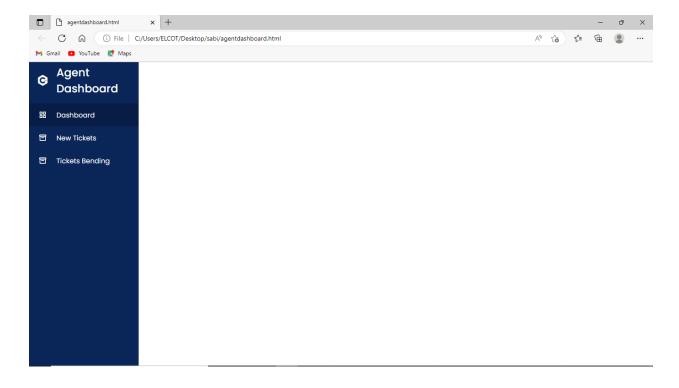
PROJECT DEVELOPMENT PHASE SPRINT 3

DATE	19/11/22
TEAM ID	PNT2022TMID37726
PROJECT NAME	Customer Care Registry

AGENT DASH



Agent.html

```
<!DOCTYPE html>
<!-- Designined by CodingLab | www.youtube.com/codinglabyt -->
<html lang="en" dir="ltr">
 <head>
 <meta charset="UTF-8">
 <!--<title> Responsiive Admin Dashboard | CodingLab </title>-->
 <link rel="stylesheet" href="style.css">
 <!-- Boxicons CDN Link -->
 <link href='https://unpkg.com/boxicons@2.0.7/css/boxicons.min.css' rel='stylesheet'>
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
 </head>
<body>
 <div class="sidebar">
 <div class="logo-details">
   <i class='bx bxl-c-plus-plus'></i>
  <span class="logo_name">Admin Dashboard</span>
  </div>
   <a href="#" class="active">
      <i class='bx bx-grid-alt' ></i>
     <span class="links_name">Dashboard</span>
     </a>
    <a href="#">
```

```
<i class='bx bx-box' ></i>
 <span class="links_name">Agent details</span>
</a>
<a href="#">
 <i class='bx bx-list-ul' ></i>
 <span class="links_name">Customer complaints</span>
</a>
<a href="#">
 <i class='bx bx-pie-chart-alt-2' ></i>
 <span class="links_name">Customer details</span>
</a>
<a href="#">
 <i class='bx bx-coin-stack' ></i>
 <span class="links_name">Assign complaints to Agent/span>
</a>
<a href="#">
 <i class='bx bx-coin-stack' ></i>
 <span class="links_name">Bending tickets</span>
 </a>
```

```
</div>
   </div>
  </div>
 </section>
 <script>
 let sidebar = document.querySelector(".sidebar");
let sidebarBtn = document.querySelector(".sidebarBtn");
sidebarBtn.onclick = function() {
sidebar.classList.toggle("active");
if(sidebar.classList.contains("active")){
sidebarBtn.classList.replace("bx-menu","bx-menu-alt-right");
}else
sidebarBtn.classList.replace("bx-menu-alt-right", "bx-menu");
}
</script>
</body>
</html>
                            Agent.py
from __future__ import print_function
from audioop import add
import datetime
```

```
from unicodedata import name
from sib_api_v3_sdk.rest import ApiException
from pprint import pprint
from flask import Flask, render_template, request, redirect, url_for, session, flash
from markupsafe import escape
from flask import *
import ibm_db
import sib_api_v3_sdk
from init import randomnumber
from init import id
from init import hello
import datetime
conn =
ibm\_db.connect ("DATABASE=bludb; HOSTNAME=""; PORT=""; SECURITY=SSL; SSLServer Certificat") and the properties of the 
e="";UID="";PWD=""", ", ")
print(conn)
print("connection successful...")
