

OUTPUT SCREENSHOTS-SPRINT3

USER PROFILE:

The screenshot shows the 'User Profile' page for a user named snehaM. The browser address bar shows 'localhost:8080/userprofile'. The left sidebar contains a 'Customer Care Registry' menu with options: Dashboard, Profile (selected), Profile Information, Manage your tickets, Raise tickets, View all tickets, View all tickets in progress, View all tickets resolved, and LOG OUT. The main content area has tabs for 'User Dashboard', 'Profile Info' (selected), and 'Raise Tickets'. It displays a welcome message 'Hello snehaM' and 'Welcome to your dashboard'. Below this are four summary cards: Username 'snehaM', Email Address 'snehamuthukumar3@gmail.com', Number of notifications sent '2', and Tickets Raised '1'. A 'Your Zone' section for 'Customer Care Registry' contains four more cards: Tickets Raised '1', Tickets in Progress '0', Tickets Resolved '0', and Notifications sent '2'. The system tray at the bottom shows a temperature of 24°C, 'Partly cloudy', and the date '16-11-2022'.

AGENT PROFILE:

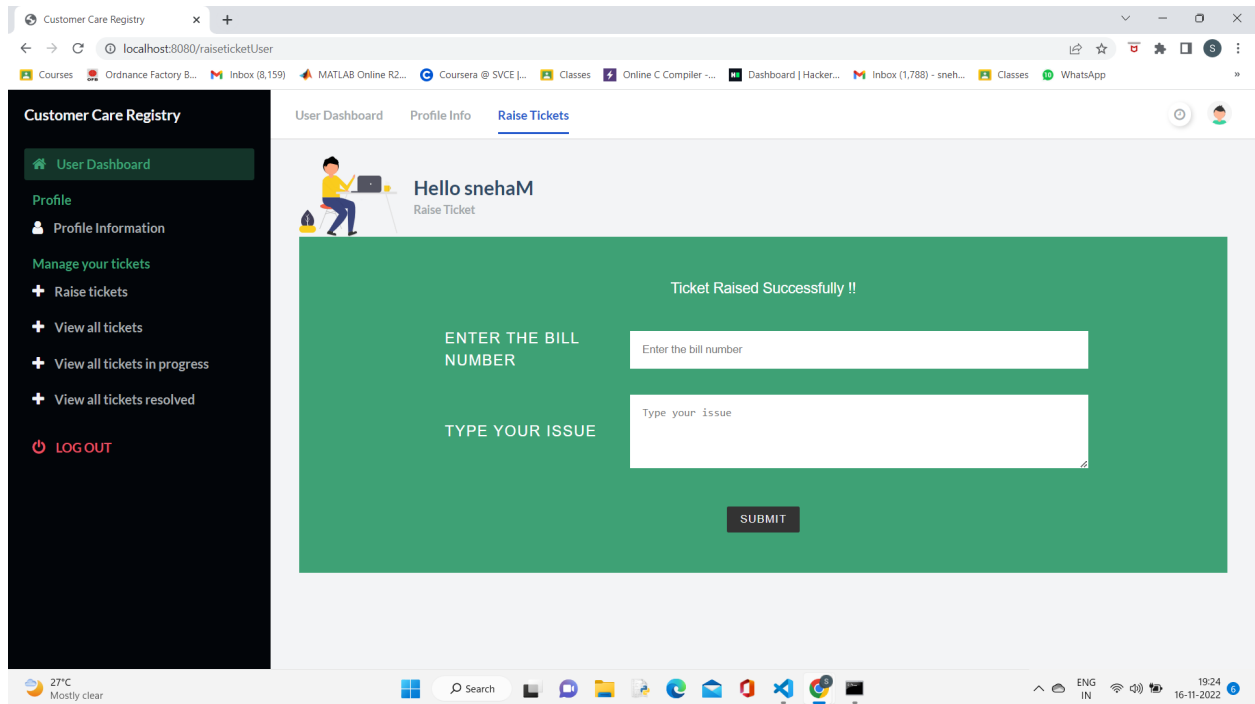
The screenshot shows the 'Agent Profile' page for an agent named agent3. The browser address bar shows 'localhost:8080/agentprofile'. The left sidebar contains a 'Customer Care Registry' menu with options: AgentDashboard (selected), Profile, Profile Information, Manage tickets, View Tickets, and LOG OUT. The main content area has tabs for 'Agent Dashboard', 'Profile Info' (selected), and 'View Tickets'. It displays a welcome message 'Hello agent3' and 'Welcome to your dashboard'. Below this are four summary cards: Username 'agent3', Email Address '2019it0026@svce.ac.in', Number of notifications sent '1', and Tickets Assigned '0'. A 'Your Zone' section for 'Customer Care Registry' contains four more cards: Tickets Assigned '0', Tickets in Progress '0', Tickets Resolved '0', and Notifications sent '1'. The system tray at the bottom shows a temperature of 27°C, 'Satisfactory air', and the date '16-11-2022'.

