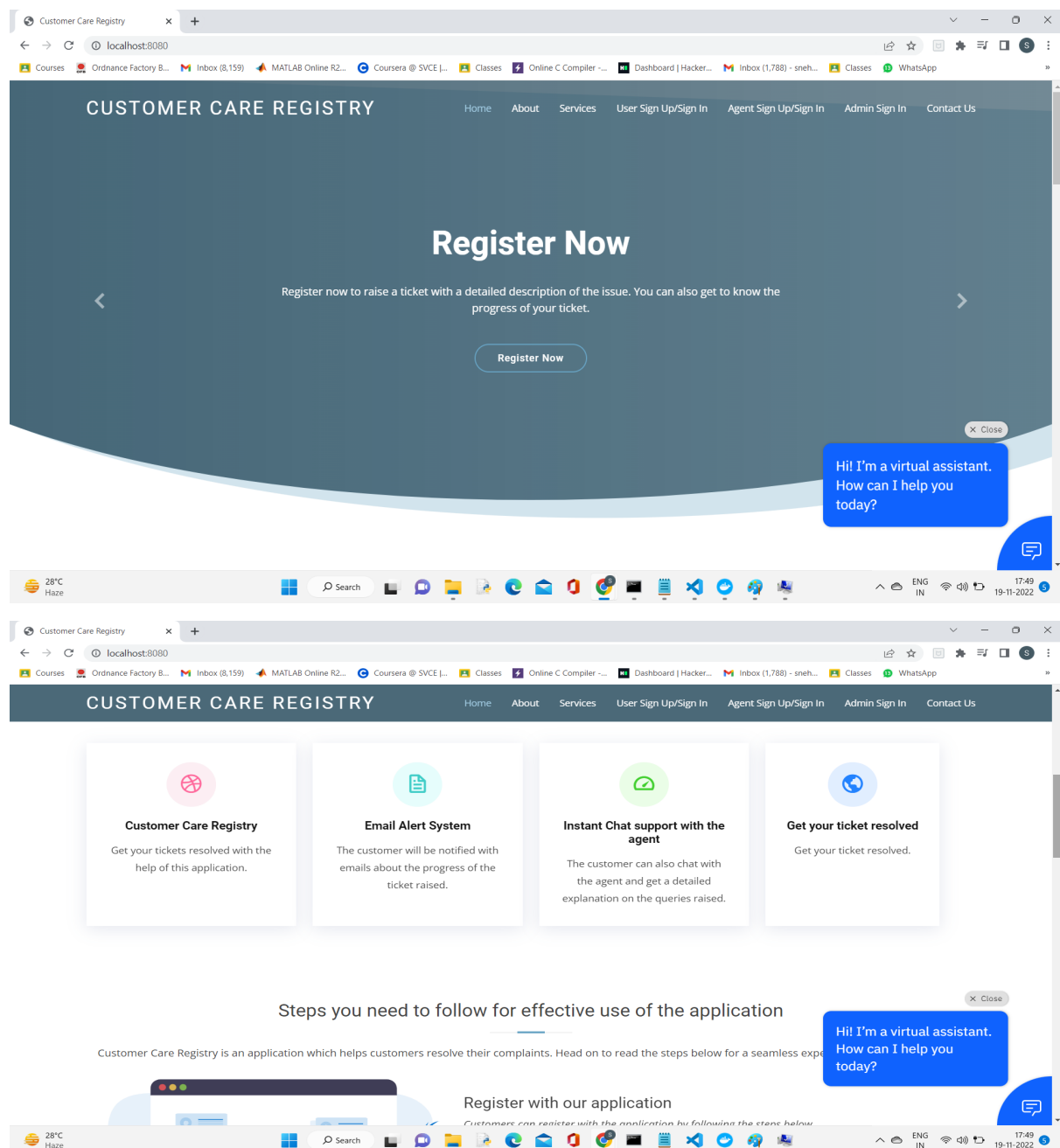


# IMPLEMENTING WEB APPLICATION CREATING UI TO INTERACT WITH THE APPLICATION

Team ID	PNT2022TMID53529
Project Name	Customer Care Registry

## Index Page



Customer Care Registry

localhost:8080

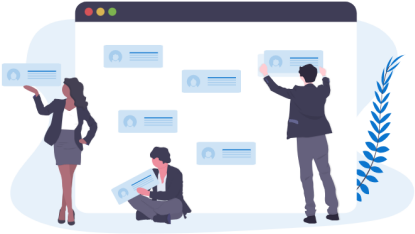
CoursesOrdnance Factory B...Inbox (8,159)MATLAB Online R2...Coursera @ SVCE ...ClassesOnline C Compiler ...Dashboard | Hacker...Inbox (1,788) - sneh...ClassesWhatsApp

CUSTOMER CARE REGISTRY

HomeAboutServicesUser Sign Up/Sign InAgent Sign Up/Sign InAdmin Sign InContact Us

Steps you need to follow for effective use of the application

Customer Care Registry is an application which helps customers resolve their complaints. Head on to read the steps below for a seamless experience with the application.



### Register with our application

Customers can register with the application by following the steps below

- ✓ Enter a Username
- ✓ Enter your email address
- ✓ Enter your password

This ends your registration. Now you can login to your dashboard.

Close

Hi! I'm a virtual assistant. How can I help you today?

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17:49  
19-11-2022

Customer Care Registry

localhost:8080

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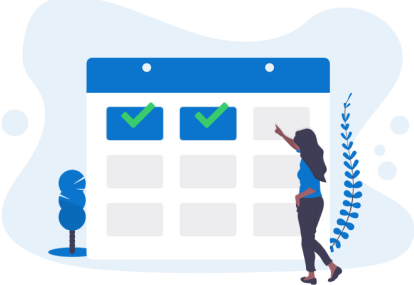
CUSTOMER CARE REGISTRY

HomeAboutServicesUser Sign Up/Sign InAgent Sign Up/Sign InAdmin Sign InContact Us

Raise your tickets

Head to your dashboard and proceed to raise a ticket. You can provide a detailed description on the issue and can upload images to support the description.

Get to see the tickets raised and the tickets resolved in your dashboard.



### Get detailed report on the ticket resolved

Get a detailed explanation from the agent on your ticket.