app = Flask(__name__)
app.secret key = 'your secret key'
@app.route('/')
def home():
```

```
message = "TEAM ID : PNT2022TMID37544" +" "+ "BATCH ID : B1-1M3E "
  return render_template('index.html',mes=message)
@app.route('/signinpage', methods=['POST', 'GET'])
def signinpage():
  return render_template('signinpage.html')
@app.route('/agentsignin', methods=['POST', 'GET'])
def agentsignin():
  return render template('signinpageagent.html')
@app.route('/signuppage', methods=['POST', 'GET'])
def signuppage():
  return render template('signuppage.html')
@app.route('/agentRegister', methods=['POST', 'GET'])
def agentRegister():
  return render_template('agentregister.html')
```

@app.route('/forgotpass', methods=['POST', 'GET'])

```
def forgotpass():
  return render_template('forgot.html')
@app.route('/newissue/<name>', methods=['POST', 'GET'])
def newissue(name):
  name = name
  return render_template('complaint.html',msg=name)
@app.route('/forgot', methods=['POST', 'GET'])
def forgot():
  try:
    global randomnumber
    ida = request.form['custid']
    print(ida)
    global id
    id = ida
    sql = "SELECT EMAIL,NAME FROM Customer WHERE id=?"
    stmt = ibm db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, ida)
    ibm_db.execute(stmt)
    emailf = ibm_db.fetch_both(stmt)
    while emailf != False:
      e = emailf[0]
      n = emailf[1]
```

```
configuration = sib api v3 sdk.Configuration()
    configuration.api key['api-key'] = ""
    api instance = sib api v3 sdk.TransactionalEmailsApi(
      sib api v3 sdk.ApiClient(configuration))
    subject = "Verification for Password"
    html_content = "<html><body><h1>Your verification Code is : <h2>" + \
      str(randomnumber)+"</h2> </h1> </body></html>"
    sender = {"name": "IBM CUSTOMER CARE REGISTRY",
         "email": "ibmdemo6@yahoo.com"}
    to = [{"email": e, "name": n}]
    reply to = {"email": "ibmdemo6@yahoo.com", "name": "IBM"}
    headers = {"Some-Custom-Name": "unique-id-1234"}
    params = {"parameter": "My param value",
         "subject": "Email Verification"}
    send smtp email = sib api v3 sdk.SendSmtpEmail(
      to=to, reply to=reply to, headers=headers, html content=html content,
params=params, sender=sender, subject=subject)
    api_response = api_instance.send_transac_email(send_smtp_email)
    pprint(api response)
    message = "Email send to:"+e+" for password"
    flash(message, "success")
```

```
except ApiException as e:
    print("Exception when calling SMTPApi->send_transac_email: %s\n" % e)
    flash("Error in sending mail")
  except:
    flash("Your didn't Signin with this account")
  finally:
    return render_template('forgot.html')
@app.route('/verifyemail', methods=['POST', 'GET'])
def verifyemail():
  try:
    email = request.form['verifyemail']
    sql = "SELECT ID,NAME FROM Customer WHERE email=?"
    stmt = ibm db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, email)
    ibm_db.execute(stmt)
    emailf = ibm db.fetch both(stmt)
    while emailf != False:
      id = emailf[0]
      name = emailf[1]
      break
    configuration = sib_api_v3_sdk.Configuration()
    configuration.api key['api-key'] = ""
    api_instance = sib_api_v3_sdk.TransactionalEmailsApi(
      sib api v3 sdk.ApiClient(configuration))
```

```
html content = "<html><body><h1>Your Customer Id is : <h2>" + \
      str(id)+"</h2> </h1> </body></html>"
    sender = {"name": "IBM CUSTOMER CARE REGISTRY",
         "email": "ibmdemo6@yahoo.com"}
    to = [{"email": email, "name": name}]
    reply_to = {"email": "ibmdemo6@yahoo.com", "name": "IBM"}
    headers = {"Some-Custom-Name": "unique-id-1234"}
    params = {"parameter": "My param value",
         "subject": "Email Verification"}
    send_smtp_email = sib_api_v3_sdk.SendSmtpEmail(
      to=to, reply to=reply to, headers=headers, html content=html content,
params=params, sender=sender, subject=subject)
    api response = api instance.send transac email(send smtp email)
    pprint(api response)
    message = "Email send to:"+email+" for password"
    flash(message, "success")
  except ApiException as e:
    print("Exception when calling SMTPApi->send_transac_email: %s\n" % e)
    flash("Error in sending mail.")