ADMIN PROFILE:

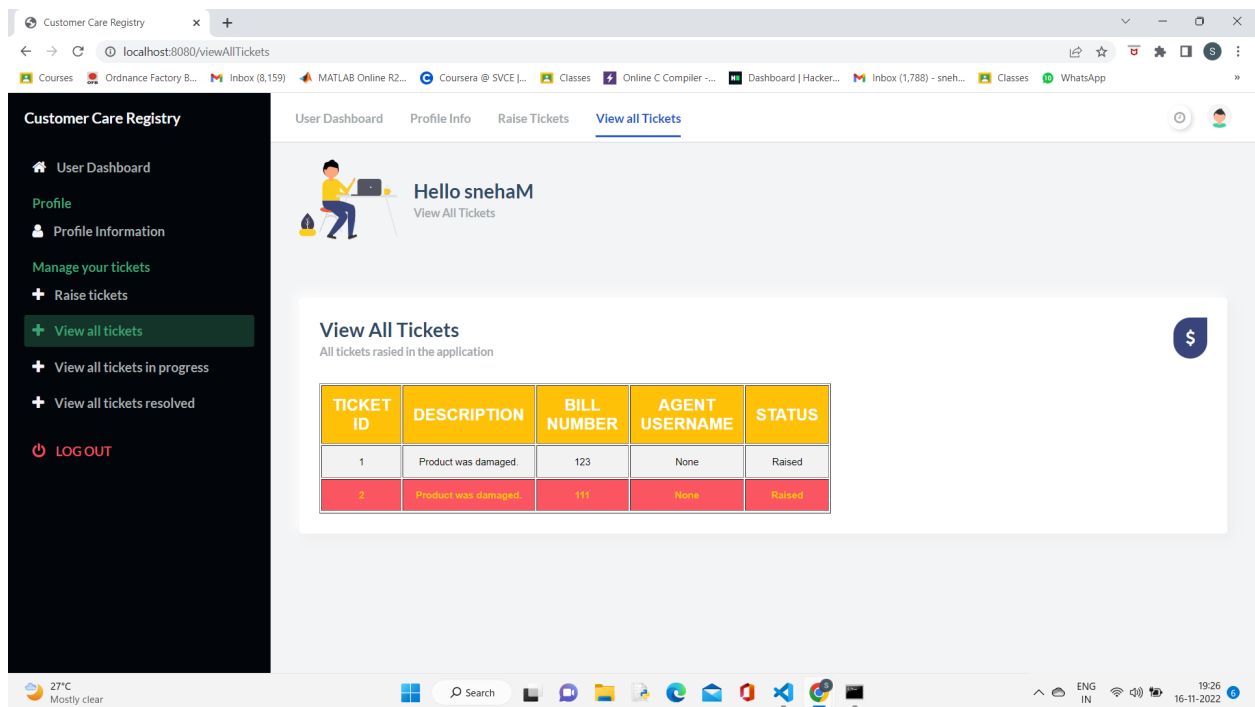
The screenshot shows the Admin Profile page of the Customer Care Registry. The left sidebar contains the following menu items: Admin Dashboard, Profile (with sub-item Profile Information), Manage Agents/Customers (with sub-items View Customers, View agents, Delete Customers, and Delete Agents), Assign Tickets (with sub-items Assign tickets to agents and View Tickets raised), and a LOG OUT button. The main content area displays a welcome message 'Hello admin12' and 'Welcome to your dashboard'. Below this, there are four summary cards: Username (admin12), Email Address (admin12@gmail.com), Agents Count (4), and Customers Count (4). A 'Your Zone' section for 'Customer Care Registry' contains four ticket-related statistics: Total Number of Tickets Raised (1), Tickets in Progress (1), Tickets Resolved (0), and Notifications sent (4). The browser's taskbar at the bottom shows the system time as 19:06 on 16-11-2022.