- ✓ Get to know the progress of the ticket.
- ✓ Get to know the proceedings after the ticket gets resolved.

Close

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Customer Care Registry

localhost:8080

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# CUSTOMER CARE REGISTRY

Home About Services User Sign Up/Sign In Agent Sign Up/Sign In Admin Sign In Contact Us



## Get detailed report on the ticket resolved

Get a detailed explanation from the agent on your ticket.

- ✓ Get to know the progress of the ticket.
- ✓ Get to know the proceedings after the ticket gets resolved.

## Get instant chat support and resolve your doubts

Get instant chat support with the agent and get detailed progress on your ticket. Gets your doubts resolved with the agent.

Close

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Customer Care Registry

localhost:8080

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# CUSTOMER CARE REGISTRY

Home About Services User Sign Up/Sign In Agent Sign Up/Sign In Admin Sign In Contact Us

### Useful Links

- > Home
- > Register
- > Login
- > Services

### Our Services

- > Customer Care Registry
- > Email Alert System
- > Instant Chat support with the agent
- > Get your ticket resolved

### Contact Us

Sneha M  
2127190801077  
Email: snehamuthukumar3@gmail.com

Supriya M  
2127190801087  
Email: msupriya2002@gmail.com

Supraja Devanathan  
2127190801088  
Email: suprajaz32001@gmail.com

Lohith Kumar S B  
2127190801041  
Email: lohithkumarsb@gmail.com

### About Us

We are fourth year undergraduate IT students currently enrolled in Sri Venkateswara College of Engineering, Sriperumbudur, Tamil Nadu  
Team ID: PNT2022TMD53529

Close

Hi! I'm a virtual assistant. How can I help you today?

