

SPRINT 2

VIEW CUSTOMERS - ADMIN DASHBOARD

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

View Customers

View agents

Delete Customers

Delete Agents

Assign Tickets

Assign tickets to agents

LOG OUT

Admin Dashboard

View Customers

View agents

Delete Customers

Delete agents

Assign agents to tickets

View tickets raised

Hello admin12

View All Customers

Customers

All customers registered in the application

| USERNAME | EMAIL ADDRESS | TICKETS RAISED | TICKETS RESOLVED | NOTIFICATIONS SENT |
|-------------|-------------------------|----------------|------------------|--------------------|
| supraja123 | supraja232001@gmail.com | 0 | 0 | 0 |
| sneha123 | sneha123@gmail.com | 0 | 0 | 0 |
| suppriya123 | suppriya123@gmail.com | 0 | 0 | 0 |

29°C

Partly sunny

Search

ENG IN

12:22

15-11-2022

VIEW AGENT-ADMIN DASHBOARD

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

View Customers

View agents

Delete Customers

Delete Agents

Assign Tickets

Assign tickets to agents

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View tickets raised

Hello admin12

View All Agents

Agents

All agents registered in the application

| USERNAME | EMAIL ADDRESS | TICKETS RAISED | TICKETS RESOLVED | NOTIFICATIONS SENT |
|----------|--------------------|----------------|------------------|--------------------|
| agent123 | agent123@gmail.com | 0 | 0 | 0 |
| agent2 | agent2@gmail.com | 0 | 0 | 0 |
| agent1 | agent1@gmail.com | 0 | 0 | 0 |
| agent3 | agent3@gmail.com | 0 | 0 | 0 |

29°C

Partly sunny

Search

ENG IN

12:23

15-11-2022

DELETE CUSTOMERS- ADMIN DASHBOARD

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

+ View Customers

+ View agents

+ Delete Customers

+ Delete Agents

Assign Tickets

+ Assign tickets to agents

LOGOUT

Admin Dashboard

View Customers

View agents

Delete Customers

Delete agents

Assign agents to tickets

View tickets raised

Hello admin12

View All Customers

Delete Customers

Click on delete to delete customer

| USERNAME | EMAIL ADDRESS | TICKETS RAISED | TICKETS RESOLVED | NOTIFICATIONS SENT | DELETE CUSTOMER |
|-------------|-------------------------|----------------|------------------|--------------------|-----------------|
| supraja123 | supraja232001@gmail.com | 0 | 0 | 0 | Delete |
| sneha 123 | sneha 123@gmail.com | 0 | 0 | 0 | Delete |
| suppriya123 | suppriya123@gmail.com | 0 | 0 | 0 | Delete |

29°C
Partly sunny

Search

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IN

12:23
15-11-2022

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Manage Agents/Customers

+ View Customers

+ View agents

+ Delete Customers

+ Delete Agents

Assign Tickets

+ Assign tickets to agents

LOGOUT

Admin Dashboard

View Customers

View agents

Delete Customers

Delete agents

Assign agents to tickets

View tickets 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 | DELETE CUSTOMER |
|-------------|-----------------------|----------------|------------------|--------------------|-----------------|
| sneha123 | sneha123@gmail.com | 0 | 0 | 0 | Delete |
| suppriya123 | suppriya123@gmail.com | 0 | 0 | 0 | Delete |

29°C
Partly sunny

Search

ENG
IN

12:23
15-11-2022

DELETE AGENT- ADMIN DASHBOARD

Customer Care Registry

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Profile Information

Manage Agents/Customers

View Customers

View agents

Delete Customers

Delete Agents

Assign Tickets

Assign tickets to agents

View Tickets raised

LOG OUT

Admin Dashboard

View Customers

View agents

Delete Customers

Delete agents

Assign agents to tickets

View tickets raised

Hello admin12

Delete Agents

Delete Agents

Click on delete to delete agent

| USERNAME | EMAIL ADDRESS | TICKETS RAISED | TICKETS RESOLVED | NOTIFICATIONS SENT | DELETE AGENT |
|----------|--------------------|----------------|------------------|--------------------|--------------|
| agent123 | agent123@gmail.com | 0 | 0 | 0 | Delete |
| agent2 | agent2@gmail.com | 0 | 0 | 0 | Delete |
| agent1 | agent1@gmail.com | 0 | 0 | 0 | Delete |
| agent3 | agent3@gmail.com | 0 | 0 | 0 | Delete |

29°C
Partly sunny

Search

ENG
IN

12:24
15-11-2022

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

View Customers

View agents

Delete Customers

Delete Agents

Assign Tickets

Assign tickets to agents

View Tickets raised

LOG OUT

Admin Dashboard

View Customers

View agents

Delete Customers

Delete agents

Assign agents to tickets

View 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 | DELETE AGENT |
|----------|--------------------|----------------|------------------|--------------------|--------------|
| agent123 | agent123@gmail.com | 0 | 0 | 0 | Delete |
| agent2 | agent2@gmail.com | 0 | 0 | 0 | Delete |
| agent1 | agent1@gmail.com | 0 | 0 | 0 | Delete |

