PROJECT REPORT

Team ID	**PNT2022TMID20462**
Project Name	**Customer Care Registry**

1. INTRODUCTION

a. Project Overview:

The Customer ServiceDesk is a web based project. Customer Service also known as Client Service is the provision of service to customers Its significance varies by product, industry and domain. In many cases customer services is more important if the information relates to a service as opposed to a Customer. Customer Service may be providedby a Service Representatives CustomerService is normallyan integral part of a company's customer value proposition. Developing a cloud application not only for solving customercomplaints but also gives satisfaction to the customerto use the respective businessproduct. This Application helps a customer to raise complaints for the issue they are facing in the products.The Customer needs to give the detailed description and the priority level of the issues that they are facing. After the complaint reviewed by the admin, then the agents assigned to the complaints raised by the customer. The respective customer of the complaints gets the email notification of the process.And additionally, they can able to see the status of the complaints.

b. Purpose:

An online comprehensive Customer Care Solution is to manage customer interaction and complaints with the ServiceProviders over phone or throughand e-mail. The system shouldhave capability to integrate with any Service Provider from any domain or industry like Banking, Telecom Insurance etc. It is also known as Client Service is the provision of service to customers Its significance varies by product industry and domain. In many cases customer services is more important if the information relates to a service as opposed to as Customer. Customer Service may be provided by a Service Representatives Customer Service is normally an integral part of a company's customer value proposition. This Application mainly developed to help the customer in processing their complaints and issues. It is a process of examining customer tickets, which should be carried out in a systematic and orderly manner. This practice is primarily aimed at minimizing consumerdissatisfaction with the purchased products,increasing service satisfaction, and ensuring quality.It allows companies to respond to customer inquiries, provides support, and improves the handling of tickets at the appointed time.

2. LITERATURE SURVEY:

a. Existing problem:

The existing system is a semi-automated at where the information is stored in the form of excel sheets in disk drives. The information sharing to the Volunteers, Group members, etc. is through mailing feature only. The information storage and maintenance is more critical in this system. Tracking the member's activities and progress of the work is a tedious job here. This system cannot provide the information sharing by 24x7 days. When the company pushes the wrong product or service to customer this can severely impact to company’s profit, growth and brand reputation. The customer cannot track the status of the Queries that are posted by them. Some queries will be left Unanswered. To overcome this issues a good customer care should be provided to solve the customer’s queries.

TITLE OF THE PAPER:
Establishing User-centric Cloud Service Registries
AUTHOR: Mathias Slawik , Begum Ilke Zilci, Axel Kupper
PUBLISHED: 21 June 2018.
ABSTRACT: Many potential cloud consumers are overburdened by the challenges persisting when discovering, assessing, and selecting contemporary Cloud Service offerings: the cloud market is vast and fast-moving, the selection criteria are ambiguous, service knowledge is scattered through the Internet, and features as well as prices are complex and incomparable. Much research has been carried out to create cloud service registries to help users select cloud services for eventual consumption, especially within the field of semantic web services. Through analyzing real-world requirements of six use cases we identified a gap in research for user-centric technologies. We fill this gap by creating a business vocabulary reflecting common service selection criteria, defining a textual domain specific language to let any user describe services easily, and implementing a novel brokering and matchmaking component to support users in their selection process. As a combination of those technologies, we create the Open Service Compendium (OSC), a crowd-sourced cloud service registry. Our evaluation activities highlight how these developments solve real-world challenges in diverse near-production settings .

TITLE OF THE PAPER:
Towards a Public Cloud Services Registry
AUTHOR : Ahmed Ghamry,Asma Musabah Alkalbani,Farookh Khadeer Hussain
PUBLISHED : OCTOBER 2017
ABSTRACT: Cloud services registry is a cloud services datadase which contains thousands of records of cloud consumers’ reviews and cloud services, such as Platform as a Service (PaaS) and Infrastructure as a Service (IaaS). The data set is harvested from

a web portal called www.serchen.com. Each record holds detail information about the service such as service name, service description, categories, key features, service provider link and review list. Each review contains reviewer name, review date and review content. This work is an extension of our previous work Blue Pages data set . The data set is valuable for future research in cloud service identification, discovery, comparison and selection.

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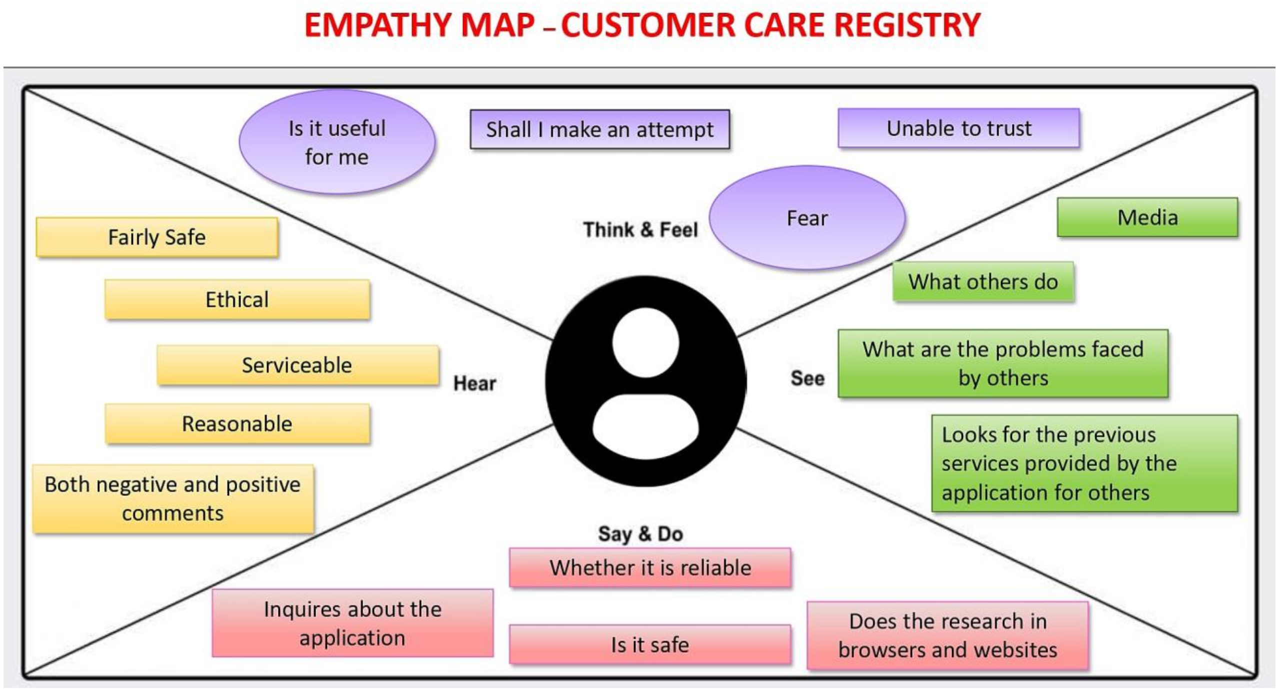
a. **Problem Statement Definition:**