RAISE TICKET - USER:

The screenshot shows the 'Raise Tickets' page for a user named snehaM. The left sidebar menu includes: User Dashboard, Profile (with sub-item Profile Information), Manage your tickets (with sub-items Raise tickets, View all tickets, View all tickets in progress, and View all tickets resolved), and a LOG OUT button. The main content area has a header 'Hello snehaM' and 'Raise Ticket'. The form area is green and contains two input fields: 'ENTER THE BILL NUMBER' with the value '111' and 'TYPE YOUR ISSUE' with the text 'Product was damaged.'. A 'SUBMIT' button is located at the bottom of the form. The browser's taskbar at the bottom shows the system time as 19:20 on 16-11-2022.



VIEW ALL TICKETS -USER PAGE



USER ACCOUNT ALREADY EXISTS (REGISTER PAGE)

IBM Db2 on Cloud

Load Data Load History **Tables** Views Indexes Aliases MQTs Sequences Application objects

TLF99662.USERS Back

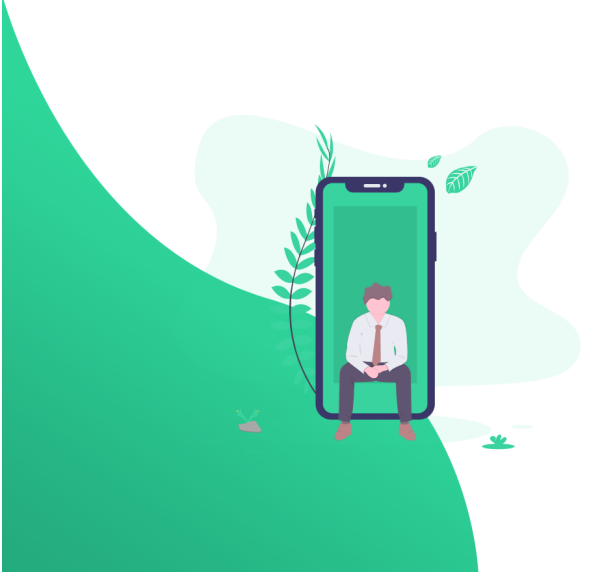
Export to CSV

USERNAME	EMAILADDRESS	PASSWORD	TICKETS	TICKETSRESOLVED	NOTIFICATIONS
sneha123	sneha123@gmail.com	123	0	0	0