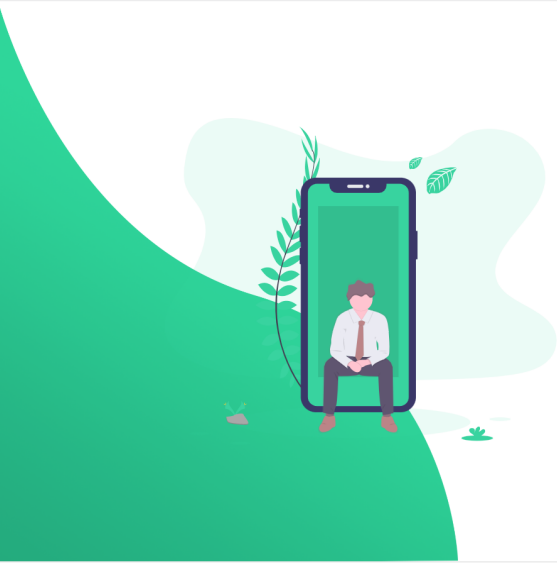
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28°C Haze

Search


ENG IN 17:50 19-11-2022


# User Register Page






## USER SIGN UP


 Username

 Email address




 Password



[Already a member ?  
Go to Home Page](#)




REGISTER




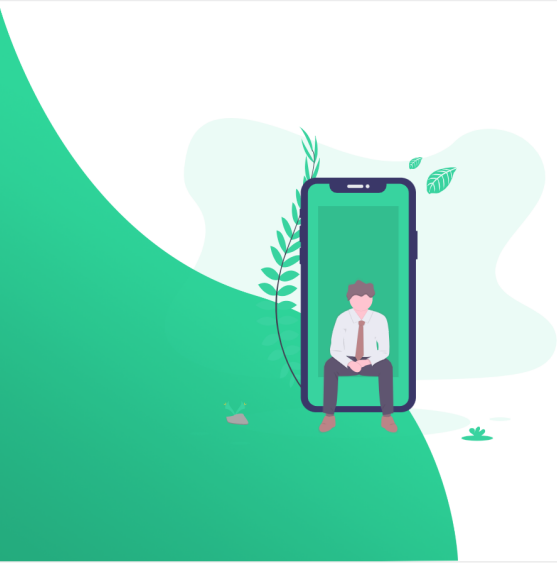
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17:50  
19-11-2022 





## USER SIGN IN




 Username



 Password




[New User ?  
Go to Home Page](#)