Problem Statement (PS)	**I am (Customer)**	**I'm tryingto**	**But**	**Because**	**Which makes mefeel**
PS-1	User	Ticket Booking	Time Delay	Agent Not Responding	Sad
PS-2	User(Agent)	Solve Problem	Customer Not Responding	Customer Unavailable	Frustrated

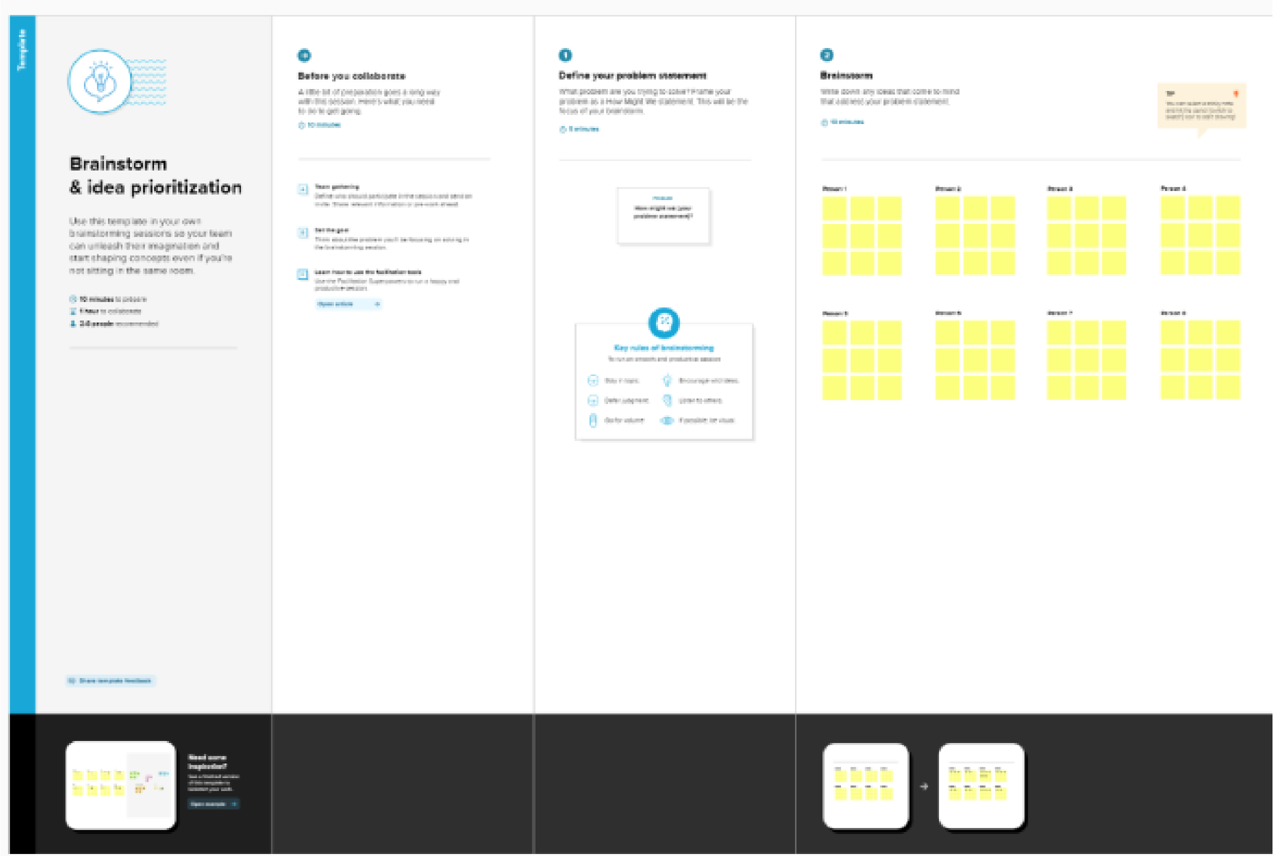
PS-3	User(Admin)	Backup Data	Data Loss	System Failure	Anxiety
PS-4	User	Looking forStatus	Status Unavailable	Agent NotUpdated	Stressed

3.IDEATION & PROPOSED SOLUTION

1.Empathy Map


EMPATHY MAP – CUSTOMER CARE REGISTRY
Is it useful for me
Shall I make an attempt
Unable to trust
Think & Feel
Fear
Fairly Safe
Ethical
Serviceable
Reasonable
Both negative and positive comments
Hear
Media
What others do
What are the problems faced by others
Looks for the previous services provided by the application for others
See
Say & Do
Whether it is reliable
Inquires about the application
Is it safe
Does the research in browsers and websites

2.Ideation & Brainstorming



Template

Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

- **10 minutes** to prepare
- **1 hour** to collaborate
- **2-8 people** recommended

Share template feedback

Need some inspiration?

See a finished version of this template to kickstart your work.

Open example →

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

10 minutes

Team gathering
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

Set the goal
Think about the problem you'll be focusing on solving in the brainstorming session.

Learn how to use the facilitation tools
Use the Facilitation Superpowers to run a happy and productive session.

Open article →

1 Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

5 minutes

PROBLEM
How might we [your problem statement]?