29°C Partly sunny

Customer Care Registry - User Sign Up

localhost:8080/userreg



USER SIGN UP

Username
sneha123

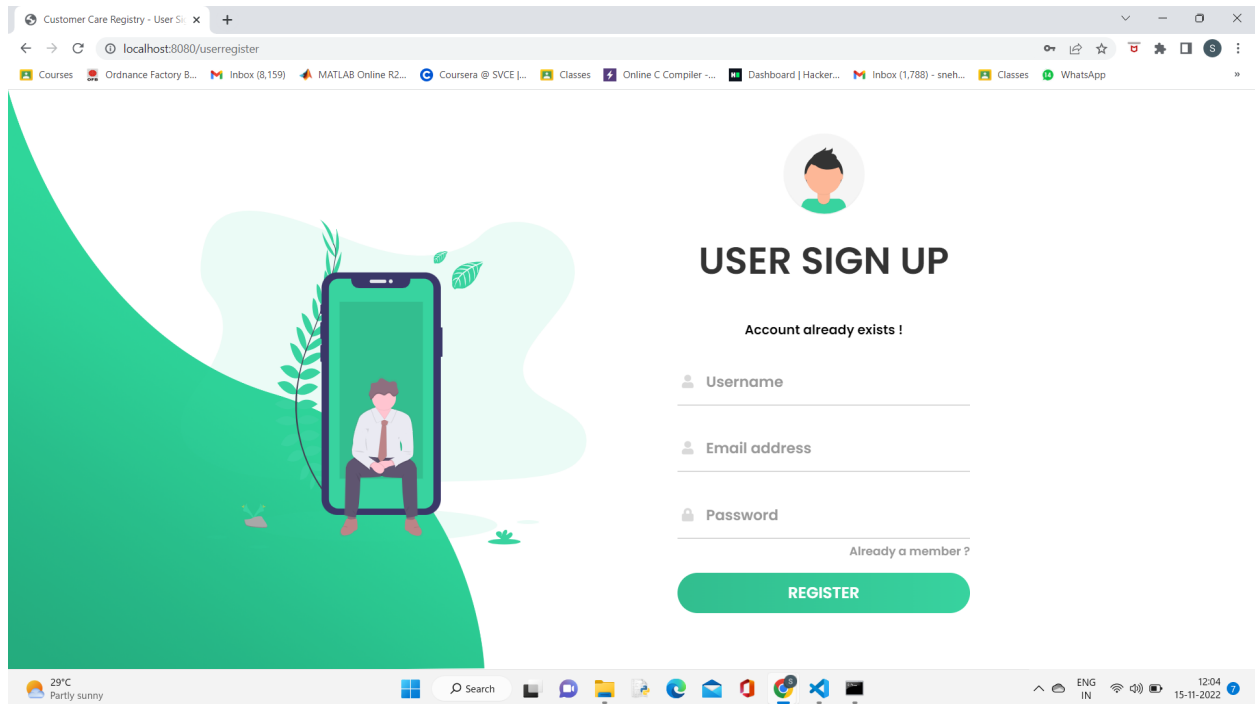
Email address
sneha123@gmail.com

Password

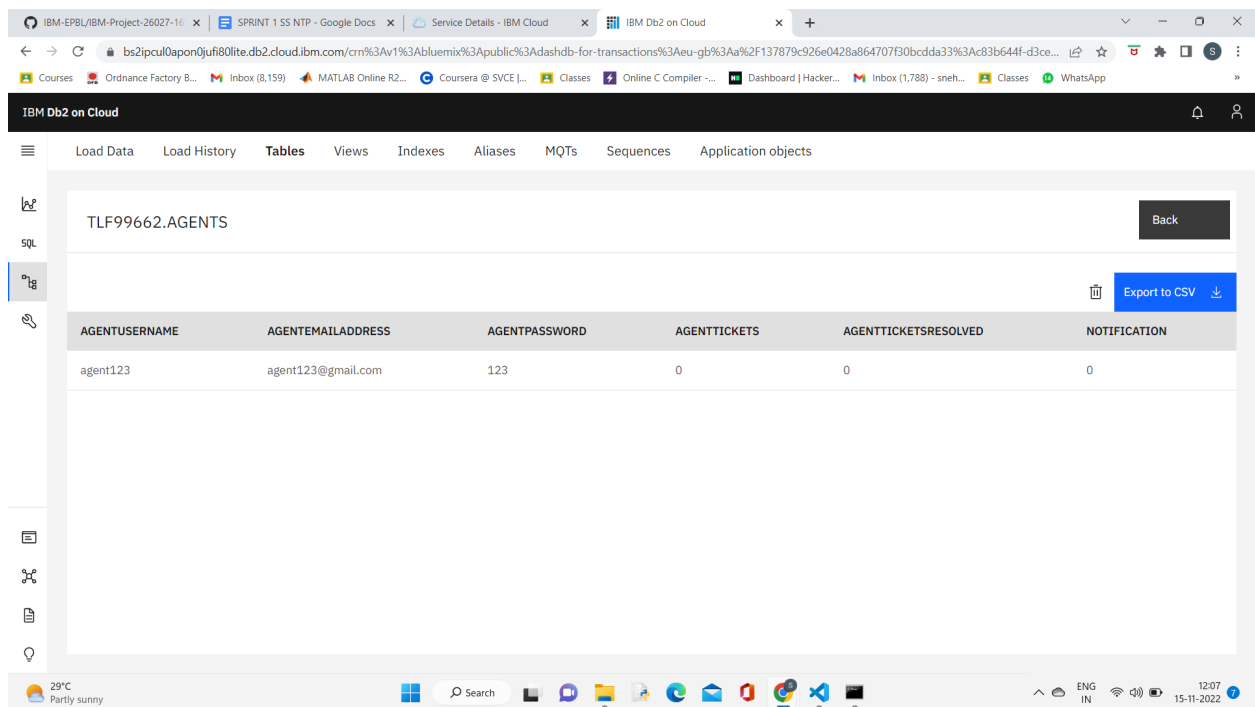
[Already a member ?](#)