LOGIN

28°C  
Haze

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17:51  
19-11-2022 

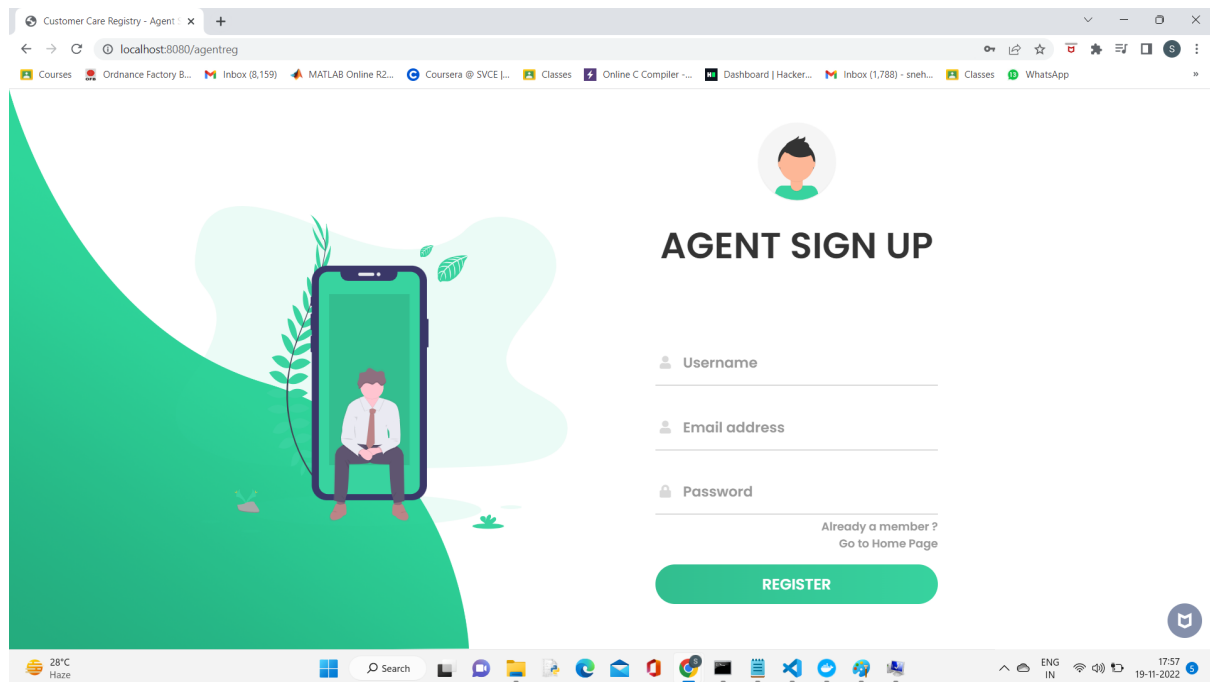
# User Dashboard

The screenshot shows a web browser window with the URL `localhost:8080/userdashboard`. The page is titled "Customer Care Registry" and features a sidebar with navigation links: "User Dashboard", "Profile", "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 displays a welcome message "Hello sneha123" and a summary of ticket statistics: "Total tickets raised" (5), "Tickets in progress" (4), "Tickets resolved" (1), and "Number of Notifications sent to you" (7). Below this, a "Cool Facts" section shows "Total number of tickets raised in our application" (16) and "Total Alert Notifications sent" (37). The browser's taskbar at the bottom shows the system clock as 17:51 on 19-11-2022.

# Agent Login Page

The screenshot shows a web browser window with the URL `localhost:8080/agentlog`. The page is titled "AGENT SIGN IN" and features a large illustration of a person sitting inside a smartphone frame. The login form includes fields for "Username" and "Password", a "LOGIN" button, and a link for "New User ? Go to Home Page". The browser's taskbar at the bottom shows the system clock as 17:57 on 19-11-2022.

# Agent Register Page



The screenshot shows a web browser window with the URL `localhost:8080/agentreg`. The page features a large green illustration on the left showing a person sitting inside a smartphone frame. On the right, the heading "AGENT SIGN UP" is displayed above three input fields: "Username", "Email address", and "Password". Below these fields is a link that says "Already a member? Go to Home Page" and a prominent green "REGISTER" button. The browser's taskbar at the bottom shows the system clock as 17:57 on 19-11-2022.