Key rules of brainstorming

To run an smooth and productive session

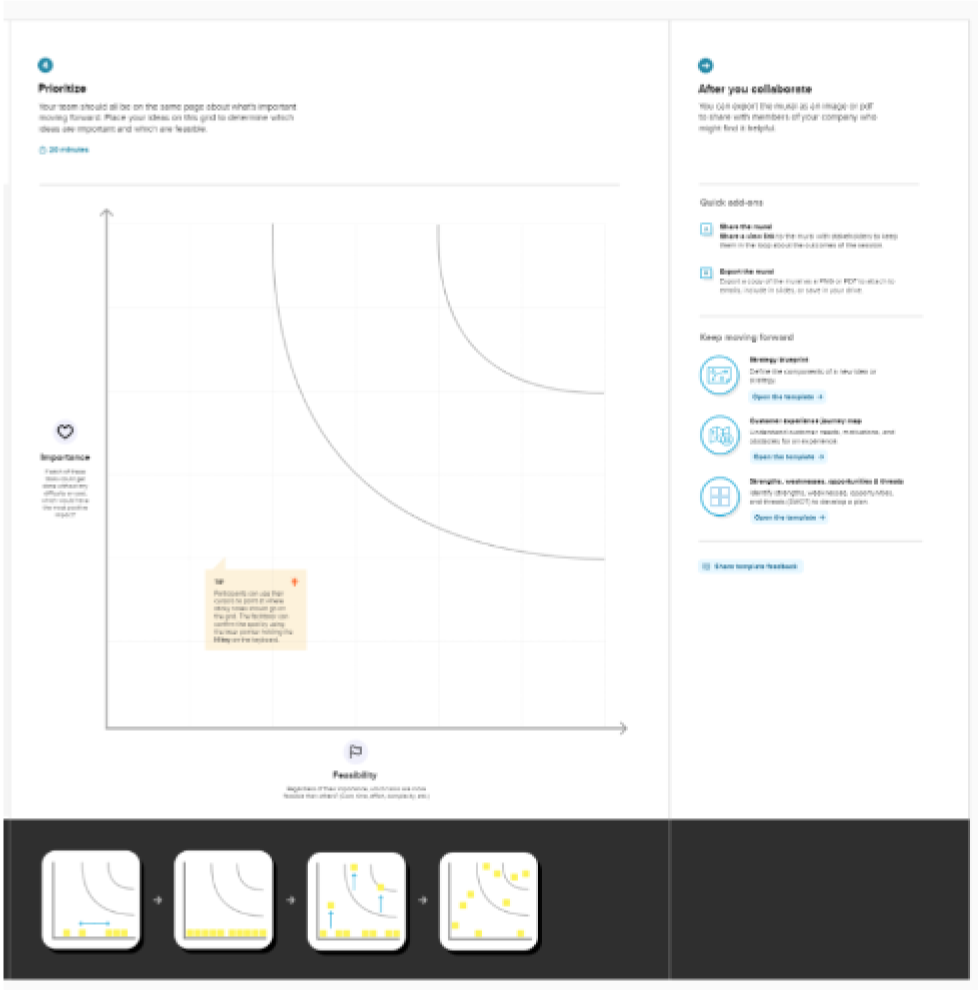
- Stay in topic.
- Encourage wild ideas.
- Defer judgment.
- Listen to others.
- Go for volume.
- If possible, be visual.

2 Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

TIP
You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!



4

Prioritize

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

20 minutes

Importance

If each of these ideas could get done without any difficulty or cost, which would have the most positive impact?

Tip

Participants can use their cursors to point at where sticky notes should go on the grid. The facilitator can confirm the spot by using the laser pointer holding the **H key** on the keyboard.

Feasibility

Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)

After you collaborate

You can export the mural as an image or pdf to share with members of your company who might find it helpful.

Quick add-ons

Share the mural
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.

Export the mural
Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save in your drive.

Keep moving forward

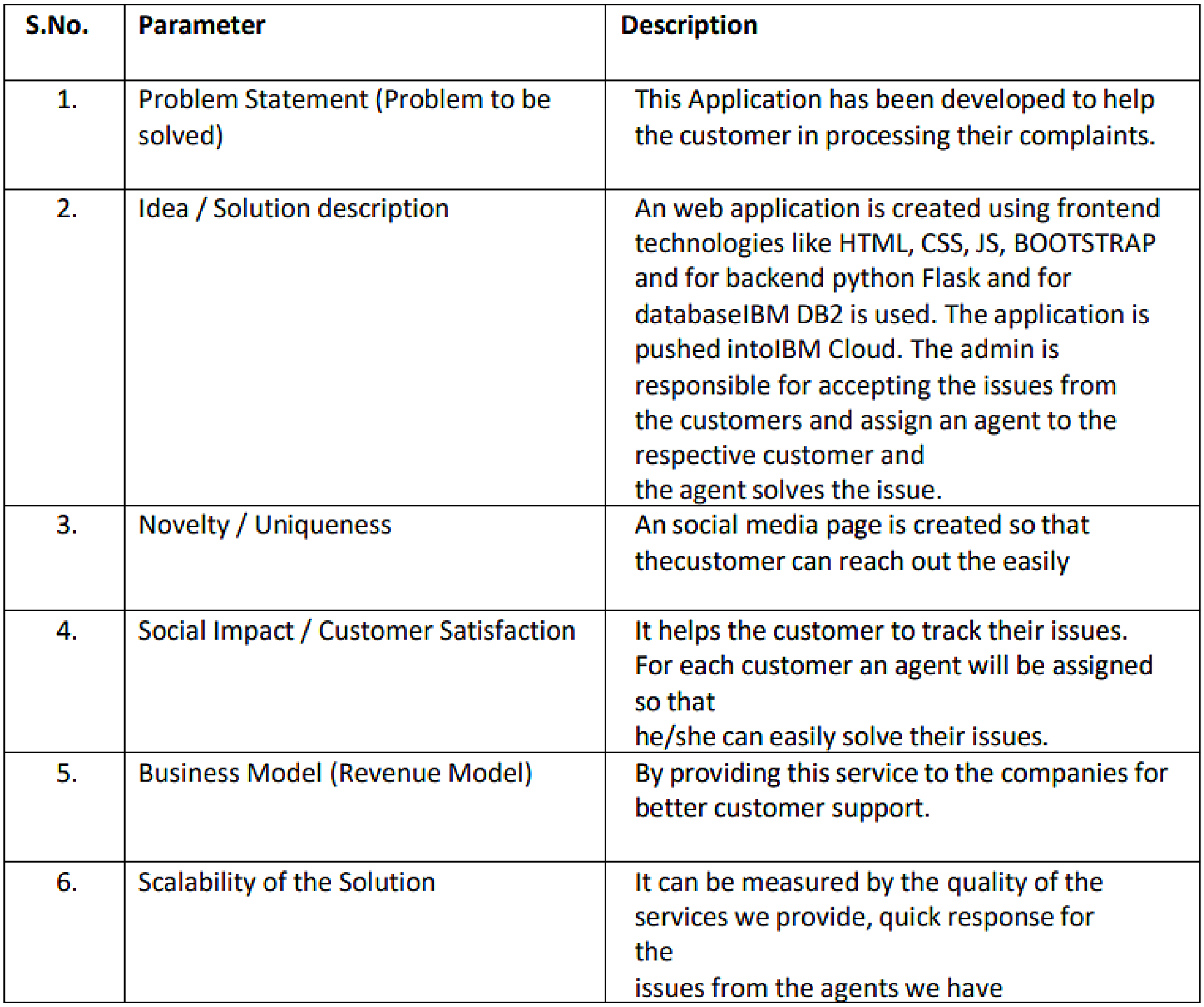
Strategy blueprint
Define the components of a new idea or strategy.
Open the template →