REGISTER

29°C Partly sunny



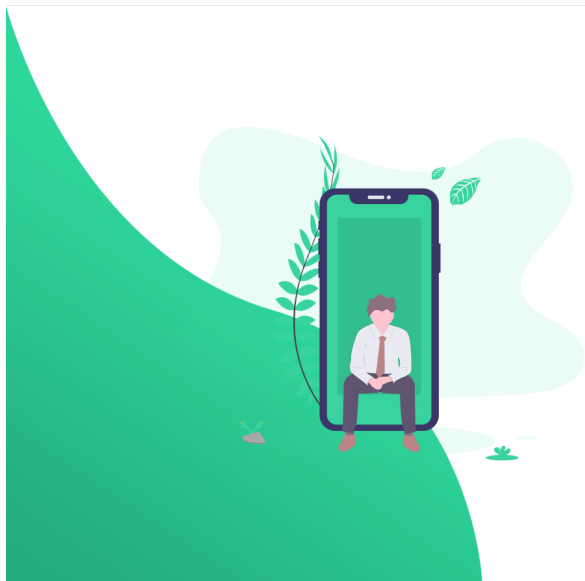
AGENT ACCOUNT ALREADY EXISTS (AGENT REGISTER PAGE)



Customer Care Registry - Agent x

localhost:8080/agentreg

Courses Ordnance Factory B... Inbox (8,159) MATLAB Online R2... Coursera @ SVCE [-] Classes Online C Compiler ... Dashboard | Hacker... Inbox (1,788) - sneh... Classes WhatsApp



AGENT SIGN UP

Username
agent123

Email address
agent123@gmail.com

Password
...

Already a member ?

REGISTER

29°C Partly sunny

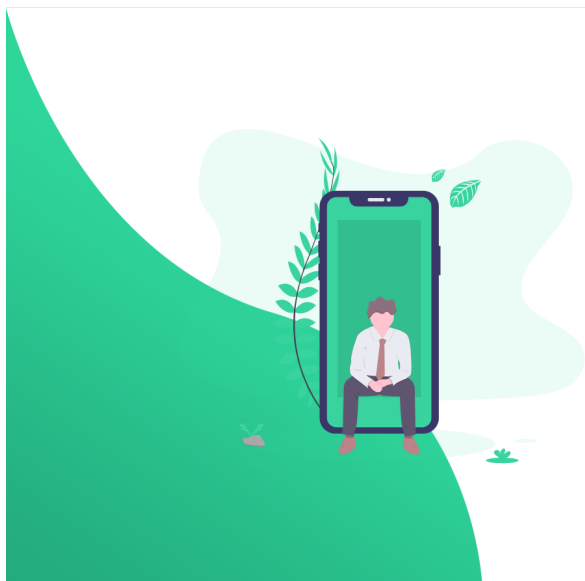
Search

ENG IN 12:05 15-11-2022

Customer Care Registry - Agent x

localhost:8080/agentregister

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AGENT SIGN UP

Agent Account already exists !

Username

Email address

Password

Already a member ?

REGISTER

29°C Partly sunny

Search

ENG IN 12:06 15-11-2022

