

Delivery of Sprint – 3

Team Id	PNT2022TMID292270
Project Name	Customer Care Registry

Chatbot

The screenshot shows the Admin Dashboard of the Chatbot system. The browser address bar displays `127.0.0.1:5000/tickets`. The dashboard has a yellow header with "Welcome Admin," and a "Sign out" button. Below the header is a table with the following data:

Complaint ID	Username	Title	Complaint	Solution	Status
1	jaff	wifi	Not connected	Try again	Completed
2	cus1	internet	Slow Network	Try again	Completed

Below the table is an "Assign an agent" button with a lightning bolt icon. Underneath, there is a "Complaint ID" input field and a "Choose an agent:" label with a dropdown menu showing "ram". A "Submit" button is at the bottom of the form. The Windows taskbar at the bottom shows the date and time as 10:23 PM on 15-11-2022.

The screenshot shows the Customer Dashboard of the Chatbot system. The browser address bar displays `127.0.0.1:5000/login`. The dashboard has a yellow header with "Welcome cus1," and a "Sign out" button. Below the header is a table with the following data:

Complaint ID	Complaint Detail	Assigned Agent	Status	Solution
2	internet	agent	Completed	Try again

Below the table is an "Add new complaint" button with a plus icon. Underneath, there is a "Title" input field with the value "wifi" and a "Complaint" input field with the value "Not connected". A "Submit" button is at the bottom of the form. The Windows taskbar at the bottom shows the date and time as 10:24 PM on 15-11-2022.

app.py

```
app.py > ...
1
2 from flask import Flask, render_template, request, redirect, session, url_for
3 import ibm_db
4 import re
5
6
7 app = Flask(__name__)
8
```

```
app.py > addagent
296
297 @app.route('/assignagent', methods=['GET', 'POST'])
298 def assignagent():
299     if request.method == "POST":
300         ccid = request.form['ccid']
301         agent = request.form['agent']
302         print(ccid)
303         print(agent)
304         try:
305             sql = "update complaints set assigned_agent =? where c_id = ?"
306             stmt = ibm_db.prepare(conn, sql)
307             ibm_db.bind_param(stmt, 1, agent)
308             ibm_db.bind_param(stmt, 2, ccid)
309             ibm_db.execute(stmt)
310             sql = "update agents set status =1 where username = ?"
311             stmt = ibm_db.prepare(conn, sql)
312             ibm_db.bind_param(stmt, 1, userid)
313             ibm_db.execute(stmt)
314         except:
315             print("cant update")
316         return redirect(url_for('tickets'))
317
318 if __name__ == "__main__":
319     app.run(debug=True)
```