Customer experience journey map
Understand customer needs, motivations, and obstacles for an experience.
Open the template →

Strengths, weaknesses, opportunities & threats
Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.
Open the template →

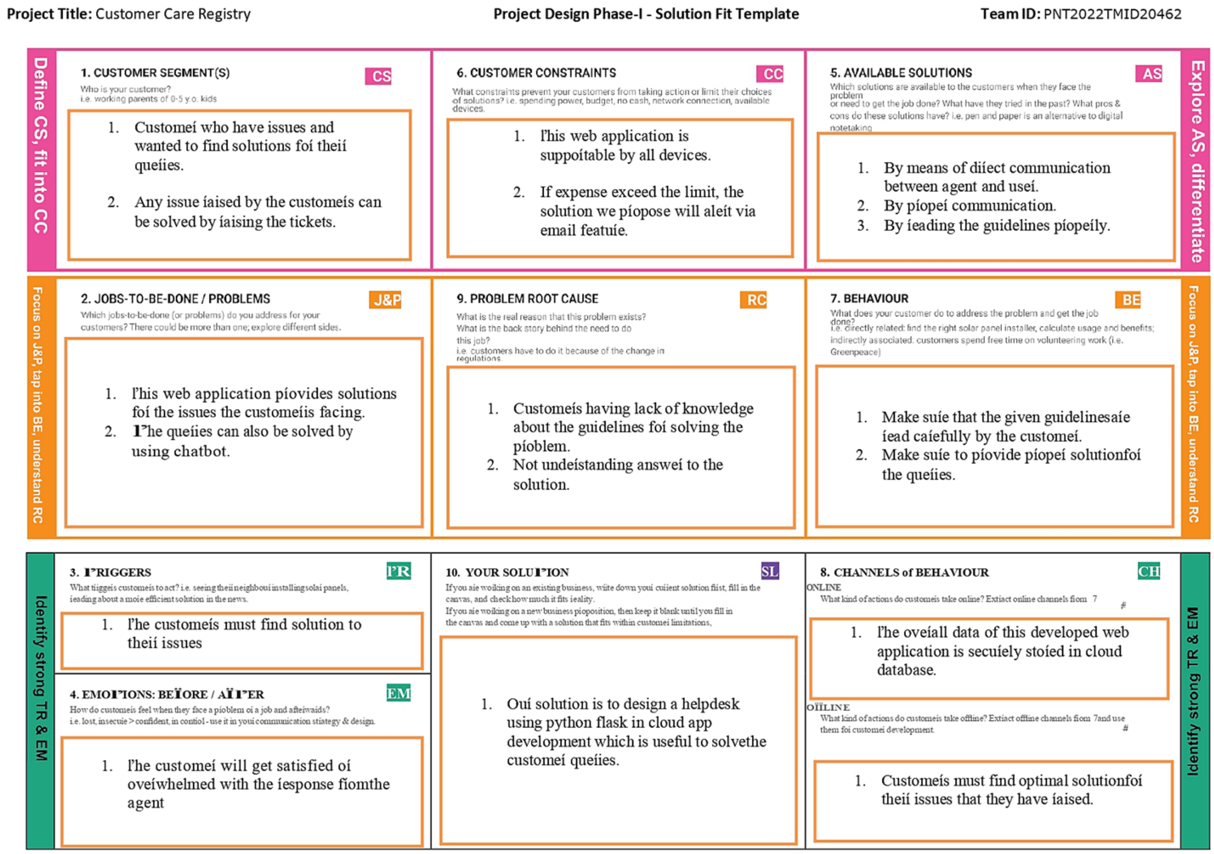
Share template feedback

Proposed Solution:



S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	This Application has been developed to help the customer in processing their complaints.
2.	Idea / Solution description	An web application is created using frontend technologies like HTML, CSS, JS, BOOTSTRAP and for backend python Flask and for databaseIBM DB2 is used. The application is pushed intoIBM Cloud. The admin is responsible for accepting the issues from the customers and assign an agent to the respective customer and the agent solves the issue.
3.	Novelty / Uniqueness	An social media page is created so that thecustomer can reach out the easily
4.	Social Impact / Customer Satisfaction	It helps the customer to track their issues. For each customer an agent will be assigned so that he/she can easily solve their issues.
5.	Business Model (Revenue Model)	By providing this service to the companies for better customer support.
6.	Scalability of the Solution	It can be measured by the quality of the services we provide, quick response for the issues from the agents we have

Problem Solution fit



Project Title: Customer Care Registry **Project Design Phase-I - Solution Fit Template** **Team ID:** PNT2022TMID20462

Define CS, fit into CC

1. CUSTOMER SEGMENT(S) CS

Who is your customer?
i.e. working parents of 0-5 y.o. kids

1. Customeí who have issues and wanted to find solutions foí theií queíies.
2. Any issue íaised by the customeís can be solved by íaising the tickets.

6. CUSTOMER CONSTRAINTS CC

What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.

1. I'his web application is suppoítable by all devices.
2. If expense exceed the limit, the solution we píopose will aleít via email featuíe.

5. AVAILABLE SOLUTIONS AS

Which solutions are available to the customers when they face the problem
or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking

1. By means of díiect communication between agent and useí.
2. By píopeí communication.
3. By íeading the guidelines píopeíly.

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS J&P

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

1. I'his web application píovides solutions foí the issues the customeíis facing.
2. I'he queíies can also be solved by using chatbot.

9. PROBLEM ROOT CAUSE RC

What is the real reason that this problem exists?
What is the back story behind the need to do this job?
i.e. customers have to do it because of the change in regulations.

1. Customeís having lack of knowledge about the guidelines foí solving the píoblem.
2. Not undeístanding answeí to the solution.

7. BEHAVIOUR BE

What does your customer do to address the problem and get the job done?
i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

1. Make suíe that the given guidelinesaíe íead caíefully by the customeí.
2. Make suíe to píovide píopeí solutionfoí the queíies.

Focus on J&P, tap into BE, understand RC

Identify strong TR & EM

3. I'RIGGERS I'R

What tiiggeís customeís to act? i.e. seeing theií neighbouí installing solaí panels, íeading about a moie efficient solution in the news.

