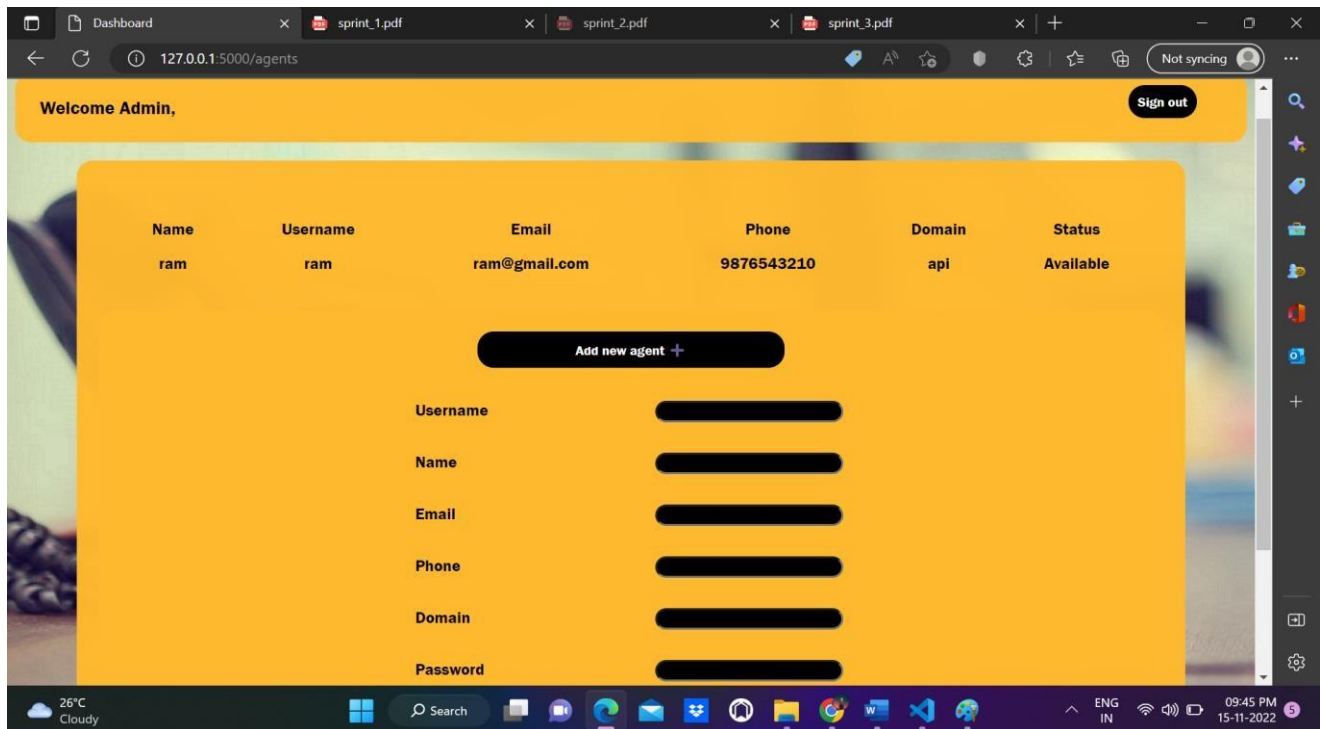


Delivery of Sprint – 2

Team Id	PNT2022TMID292270
Project Name	Customer Care Registry

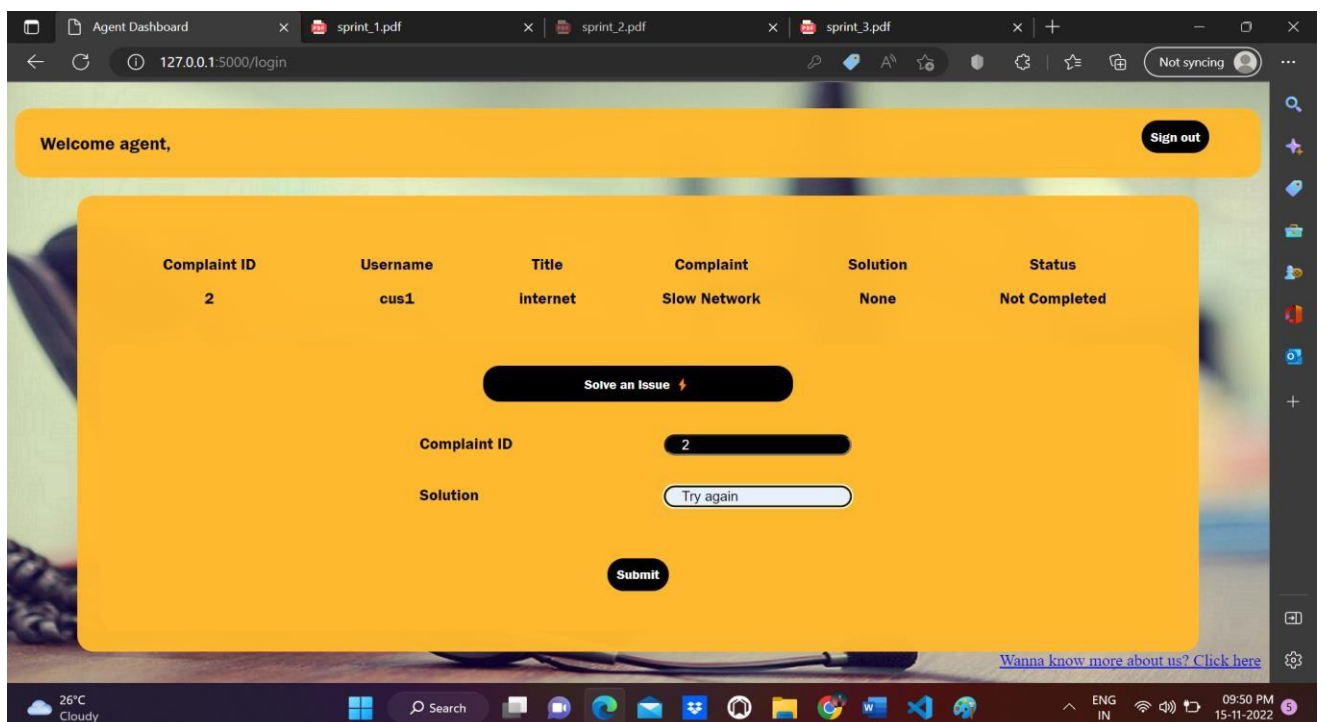
Agent Panel



The screenshot shows the Admin Panel of the system. At the top, there's a navigation bar with a 'Welcome Admin,' message and a 'Sign out' button. Below this, a table displays agent information:

Name	Username	Email	Phone	Domain	Status
ram	ram	ram@gmail.com	9876543210	api	Available

Below the table is an 'Add new agent +' button. Underneath, there are input fields for Username, Name, Email, Phone, Domain, and Password. The bottom of the screen shows a Windows taskbar with the date and time as 09:45 PM on 15-11-2022.



The screenshot shows the Agent Dashboard. It features a 'Welcome agent,' message and a 'Sign out' button. A table displays complaint details:

Complaint ID	Username	Title	Complaint	Solution	Status
2	cus1	Internet	Slow Network	None	Not Completed

Below the table is a 'Solve an Issue ⚡' button. Underneath, there are input fields for Complaint ID (containing '2') and Solution (with a 'Try again' button). A 'Submit' button is at the bottom. The bottom of the screen shows a Windows taskbar with the date and time as 09:50 PM on 15-11-2022.

agents.html

```
templates > <> agents.html > ...
1  {% extends 'base.html' %}
2
3  {% block head %}
4
5  <title>
6  |   Dashboard
7  </title>
8
9  {% endblock %}
10
11 {% block body %}
12
13 <br>
14
15 <div class="fordashboardtop">
16 |   <div class="fordashboardtopelements1">
17 |       Welcome Admin,
18 |   </div>
19 |   <div class="fordashboardtopelements2">
20 |       <a href="/login"><button class="forbutton">Sign out</button></a>
21 |   </div>
22 |
23 </div>
24 <br>
25 <div class="outerofdashdetails">
26
```

agentdash.html

```
templates > <> agentdash.html > ...
25 <div class="outerofdashdetails">
26
27     <div class="fordashboarddetails">