  except:
    flash("Database not found in mail! Please Register Your account.", "danger")
  finally:
    return render template('signinpage.html')
```

subject = "Regarding of your Customer Id"

```
@app.route('/otp', methods=['POST', 'GET'])
def otp():
  try:
    otp = request.form['otp']
    cusid = id
    print(id)
    sql = "SELECT PASSWORD FROM Customer WHERE id=?"
    stmt = ibm db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, cusid)
    ibm_db.execute(stmt)
    otpf = ibm_db.fetch_both(stmt)
    while otpf != False:
      verify = otpf[0]
      break
    if otp == str(randomnumber):
      msg = "Your Password is "+verify+""
      flash(msg, "success")
      return render_template('forgot.html')
    else:
      flash("Wrong Otp", "danger")
  finally:
    return render_template('forgot.html')
```

@app.route('/admin', methods=['POST', 'GET'])

```
def admin():
  userdatabase = []
  sql = "SELECT * FROM customer"
  stmt = ibm_db.exec_immediate(conn, sql)
  dictionary = ibm_db.fetch_both(stmt)
  while dictionary != False:
    userdatabase.append(dictionary)
    dictionary = ibm_db.fetch_both(stmt)
  if userdatabase:
    sql = "SELECT COUNT(*) FROM customer;"
    stmt = ibm_db.exec_immediate(conn, sql)
    user = ibm db.fetch both(stmt)
  users = []
  sql = "select * from ISSUE"
  stmt = ibm_db.exec_immediate(conn, sql)
  dict = ibm_db.fetch_both(stmt)
  while dict != False:
    users.append(dict)
    dict = ibm_db.fetch_both(stmt)
  if users:
    sql = "SELECT COUNT(*) FROM ISSUE;"
    stmt = ibm_db.exec_immediate(conn, sql)
    count = ibm db.fetch both(stmt)
  agent = []
  sql = "SELECT * FROM AGENT"
```

```
stmt = ibm_db.exec_immediate(conn, sql)
  dictionary = ibm_db.fetch_both(stmt)
  while dictionary != False:
    agent.append(dictionary)
    dictionary = ibm_db.fetch_both(stmt)
  if agent:
    sql = "SELECT COUNT(*) FROM AGENT;"
    stmt = ibm db.exec immediate(conn, sql)
    cot = ibm db.fetch both(stmt)
  return
render_template("admin.html",complaint=users,users=userdatabase,agents=agent,message=u
ser[0],issue=count[0],msgagent = cot[0])
@app.route('/remove', methods=['POST', 'GET'])
def remove():
  otp = request.form['otpv']
  if otp == 'C':
    try:
      insert_sql = f"delete from customer"
      prep stmt = ibm db.prepare(conn, insert sql)
      ibm db.execute(prep stmt)
      flash("delected successfully the Customer", "success")
    except:
      flash("No data found in Customer", "danger")
```

```
finally:
      return redirect(url_for('signuppage'))
  if otp == 'A':
    try:
      insert_sql = f"delete from AGENT"
      prep stmt = ibm db.prepare(conn, insert sql)
      ibm_db.execute(prep_stmt)
      flash("delected successfully the Agents", "success")
    except:
      flash("No data found in Agents", "danger")
    finally:
      return redirect(url for('signuppage'))
  if otp == 'C':
    try:
      insert_sql = f"delete from AGENT"
      prep_stmt = ibm_db.prepare(conn, insert_sql)
      ibm db.execute(prep stmt)
      flash("delected successfully the Complaints", "success")
    except:
      flash("No data found in Complaints", "danger")
    finally:
      return redirect(url_for('signuppage'))
@app.route('/login', methods=['GET', 'POST'])
def login():
  if request.method == 'POST':
```

```
try:
```

```
id = request.form['idn']
      global hello
      hello = id
      password = request.form['password']
      print(id, password)
      if id == '1111' and password == '1111':
        return redirect(url for('admin'))
      sql = f"select * from customer where id='{escape(id)}' and
password='{escape(password)}'"
      stmt = ibm_db.exec_immediate(conn, sql)
      data = ibm_db.fetch_both(stmt)
      if data:
        session["name"] = escape(id)
        session["password"] = escape(password)
        return redirect(url for("welcome"))
      else:
        flash("Mismatch in credetials", "danger")
    except:
      flash("Error in Insertion operation", "danger")
  return render template('signinpage.html')
```

```
@app.route('/welcome', methods=['POST', 'GET'])
def welcome():
  try:
    id = hello
    sql = "SELECT ID,DATE,TOPIC,SERVICE_TYPE,SERVICE_AGENT,DESCRIPTION,STATUS FROM
ISSUE WHERE CUSTOMER ID =?"