29°C
Partly sunny

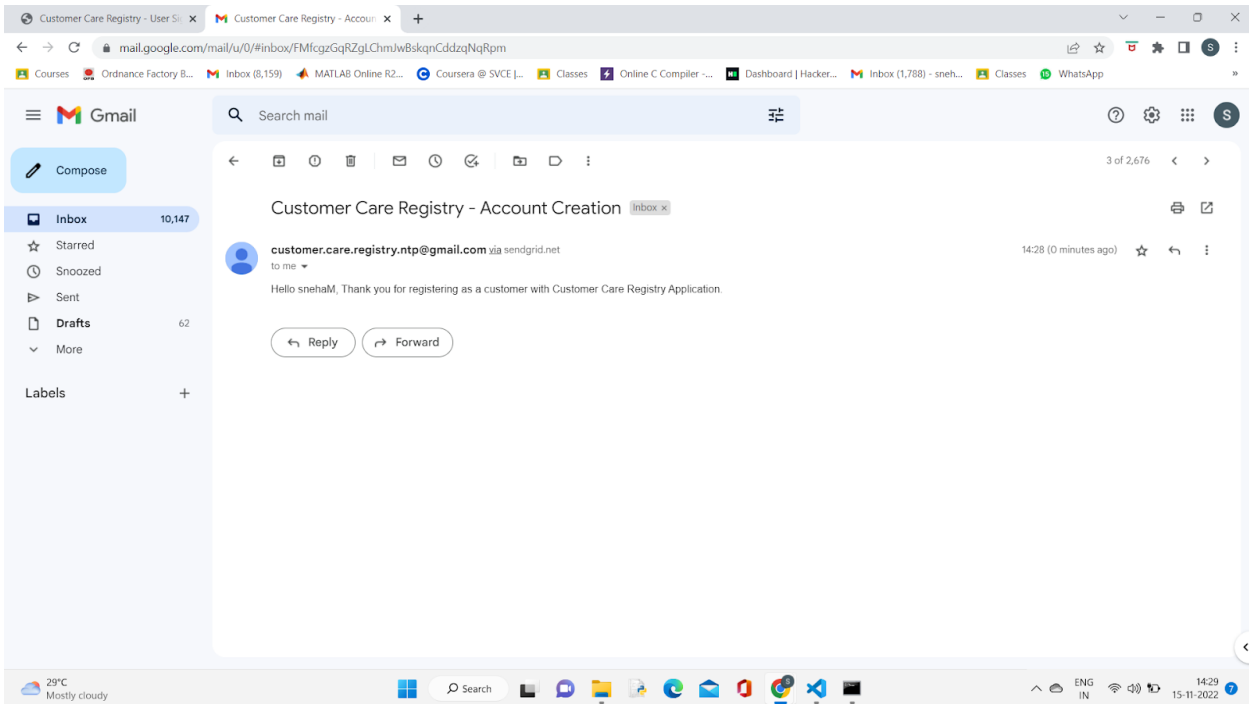
Search

ENG
IN

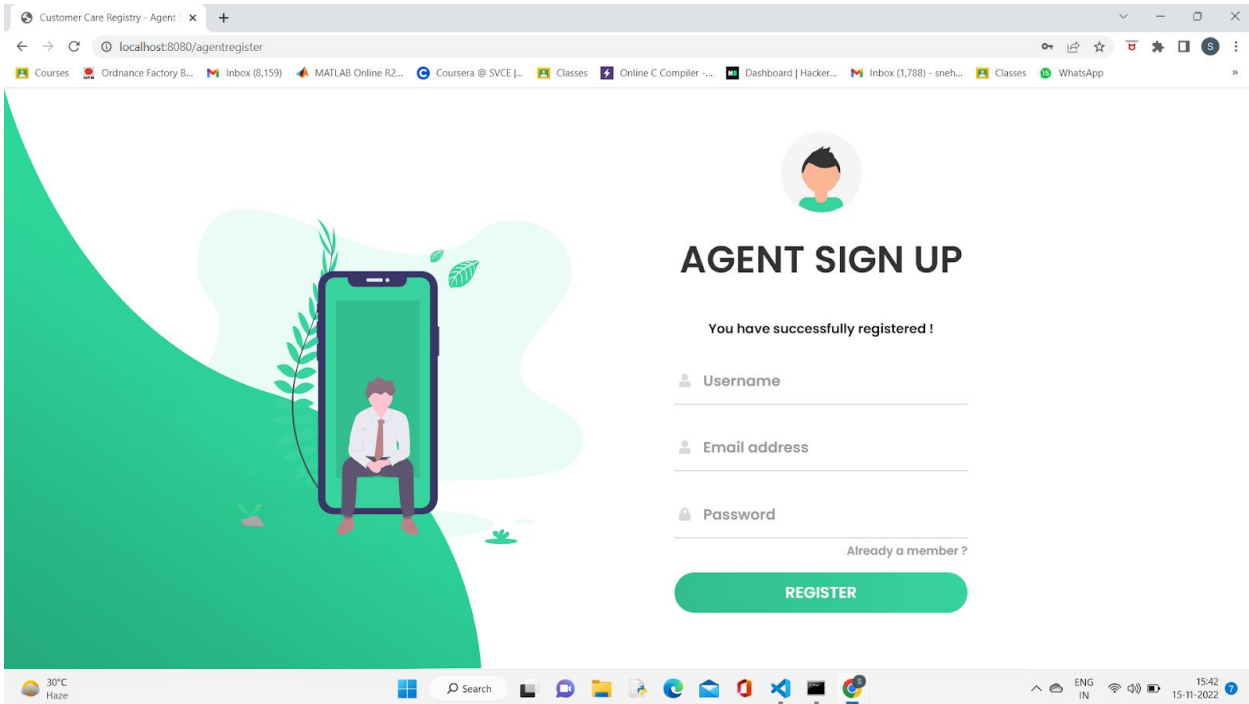
12:24
15-11-2022

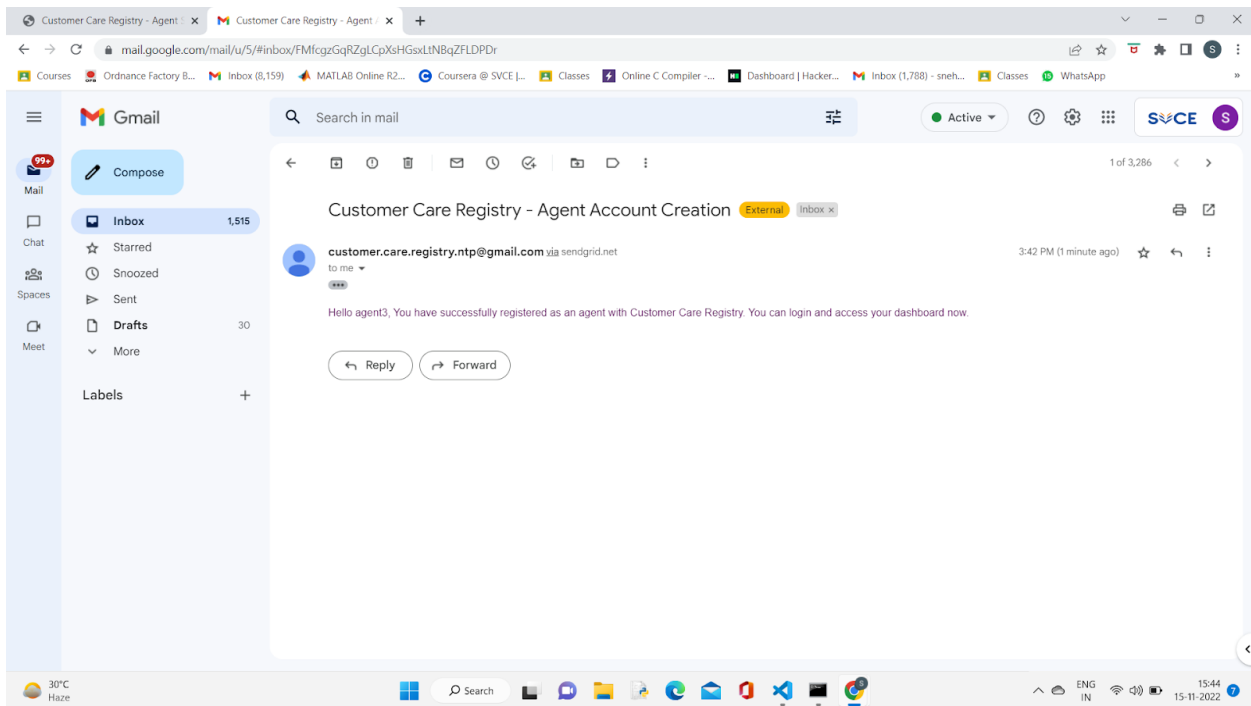
EMAIL NOTIFICATION ON NEW USER REGISTRATION

The image displays two sequential screenshots of a web browser window, illustrating a user registration process. The browser's address bar shows the URL 'localhost:8080/userreg'. The page features a green-themed illustration on the left depicting a person sitting inside a smartphone frame. On the right, the heading 'USER SIGN UP' is prominently displayed. The registration form includes three input fields: 'Username' (containing 'snehaM'), 'Email address' (containing 'snehamuthukumar3@gmail.co'), and 'Password' (masked with dots). A link for 'Already a member?' is positioned below the password field. A green 'REGISTER' button is located at the bottom of the form. The bottom screenshot shows the same page after successful registration, with a confirmation message 'You have successfully registered !' appearing above the input fields. The browser's taskbar at the bottom indicates a temperature of 29°C and a time of 14:28 on 15-11-2022.



EMAIL NOTIFICATION ON NEW AGENT REGISTRATION





WATSON ASSISTANT

