

## SPRINT 2:

## ADMIN DASHBOARD:

## CUSTOMERS:

Customer Care Registry

Admin Dashboard

Profile

Profile

Manage Agents/Customers

Customers

Agents

Delete Customers

Delete Agents


Assign Tickets

Assign tickets to agents

Tickets raised

LOG OUT

Admin DashboardCustomersAgentsDelete CustomersDelete agentsAssign agents to ticketsTickets raised

Hello admin12  
View All Customers

Customers

All customers registered in the application

USERNAME	EMAIL ADDRESS	TICKETS RAISED	TICKETS RESOLVED	NOTIFICATIONS SENT
gokul	gokul@gmail.com	0	0	0
gokulcj7	gokulcjgrove2016@gmail.com	0	0	1
user	user@gmail.com	0	0	0

## AGENTS:

Customer Care Registry

Admin Dashboard

Profile

Profile

Manage Agents/Customers

Customers

Agents

Delete Customers

Delete Agents


Assign Tickets

Assign tickets to Agents

Tickets raised

LOG OUT

Admin DashboardCustomersAgentsDelete CustomersDelete agentsAssign agents to ticketsTickets raised

Hello admin12  
View All Agents

Agents

All agents registered in the application

USERNAME	EMAIL ADDRESS	TICKETS RAISED	TICKETS RESOLVED	NOTIFICATIONS SENT
gokulcj7	gokulcj7@gmail.com	0	0	0
abc	abc@gmail.com	0	0	1
agent	agent24190@gmail.com	0	0	0

# DELETE CUSTOMERS:

Customer Care Registry

Admin Dashboard

Profile

Profile

Manage Agents/Customers

Customers

Agents

Delete Customers

Delete Agents

Assign Tickets

Assign tickets to agents

Tickets raised

LOG OUT

Admin DashboardCustomersAgentsDelete CustomersDelete agentsAssign agents to ticketsTickets raised

Hello admin12

View All Customers

Delete Customers

Click on delete to delete customer

USERNAME	EMAIL ADDRESS	TICKETS RAISED	TICKETS RESOLVED	NOTIFICATIONS SENT	ACTION
gokul	gokul@gmail.com	0	0	0	<a href="#">Delete</a>
gokulcj7	gokulcjgrove2016@gmail.com	0	0	1	<a href="#">Delete</a>
user	user@gmail.com	0	0	0	<a href="#">Delete</a>

Customer Care Registry

Admin Dashboard

Profile

Profile

Manage Agents/Customers

Customers

Agents

Delete Customers

Delete Agents

Assign Tickets

Assign tickets to agents

Tickets raised

LOG OUT

Admin DashboardCustomersAgentsDelete CustomersDelete agentsAssign agents to ticketsTickets raised

Hello admin12

View All Customers

Delete Customers

Click on delete to delete customer

Delete successfully

USERNAME	EMAIL ADDRESS	TICKETS RAISED	TICKETS RESOLVED	NOTIFICATIONS SENT	ACTION
gokul	gokul@gmail.com	0	0	0	<a href="#">Delete</a>
user	user@gmail.com	0	0	0	<a href="#">Delete</a>

# DELETE AGENT:

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

Customers

Agents

Delete Customers

Delete Agents

Assign Tickets

Assign Tickets to agents

Tickets raised

LOG OUT

Admin DashboardCustomersAgentsDelete CustomersDelete agentsAssign agents to ticketsTickets raised

Hello admin12

Delete Agents

Delete Agents

Click on delete to delete agent

USERNAME	EMAIL ADDRESS	TICKETS RAISED	TICKETS RESOLVED	NOTIFICATIONS SENT	ACTION
gokulcj7	gokulcj7@gmail.com	0	0	0	<a href="#">Delete</a>
abc	abc@gmail.com	0	0	1	<a href="#">Delete</a>
agent	agent24190@gmail.com	0	0	0	<a href="#">Delete</a>

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

Customers

Agents

Delete Customers

Delete Agents

Assign Tickets

Assign Tickets to agents

Tickets raised

LOG OUT

Admin Dashboard Customers Agents Delete Customers Delete agents Assign agents to tickets Tickets raised

Hello admin12

Delete Agents

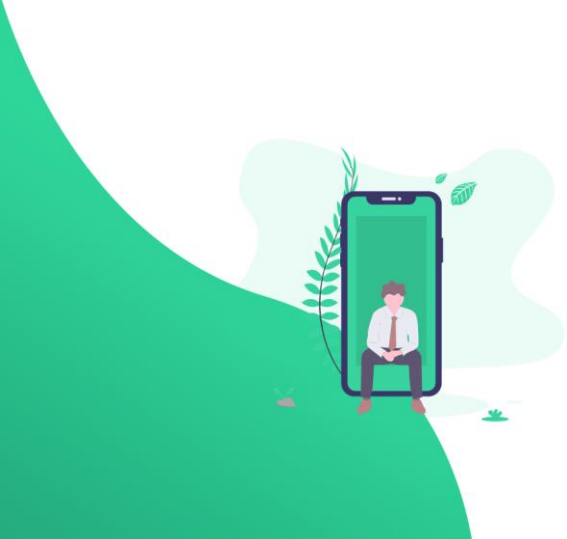
Delete Agents


Click on delete to delete agent

Delete successfully

USERNAME	EMAIL ADDRESS	TICKETS RAISED	TICKETS RESOLVED	NOTIFICATIONS SENT	ACTION
gokulcj7	gokulcj7@gmail.com	0	0	0	<a href="#">Delete</a>
agent	agent24190@gmail.com	0	0	0	<a href="#">Delete</a>

## EMAIL NOTIFICATION FOR USER REGISTRATION:





USER SIGN UP

Username

gokul123

Email address

gokulcjgrove2016@gmail.com

Password

\*\*\*\*\*

Already a member ?