    agent = []
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, id)
    ibm db.execute(stmt)
    otpf = ibm db.fetch both(stmt)
    while otpf != False:
      agent.append(otpf)
      otpf = ibm_db.fetch_both(stmt)
    sql = "SELECT COUNT(*) FROM ISSUE WHERE CUSTOMER ID = ?"
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, id)
    ibm_db.execute(stmt)
    t = ibm db.fetch both(stmt)
    return render template("welcome.html",agent=agent,message=t[0])
  except:
    return render template("welcome.html")
@app.route('/loginagent', methods=['GET', 'POST'])
def loginagent():
  if request.method == 'POST':
```

```
try:
      global loginagent
      id = request.form['idn']
      loginagent = id
      password = request.form['password']
      sql = f"select * from AGENT where id='{escape(id)}' and password='{escape(password)}'"
      stmt = ibm_db.exec_immediate(conn, sql)
      data = ibm db.fetch both(stmt)
      if data:
        session["name"] = escape(id)
        session["password"] = escape(password)
        return redirect(url_for("agentwelcome"))
      else:
        flash("Mismatch in credetials", "danger")
    except:
      flash("Error in Insertion operation", "danger")
  return render template("signinpageagent.html")
@app.route('/delete/<ID>')
def delete(ID):
  sql = f"select * from customer where Id='{escape(ID)}'"
  print(sql)
  stmt = ibm_db.exec_immediate(conn, sql)
```

```
student = ibm_db.fetch_row(stmt)
if student:
    sql = f"delete from customer where id='{escape(ID)}'"
    stmt = ibm_db.exec_immediate(conn, sql)

flash("Delected Successfully", "success")
    return redirect(url_for("admin"))
```

Style1.css

```
/* Googlefont Poppins CDN Link */
@import
url('https://fonts.googleapis.com/css2?family=Poppins:wght@200;300;400;500;600;700&displa
y=swap');
*{
 margin: 0;
 padding: 0;
 box-sizing: border-box;
font-family: 'Poppins', sans-serif;
}
.sidebar{
 position: fixed;
 height: 100%;
 width: 240px;
 background: #0A2558;
transition: all 0.5s ease;
}
.sidebar.active{
```

```
width: 60px;
}
.sidebar .logo-details{
height: 80px;
 display: flex;
 align-items: center;
}
.sidebar .logo-details i{
font-size: 28px;
font-weight: 500;
color: #fff;
min-width: 60px;
text-align: center
}
.sidebar .logo-details .logo_name{
color: #fff;
font-size: 24px;
font-weight: 500;
}
.sidebar .nav-links{
margin-top: 10px;
}
.sidebar .nav-links li{
position: relative;
list-style: none;
height: 50px;
}
```

```
.sidebar .nav-links li a{
 height: 100%;
 width: 100%;
 display: flex;
 align-items: center;
 text-decoration: none;
 transition: all 0.4s ease;
}
.sidebar .nav-links li a.active{
background: #081D45;
}
.sidebar .nav-links li a:hover{
background: #081D45;
}
.sidebar .nav-links li i{
 min-width: 60px;
 text-align: center;
font-size: 18px;
 color: #fff;
}
.sidebar .nav-links li a .links name{
color: #fff;
font-size: 15px;
 font-weight: 400;
 white-space: nowrap;
}
.sidebar .nav-links .log_out{
```

```
position: absolute;
 bottom: 0;
width: 100%;
}
. home\text{-}section \{
 position: relative;
 background: #f5f5f5;
 min-height: 100vh;
 width: calc(100% - 240px);
left: 240px;
transition: all 0.5s ease;
}
.sidebar.active ~ .home-section{
width: calc(100% - 60px);
left: 60px;
}
.home-section nav{
 display: flex;
justify-content: space-between;
 height: 80px;
 background: #fff;
 display: flex;
 align-items: center;
 position: fixed;
 width: calc(100% - 240px);
 left: 240px;
 z-index: 100;
```

```
padding: 0 20px;
 box-shadow: 0 1px 1px rgba(0, 0, 0, 0.1);
transition: all 0.5s ease;
}
.sidebar.active ~ .home-section nav{
left: 60px;
width: calc(100% - 60px);
}
.home-section nav .sidebar-button{
display: flex;
 align-items: center;
font-size: 24px;
font-weight: 500;
}
nav .sidebar-button i{
font-size: 35px;
 margin-right: 10px;
}
.home-section nav .search-box{
position: relative;
height: 50px;
 max-width: 550px;
 width: 100%;
margin: 0 20px;
}
nav .search-box input{
height: 100%;
```

```
width: 100%;
 outline: none;
 background: #F5F6FA;
 border: 2px solid #EFEEF1;
 border-radius: 6px;
font-size: 18px;
 padding: 0 15px;
}
nav .search-box .bx-search{
 position: absolute;
 height: 40px;
 width: 40px;
 background: #2697FF;
 right: 5px;
 top: 50%;
 transform: translateY(-50%);
 border-radius: 4px;
 line-height: 40px;
 text-align: center;
 color: #fff;
 font-size: 22px;
transition: all 0.4 ease;
}
.home-section nav .profile-details{
 display: flex;
 align-items: center;
 background: #F5F6FA;
```

```
border: 2px solid #EFEEF1;
 border-radius: 6px;
 height: 50px;
 min-width: 190px;
 padding: 0 15px 0 2px;
}
nav .profile-details img{
height: 40px;
 width: 40px;
border-radius: 6px;
 object-fit: cover;
}
nav .profile-details .admin_name{
font-size: 15px;
font-weight: 500;
 color: #333;
 margin: 0 10px;
white-space: nowrap;
}
nav .profile-details i{
font-size: 25px;
 color: #333;
}
.home-section .home-content{
position: relative;
 padding-top: 104px;
}
```

```
.home-content .overview-boxes{
 display: flex;
 align-items: center;
 justify-content: space-between;
 flex-wrap: wrap;
 padding: 0 20px;
 margin-bottom: 26px;
}
.overview-boxes .box{
display: flex;
 align-items: center;
 justify-content: center;
 width: calc(100% / 4 - 15px);
 background: #fff;
 padding: 15px 14px;
 border-radius: 12px;
 box-shadow: 0 5px 10px rgba(0,0,0,0.1);
}
.overview-boxes .box-topic{
font-size: 20px;
font-weight: 500;
}
.home-content .box .number{
 display: inline-block;
 font-size: 35px;
 margin-top: -6px;
 font-weight: 500;
```

```
}
.home-content .box .indicator{
 display: flex;
 align-items: center;
}
.home-content .box .indicator i{
height: 20px;
width: 20px;
 background: #8FDACB;
 line-height: 20px;
text-align: center;
 border-radius: 50%;
 color: #fff;
font-size: 20px;
 margin-right: 5px;
}
.box .indicator i.down{
background: #e87d88;
}
.home-content .box .indicator .text{
font-size: 12px;
}
.home-content .box .cart{
 display: inline-block;
font-size: 32px;
 height: 50px;
 width: 50px;
```

```
background: #cce5ff;
 line-height: 50px;
 text-align: center;
 color: #66b0ff;
 border-radius: 12px;
 margin: -15px 0 0 6px;
}
.home-content .box .cart.two{
 color: #2BD47D;
 background: #C0F2D8;
}
.home-content .box .cart.three{
 color: #ffc233;
 background: #ffe8b3;
}
.home-content .box .cart.four{
 color: #e05260;
 background: #f7d4d7;
}
.home-content .total-order{
font-size: 20px;
font-weight: 500;
}
.home-content .sales-boxes{
 display: flex;
justify-content: space-between;
/* padding: 0 20px; */
```

```
}