28         <br>
29         <!-- table of customers complaints -->
30         <table class="fortable">
31             <thead>
32                 <th>Complaint ID</th>
33                 <th class="pad">Username</th>
34                 <th>Title</th>
35                 <th>Complaint</th>
36                 <th>Solution</th>
37                 <th>Status</th>
38             </thead>
39             <tbody>
40                 {% for i in complaints %}
41                 <tr>
42                     <td class="pad">
43                         {{ i['C_ID'] }}
44                     </td>
45                     <td class="pad">
46                         {{ i['USERNAME'] }}
47                     </td>
48                     <td>
49                         {{ i['TITLE'] }}
50                     </td>
```

app.py

```

app.py > ...
209
210 @app.route('/addnewagent', methods=["GET", "POST"])
211 def addagent():
212     if request.method == 'POST':
213         username = request.form['username']
214         name = request.form['name']
215         email = request.form['email']
216         phone = request.form['phone']
217         domain = request.form['domain']
218         password = request.form['password']
219         try:
220             sql = "insert into agents values(?,?,?,?,?,2)"
221             stmt = ibm_db.prepare(conn, sql)
222             ibm_db.bind_param(stmt, 1, username)
223             ibm_db.bind_param(stmt, 2, name)
224             ibm_db.bind_param(stmt, 3, email)
225             ibm_db.bind_param(stmt, 4, phone)
226             ibm_db.bind_param(stmt, 5, password)
227             ibm_db.bind_param(stmt, 6, domain)
228             ibm_db.execute(stmt)
229         except:
230             print("cant insert")
231         sql = "select * from agents"
232         agents = []
233         stmt = ibm_db.prepare(conn, sql)
234         ibm_db.execute(stmt)

```