1. I'he customeís must find solution to theií issues

4. EMOI'IONS: BEÏORE / AÏI'ER EM

How do customeís feel when they face a pioblem oí a job and afteíwaids?
i.e. lost, insecuíe > confident, in contíol - use it in youí communication stíategy & design.

1. I'he customeí will get satisfied oí oveíwhelmed with the íesponse fíomthe agent

10. YOUR SOLUI'ION SL

If you aíe woíking on an existing business, wíite down youí cuííent solution fiíst, fill in the canvas, and check how much it fits íeality.
If you aíe woíking on a new business píoposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customeí limitations,

1. Ouí solution is to design a helpdesk using python flask in cloud app development which is useful to solvethe customeí queíies.

8. CHANNELS of BEHAVIOUR CH

ONLINE
What kind of actions do customeís take online? Extíact online channels fíom 7 #

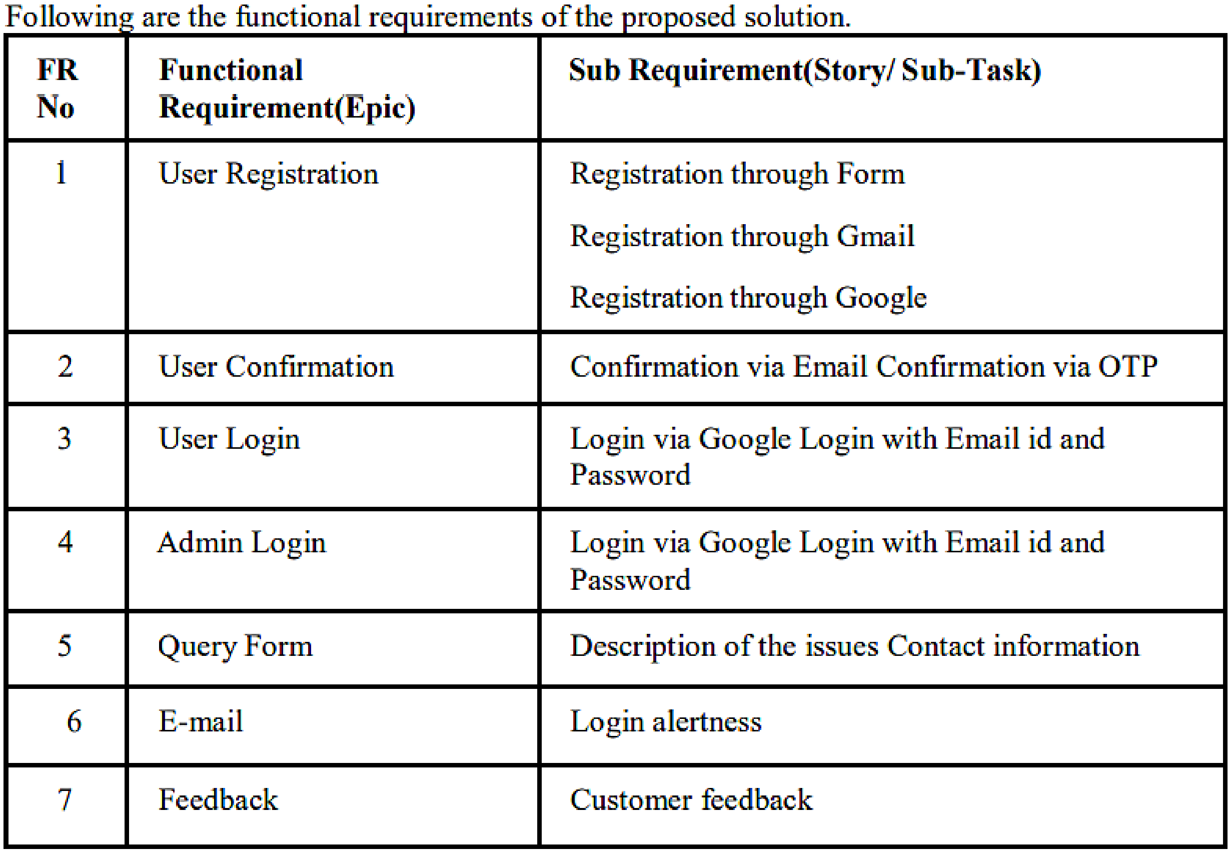
1. I'he oveíall data of this developed web application is secuíely stoíed in cloud database.

OÏÏLINE
What kind of actions do customeís take offline? Extíact offline channels fíom 7and use them foí customeí development. #

1. Customeís must find optimal solutionfoí theií issues that they have íaised.

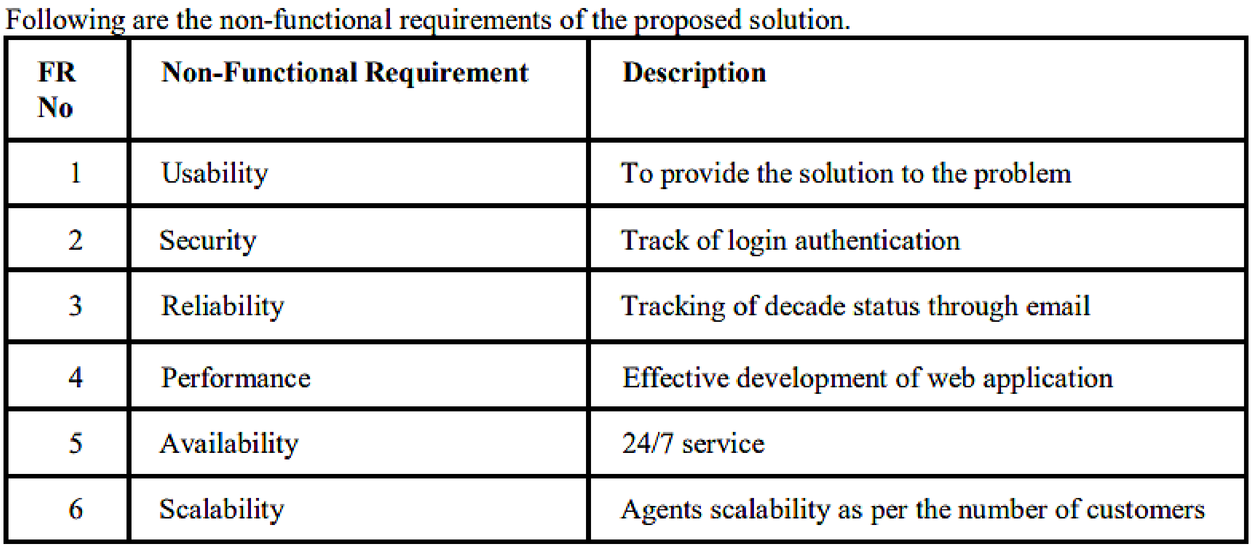
Identify strong TR & EM

4.REQUIREMENT ANALYSIS:



Following are the functional requirements of the proposed solution.

FR No	Functional Requirement(Epic)	Sub Requirement(Story/ Sub-Task)
1	User Registration	Registration through Form Registration through Gmail Registration through Google
2	User Confirmation	Confirmation via Email Confirmation via OTP
3	User Login	Login via Google Login with Email id and Password
4	Admin Login	Login via Google Login with Email id and Password
5	Query Form	Description of the issues Contact information
6	E-mail	Login alertness
7	Feedback	Customer feedback

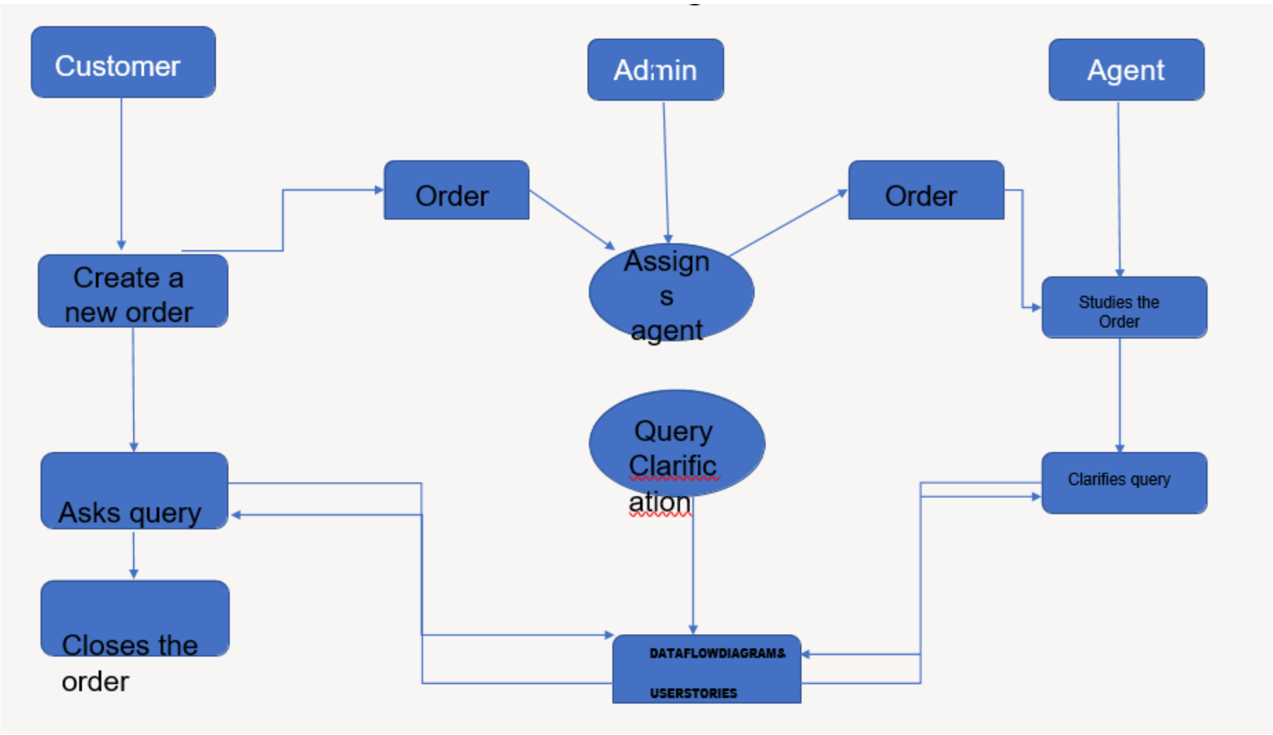


Following are the non-functional requirements of the proposed solution.

FR No	Non-Functional Requirement	Description
1	Usability	To provide the solution to the problem
2	Security	Track of login authentication
3	Reliability	Tracking of decade status through email
4	Performance	Effective development of web application
5	Availability	24/7 service
6	Scalability	Agents scalability as per the number of customers

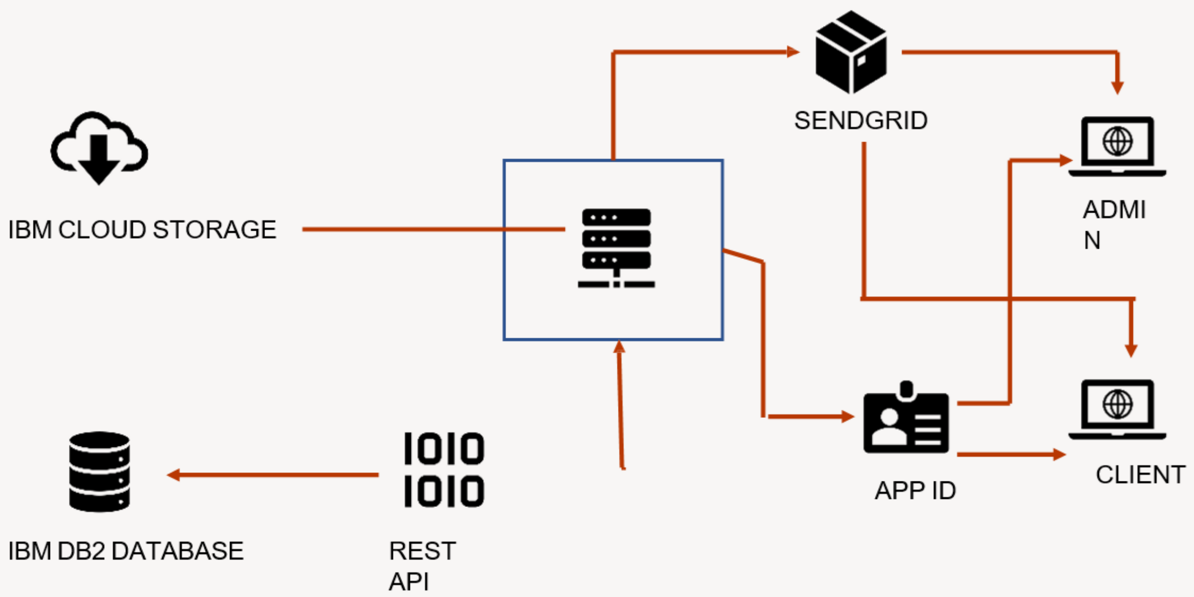
5.PROJECT DESIGN

Data Flow Diagrams



Solution & Technical Architecture:

TECHNOLOGY ARCHITECTURE



S.NO	COMPONENT	DESCRIPTION	TECHNOLOGY
1.	UserInterface	How user interacts with application e.g. Web UI, MobileApp, Chatbot etc.	HTML, CSS, JavaScript / Angular Js /ReactJs
2.	Application Logic-1	Logicfor a process in the application	Python
3.	Application Logic-2	Logicfor a process in the application	IBM WatsonSTT service
4.	Application Logic-3	Logicfor a process in the application	IBM WatsonAssistant
5.	Database	Data Type,Configurations etc.	MySQLetc
6.	Cloud Database	Database Service on Cloud	IBM DB2,IBM Cloudant etc.
7.	File Storage	File storagerequirements	IBM BlockStorage or Other Storage Serviceor LocalFilesystem

11.	Infrastructure (Server / Cloud)	Application Deployment on Local System/ Cloud LocalServer Configuration: Cloud ServerConfiguration :	Local,Cloud Foundry,Kubernetes, etc.

	Characteristics	Description	Technology
1.	Open-source frameworks	List the open-source frameworks used	Python flask
2.	Security implementations	List all the security / accesscontrols implemented, use of firewalls etc.	**E.G., Encryption, intrusion detection software,antivirus, firewalls**
3.	Scalable architecture	Justify the scalability of architecture (3 – tier,micro-Services)	**Supports higher workloads without any Fundamental changesto it**.
4.	Availability	Justify the availability of application (e.G. Use of load balancers, distributed servers etc.)	High availability **enables your ITinfrastructure tocontinue functioning even when some of its components fail**.
5.	Performance	Design consideration for the performance of the application (numberof requests per sec, use of cache,use of cdn's)etc.	Performance technology, therefore, is **a field of practice that uses various tools, processes, and ideas in a scientific, systematic manner to improvethedesired outcomes of individuals andorganizations**.

User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptancecriteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	login	USN-2	As a customer, I can login to the application by entering correct email and password.	I can access my account/dash board.	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my order with the detailed description of my query	I can ask my query	Medium	Sprint-2
	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	My queries are clarified.	High	Sprint-3

	Forgot password	USN-6	As a customer, I can reset my password by this option incase I forgot my old password.	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	As a Customer ,I can see the current stats of order.	I get abetter understanding	Medium	Sprint-4
Agent (web user)	Login	USN-1	As an agent I can login to the application by entering Correct email and password.	I can access my account / dashboard.	High	Sprint-3
	Dashboard	USN-2	As an agent, I can see the orderdetails assigned to me by admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column	USN-3	As an agent, I get to have conversations with the customer and clear his/er dobuts	I can clarify the issues.	High	Sprint-3

	Forgot password	USN -4	As an agent I car reset my passworc by this option in ca I forgot my old password.	I get access to my account again.	Medium	Sprint-4

Admin (Mobile user)	Login	USN-1	As a admin, I can login to the appliaction by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2

	Assignment agent	USN-4	As an admin I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	As an admin I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint-1

6.PROJECT PLANNING& SCHEDULING

Sprint Planning & Estimation

TITLE	DESCRIPTION	DATE

LiteratureSurvey &Information Gathering	Literature survey on theselected project & gatheringinformation by referring the,technical papers,research publications etc.	18 SEPTEMBER 2022
Prepare Empathy Map	Prepare Empathy Map Canvasto capture the userPains & Gains, Prepare listof problemstatements	18 SEPTEMBER 2022
Ideation	List the by organizing the brainstorming session andprioritize thetop 3 ideas based on thefeasibility &importance.	18 SEPTEMBER 2022
Proposed Solution	Prepare the proposed solutiondocument, which includes thenovelty, feasibility of idea, businessmodel, socialimpact, scalability of solution, etc.	19 OCTOBER 2022
Problem Solution Fit	Prepare problem - solution fitdocument.	19 OCTOBER 2022
Solution Architecture	Prepare solution architecturedocument.	19 OCTOBER 2022
Customer Journey	Prepare the customer journeymaps to understandthe user interactions & experiences with the application (entry to exit).	21 OCTOBER 2022
Functional Requirement	Prepare the functional requirement document.	04 NOVEMBER 2022

Data Flow Diagrams	Draw the data flow diagrams and submit forreview.	28 OCTOBER 2022
Technology Architecture	Prepare the technology architecture diagram.	21 OCTOBER 2022
Prepare Milestone &ActivityList	Prepare the milestones &activity list of the project.	16 NOVEMBER 2022
Project Development - Delivery of Sprint-1, 2, 3 & 4	Develop & submit the developed code by testingit.	IN PROGRESS..

Product Backlog,Sprint Schedule, and Estimation

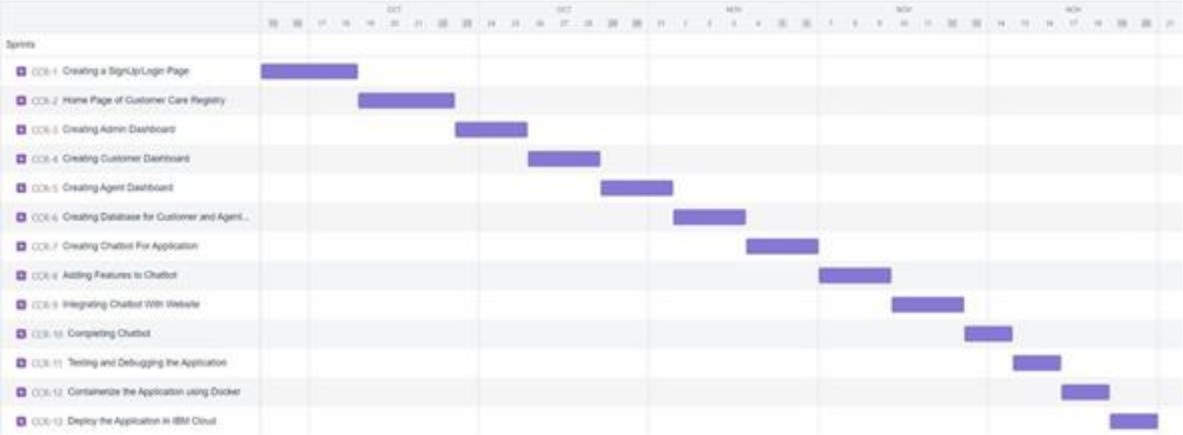
Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint 1	User Panel	USN-1	The user will log in to the website and go through the services available on the webpage	20	High	Krishna Veni . M Uma Raja Selvi.M Alex.J Azik Jamal Ghouse . M
Sprint 2	Admin Panel	USN-2	The role of the admin is to check out the database about the availability and have trackof all the things that the users are going toservice	20	High	Krishna Veni . M Uma Raja Selvi .M Alex.J Azik Jamal Ghouse . M