Customer Care Registry - Agent x

localhost:8080/agentreg

AGENT SIGN UP

Username

Email address

Password

Already a member?  
Go to Home Page

REGISTER

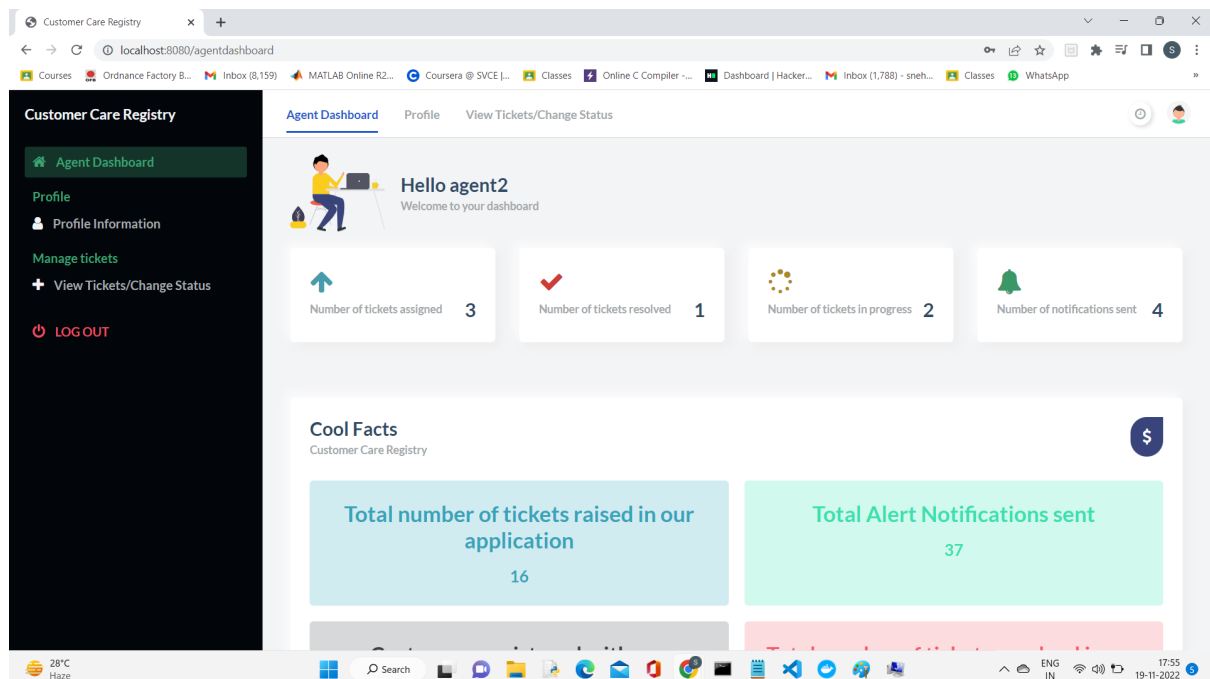
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17:57  
19-11-2022

# Agent Dashboard



The screenshot displays the "Agent Dashboard" for "agent2". A dark sidebar on the left contains navigation links: "Agent Dashboard", "Profile", "Profile Information", "Manage tickets", "View Tickets/Change Status", and "LOG OUT". The main content area has a header with "Hello agent2" and "Welcome to your dashboard". Below this are four summary cards: "Number of tickets assigned" (3), "Number of tickets resolved" (1), "Number of tickets in progress" (2), and "Number of notifications sent" (4). A "Cool Facts" section at the bottom shows "Total number of tickets raised in our application" (16) and "Total Alert Notifications sent" (37). The browser's taskbar at the bottom shows the system clock as 17:55 on 19-11-2022.

Customer Care Registry

Agent Dashboard

Profile

Profile Information

Manage tickets

View Tickets/Change Status

LOG OUT

Agent Dashboard

Profile

View Tickets/Change Status

Hello agent2  
Welcome to your dashboard

Number of tickets assigned 3

Number of tickets resolved 1

Number of tickets in progress 2

Number of notifications sent 4

Cool Facts  
Customer Care Registry

Total number of tickets raised in our application  
16

Total Alert Notifications sent  
37

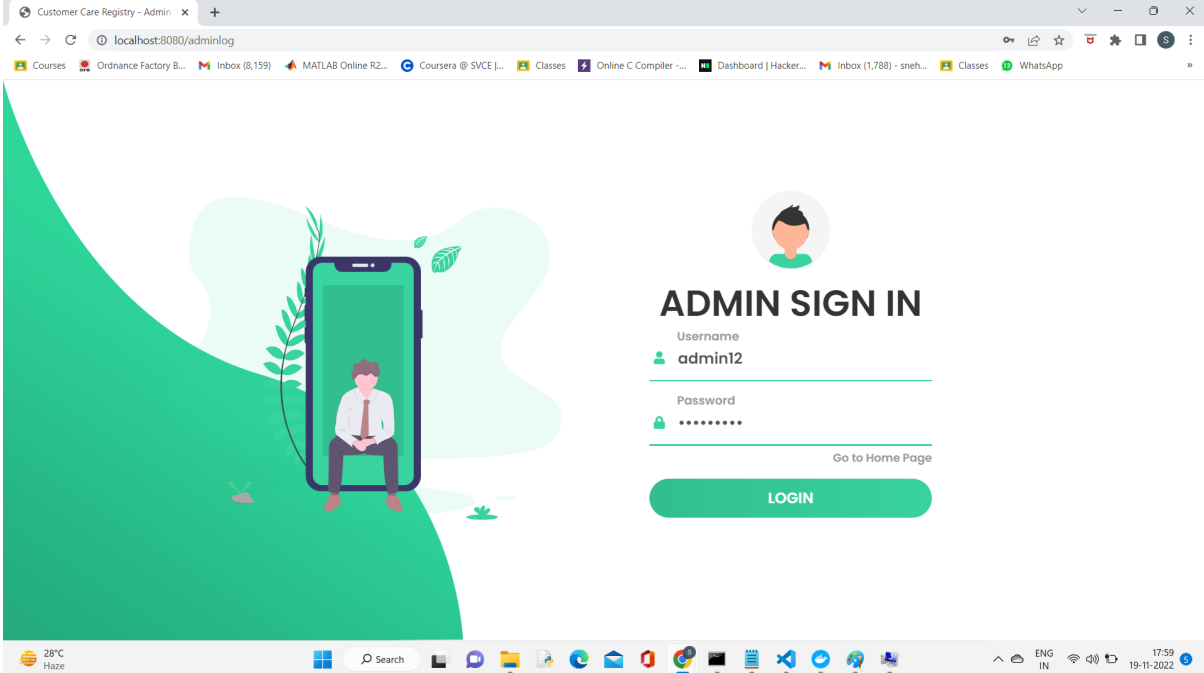
28°C  
Haze

Search

ENG  
IN

17:55  
19-11-2022

# Admin Login Page



A screenshot of a web browser displaying the Admin Login Page. The browser's address bar shows 'localhost:8080/adminlog'. The page features a large green illustration on the left showing a person sitting inside a smartphone frame. On the right, there is a login form titled 'ADMIN SIGN IN' with a user icon. The form includes fields for 'Username' (containing 'admin12') and 'Password' (masked with dots). A 'Go to Home Page' link is located below the password field. A green 'LOGIN' button is at the bottom of the form. The browser's taskbar at the bottom shows various application icons and the system clock indicating 17:59 on 19-11-2022.

Customer Care Registry - Admin x +

localhost:8080/adminlog

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28°C Haze

Search

ENG IN 17:59 19-11-2022

ADMIN SIGN IN

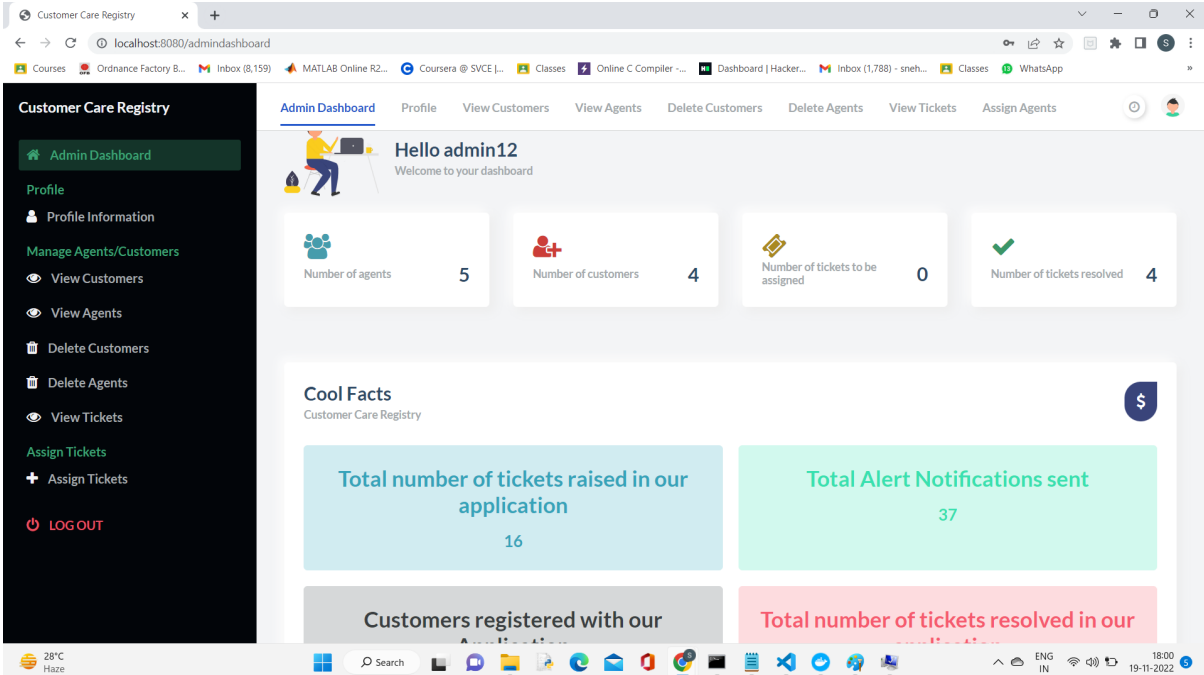
Username  
admin12

Password  
.....

Go to Home Page

LOGIN

# Admin Dashboard



A screenshot of the Admin Dashboard. The browser's address bar shows 'localhost:8080/admindashboard'. On the left is a dark sidebar with the 'Customer Care Registry' title and a list of navigation items: 'Admin Dashboard' (highlighted), 'Profile', 'Manage Agents/Customers' (with sub-items 'View Customers', 'View Agents', 'Delete Customers', 'Delete Agents', 'View Tickets'), 'Assign Tickets' (with sub-item 'Assign Tickets'), and 'LOG OUT'. The main content area has a top navigation bar with links: 'Admin Dashboard', 'Profile', 'View Customers', 'View Agents', 'Delete Customers', 'Delete Agents', 'View Tickets', and 'Assign Agents'. Below this, a welcome message says 'Hello admin12' and 'Welcome to your dashboard'. There are four white cards displaying statistics: 'Number of agents' (5), 'Number of customers' (4), 'Number of tickets to be assigned' (0), and 'Number of tickets resolved' (4). A 'Cool Facts' section follows, featuring four colored boxes: a blue box for 'Total number of tickets raised in our application' (16), a green box for 'Total Alert Notifications sent' (37), a grey box for 'Customers registered with our', and a pink box for 'Total number of tickets resolved in our'. The browser's taskbar at the bottom shows the system clock at 18:00 on 19-11-2022.

Customer Care Registry

Admin Dashboard

Profile

Profile Information

Manage Agents/Customers

View Customers

View Agents

Delete Customers

Delete Agents

View Tickets

Assign Tickets

Assign Tickets

LOG OUT

Admin Dashboard Profile View Customers View Agents Delete Customers Delete Agents View Tickets Assign Agents

Hello admin12  
Welcome to your dashboard

Number of agents 5

Number of customers 4

Number of tickets to be assigned 0

Number of tickets resolved 4

Cool Facts  
Customer Care Registry

Total number of tickets raised in our application  
16

Total Alert Notifications sent  
37

Customers registered with our

Total number of tickets resolved in our

28°C Haze

Search

ENG IN 18:00 19-11-2022