REGISTER

Compose

Inbox

Starred

Snorized

Sent

Drafts

More

Labels

1912058@nec.edu.in

Moved 2018-11-29 11:38

Customer Care Registry - Account Creation

customercareregcj7@gmail.com

Hello gokulcj7, Thank you for registering as a customer with Customer Care Registry Application.

12:15 AM (11 hours ago)

customercareregcj7@gmail.com via sendgrid.net

to me

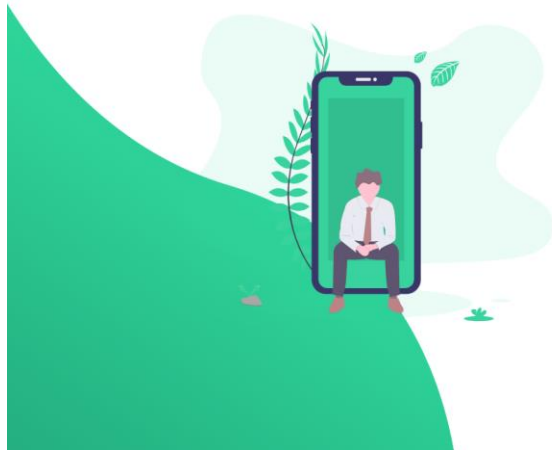
Hello gokul123, Thank you for registering as a customer with Customer Care Registry Application.

12:00 PM (1 minute ago)

Reply

Forward

## EMAIL NOTIFICATION FOR NEW AGENT REGISTRATION:



### AGENT SIGN UP

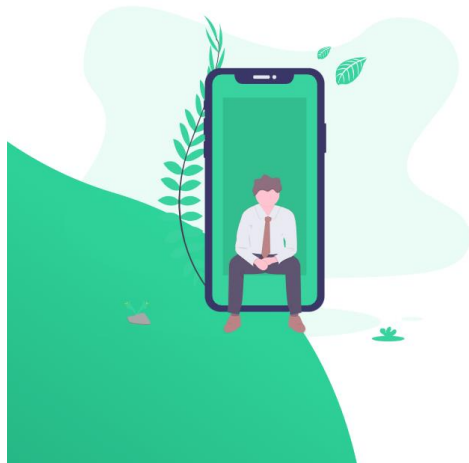
Username  
agent224

Email address  
1912058@nec.edu.in

Password  
\*\*\*\*\*

Already a member ?

REGISTER



### AGENT SIGN UP

You have successfully registered !

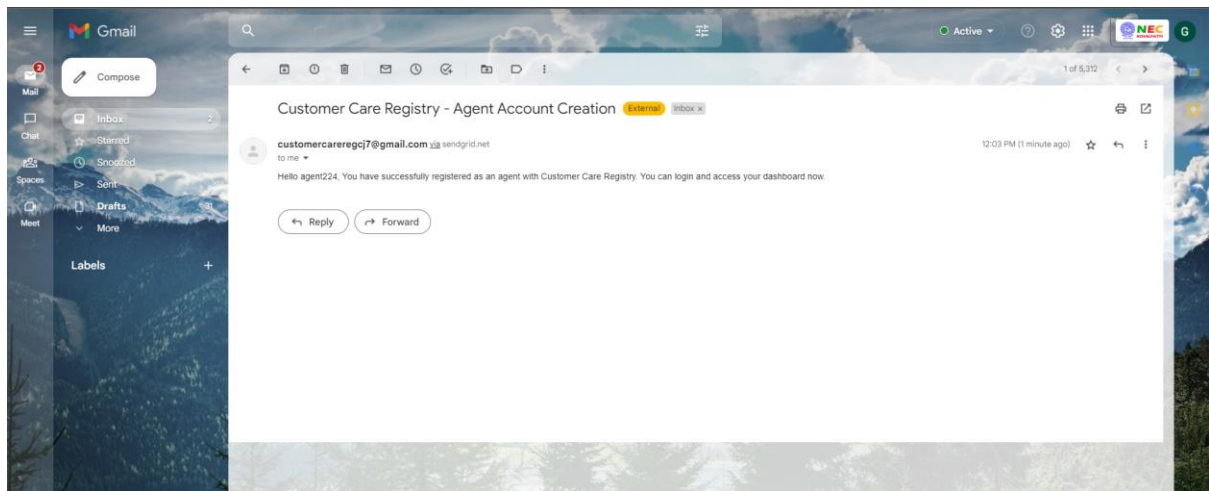
Username

Email address

Password

Already a member ?

REGISTER



## IBM WATSON ASSISTANT:

