor.fetchone()
        if agent_information:
            session['agentforgotemail'] = forgotemail
            otp = random.randint(1000, 9999)
            session['otp'] = otp
            try:
                mailmsg = Message('Customer Care Registry', sender = 'Forgot Password', recipients = ['{}',
forgotemail])
                mailmsg.body = "Hello, \nYour OTP is: {}\nDo not share this OTP to anyone \nUse this
OTP to reset your password.".format(otp)
                mail.send(mailmsg)
                flash('OTP has been sent to your
                email') return redirect(url_for('enterotp'))
            except:
                msgdecline = 'Oops! Something went wrong! Email not
                sent' else:
                msgdecline = 'This email is not registered!'
        return render_template('agentforgotpassword.html', msgdecline = msgdecline)
```

```
@app.route('/adminforgotpassword', methods =['GET',
'POST']) def adminforgotpassword():
    msgdecline = "
    if request.method == 'POST' and 'adminforgotemail' in request.form :
        forgotemail = request.form['adminforgotemail']
        cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
        cursor.execute('SELECT * FROM admin_details WHERE admin_email = % s',
(forgotemail, )) admin_details = cursor.fetchone()
    if admin_details:
        session['adminforgotemail'] = forgotemail
        otp = random.randint(1000, 9999)
        session['otp'] = otp
        try:
```

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```
mailmsg = Message('Customer Care Registry', sender = 'Forgot Password', recipients =
['{}', forgotemail])
mailmsg.body = "Hello, \nYour OTP is: {}\nDo not share this OTP to anyone \nUse this
OTP to reset your password.".format(otp)
mail.send(mailmsg)
flash('OTP has been sent to your
email') return redirect(url_for('enterotp'))
except:
    msgdecline = 'Oops! Something went wrong! Email not
sent' else:
    msgdecline = 'This email is not registered!'
return render_template('adminforgotpassword.html', msgdecline = msgdecline)
```

```
@app.route('/enterotp', methods =['GET',
'POST']) def enterotp():
    msgdecline = "
    if request.method == 'POST' and 'otp' in request.form :
        otp = int(request.form['otp'])
        if int(session['otp']) == otp:
            msgsuccess = 'success'
            return redirect(url_for('changepassword'))
        else:
            msgdecline = 'You have entered wrong
OTP' elif request.method == 'POST':
                msg = 'Please fill out the form !'
            return render_template('enterotp.html', msgdecline = msgdecline)
```

```
@app.route('/changepassword', methods =['GET',
'POST']) def changepassword():
    msgdecline = "
    if request.method == 'POST' and 'newpassword' in request.form and 'confirmnewpassword' in
request.form:
        newpassword = request.form['newpassword']
        confirmnewpassword = request.form['confirmnewpassword']
        if newpassword == confirmnewpassword:
            cursor = mysql.connection.cursor(MySQLdb.cursors.DictCursor)
            if session.get("customerforgotemail"):
                cursor.execute('UPDATE customers_details SET customer_password = %s WHERE
customer_email = %s', (newpassword, session['customerforgotemail'],) )
                mysql.connection.commit()
                flash('Your password changed Successful! Try Login')
                return redirect(url_for('customerlogin'))
            elif session.get("agentforgotemail"):
```

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```
        cursor.execute('UPDATE agent_information SET agent_password = %s
                        WHERE agent_email = %s', (newpassword,
session['agentforgotemail'],) )
        mysql.connection.commit()
        flash('Your password changed Successful! Try Login')
        return redirect(url_for('agentlogin'))
    elif session.get("adminforgotemail"):
        cursor.execute('UPDATE admin_details SET admin_password = %s WHERE admin_email =
%s', (newpassword, 'admin@xyz',) )
        mysql.connection.commit()
        flash('Password changed Successful! Try Login')
        return redirect(url_for('adminlogin'))
    else:
        msgdecline = 'Incorrect details'
    else:
        msgdecline = 'Password Did Not Match!'
    elif request.method == 'POST':
        msgdecline = 'Please fill out the form !'
    return render_template('changepassword.html', msgdecline = msgdecline)
```

```
@app.route('/logout')
def logout():
    session.pop('loggedin', None)
    session.pop('cemail', None)
    session.pop('aemail', None)
    session.pop('adminusername', None)
    return redirect(url_for('index'))
```

```
@app.route('/offline.html')
def offline():
    return app.send_static_file('offline.html')
```

```
@app.route('/service-worker.js')
def sw():
    return app.send_static_file('service-worker.js')
```

```
@app.errorhandler(404)
def invalid_route(e):
    return render_template('404.html')
```

```
if __name__ == '__main__':
    app.run(host='0.0.0.0', debug = True, port = 8080)
```

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GitHub Link:

<https://github.com/IBM-EPBL/IBM-Project-19092-1659693127>