/* left box */
.home-content .sales-boxes .recent-sales{
 width: 65%;
 background: #fff;
 padding: 20px 30px;
 margin: 0 20px;
 border-radius: 12px;
box-shadow: 0 5px 10px rgba(0, 0, 0, 0.1);
}
.home-content .sales-boxes .sales-details{
 display: flex;
 align-items: center;
justify-content: space-between;
}
.sales-boxes .box .title{
font-size: 24px;
font-weight: 500;
/* margin-bottom: 10px; */
}
.sales-boxes .sales-details li.topic{
font-size: 20px;
font-weight: 500;
}
.sales-boxes .sales-details li{
 list-style: none;
```

```
margin: 8px 0;
}
.sales-boxes .sales-details li a{
font-size: 18px;
 color: #333;
font-size: 400;
text-decoration: none;
}
.sales-boxes .box .button{
width: 100%;
display: flex;
justify-content: flex-end;
}
.sales-boxes .box .button a{
color: #fff;
 background: #0A2558;
 padding: 4px 12px;
font-size: 15px;
font-weight: 400;
 border-radius: 4px;
 text-decoration: none;
transition: all 0.3s ease;
}
.sales-boxes .box .button a:hover{
background: #0d3073;
}
```

```
/* Right box */
.home-content .sales-boxes .top-sales{
 width: 35%;
 background: #fff;
 padding: 20px 30px;
 margin: 0 20px 0 0;
 border-radius: 12px;
 box-shadow: 0 5px 10px rgba(0, 0, 0, 0.1);
.sales-boxes .top-sales li{
 display: flex;
 align-items: center;
justify-content: space-between;
 margin: 10px 0;
}
.sales-boxes .top-sales li a img{
 height: 40px;
 width: 40px;
 object-fit: cover;
 border-radius: 12px;
 margin-right: 10px;
 background: #333;
}
.sales-boxes .top-sales li a{
 display: flex;
 align-items: center;
 text-decoration: none;
```

```
}
.sales-boxes .top-sales li .product,
.price{
font-size: 17px;
font-weight: 400;
 color: #333;
}
/* Responsive Media Query */
@media (max-width: 1240px) {
 .sidebar{
  width: 60px;
 }
 .sidebar.active{
  width: 220px;
 }
 .home-section{
  width: calc(100% - 60px);
  left: 60px;
 }
 .sidebar.active ~ .home-section{
  /* width: calc(100% - 220px); */
  overflow: hidden;
  left: 220px;
 .home-section nav{
  width: calc(100% - 60px);
  left: 60px;
```

```
}
 .sidebar.active ~ .home-section nav{
  width: calc(100% - 220px);
  left: 220px;
 }
}
@media (max-width: 1150px) {
 .home-content .sales-boxes{
  flex-direction: column;
 }
 .home-content .sales-boxes .box{
  width: 100%;
  overflow-x: scroll;
  margin-bottom: 30px;
 }
 .home-content .sales-boxes .top-sales{
  margin: 0;
}
}
@media (max-width: 1000px) {
 .overview-boxes .box{
  width: calc(100% / 2 - 15px);
  margin-bottom: 15px;
 }
@media (max-width: 700px) {
nav .sidebar-button .dashboard,
```

```
nav .profile-details .admin_name,
 nav .profile-details i{
  display: none;
 }
 .home-section nav .profile-details{
 height: 50px;
  min-width: 40px;
 }
 .home-content .sales-boxes .sales-details{
 width: 560px;
}
}
@media (max-width: 550px) {
 .overview-boxes .box{
  width: 100%;
  margin-bottom: 15px;
 }
 .sidebar.active ~ .home-section nav .profile-details{
  display: none;
}
}
 @media (max-width: 400px) {
 .sidebar{
 width: 0;
 }
 .sidebar.active{
  width: 60px;
```

```
}
 .home-section{
 width: 100%;
 left: 0;
}
 .sidebar.active ~ .home-section{
 left: 60px;
 width: calc(100% - 60px);
 }
 .home-section nav{
 width: 100%;
 left: 0;
 }
 .sidebar.active ~ .home-section nav{
 left: 60px;
 width: calc(100% - 60px);
}
}
```