Sprint 3	Tracking System	USN-3	The user can track the process through theE-mail	20	High	Krishna Veni . M Uma Raja Selvi .M Alex.J Azik JamalGhouse .M
Sprint 4	Final delivery	USN-4	Container of applications using docker Kubernetes and deployment of the application. Create the documentation and finally submit the application	20	High	Krishna Veni . M Uma Raja Selvi .MAlex.J Azik Jamal Ghouse . M

Sprint Delivery Schedule

Sprint	**Total StoryPoints**	**Duration**	**Sprint Start Date**	**Sprint End Date (Planned)**	**Story Points Completed (as on Planned End Date)**	**Sprint Release Date(Actual)**
Sprint-1	20	6 Days	24 Oct 2022	29 Oct 2022		29 Oct 2022
Sprint-2	20	6 Days	31 Oct 2022	05 Nov 2022		5 Nov 2022
Sprint-3	20	6 Days	07 Nov 2022	12 Nov 2022		12 Nov 2022
Sprint-4	20	6 Days	14 Nov 2022	19 Nov 2022		19 Nov 2022

Reports from JIRA:



7.CODING & SOLUTIONING (Explainthe features added in the project along with code)

College graduates with prior programming expertise or technical degrees are recruitedand transitioned into professional positions with Alabama firms and organizations through the highlycompetitive Coding Solutionsjob accelerator andtalent refinement programme atno cost to the graduates. We provide a pool of varied, well-trained, techs-savvy individualsthat wants to launch and advance their career in Alabama.

The mission of veteran- and woman-owned Coding Solutions is to mobilize the next generation of IT talent and provide them the tools and resources they require to make your business successful. Innovative talent is necessary for innovative technologies. We wish to provide Coding Solutions prospects to assistyou expand your Alabamateam.

Our applicants are swiftly hiredat the top of the list by growing businesses forlucrative, long-term positions.

Feature 1

7 Main types of customer needs:

1. User-friendly
2. Empathy
3. Fairness
4. Control
5. Alternatives
6. Information

Features

1. Complaint Tracking
2. Email Alert
3. 24/7 Monitoring

8. TESTING

8.1 TEST CASES

Test Case	Description	Test Step	Expected Result	Status
Sign Up	Sign Up as Admin /User	1. Enter a valid Email and Password as an Admin / User 2. Verify your OTP from email	The Link will be taken to log in.	**Pass or Fail**
Login	Login as Admin/Agent/User	1. Enter a Valid Email and Password to Validate	The Link will be redirected to the Dashboard Page	**Pass or Fail**
Forgot Password	Forget Passwords for All.	1. Enter a Valid Email 2. Enter OTP and New Password to verify	The Password will be Updated and Allowed to Login	**Pass or Fail**
Raise a Ticket	Raise a Ticket for the Issues for All Users.	1. Select Issue Type and Enter your name as well as Query 2. Submit the Query	Query will be Updated	**Pass or Fail**

8.2 USER ACCEPTANCE TESTING

Defect Analysis

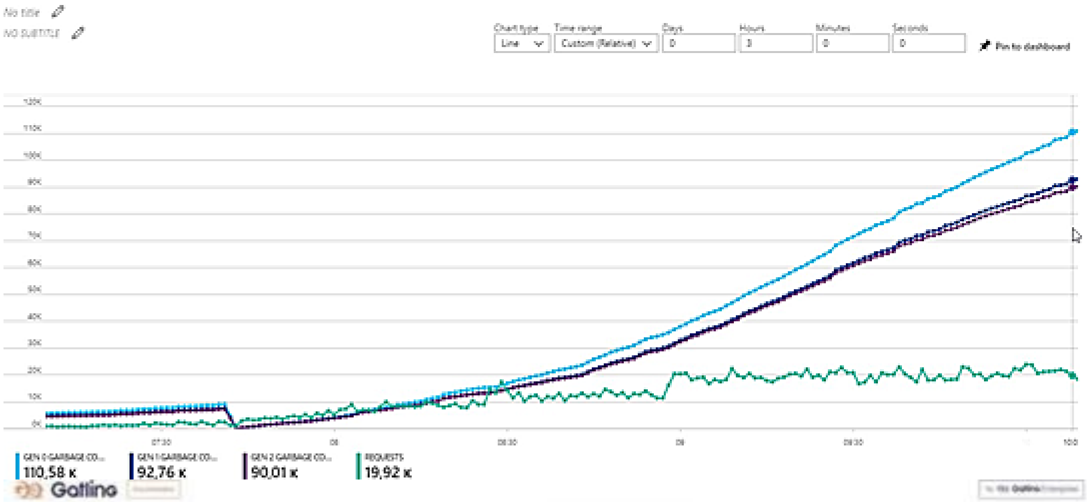
Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	10	3	1	2	17
Duplicate	1	0	3	0	4
External	2	3	0	1	6
Fixed	11	2	4	20	40
Not Reproduced	0	0	1	0	1
Skipped	0	0	1	1	2
Won't Fix	0	5	2	1	8
Totals	24	13	12	25	78

Test Case Analysis

Section	Total Cases	Not Tested	Fail	Pass
Print Engine	10	0	0	10
Client Application	50	0	0	50
Security	1	0	0	1
Outsource Shipping	3	0	0	3
Exception Reporting	8	0	0	8
Final Report Output	4	0	0	4
Version Control	2	0	0	2

9. RESULTS

9.1 PERFORMANCE METRICS



10.ADVANTAGES &DISADVANTAGES

ADVANTAGES:

- It retains the customer
- Gets you more references
- Increases profitability
- Gives you and your employees confidence
- Creates a holisticmarketing scenario
- Competitive advantage
- Boost Customer Loyalty
- Enhance Brand Reputation
- Improve Products, Services, Procedures and Staff

DISADVANTAGES:

- Higher staff wages from hiring employees who are experts in customer service.
- Paying for staff training
- The extra services offered, such as refreshments
- Higher wage costs from the extra time staff take to providepost-sales service.
- It can be particularly difficult for small businesses to cope with these costs

11.CONCLUSION

In conclusion, customercare, involves the use of basic ethics and any companywho wants to havesuccess and grow, needs to remember, that in order to do so, it must begin with establishing a code of ethics in regards to how each employee is to handle the dealing with customers. Customers are at the heart of the company and its growth or decline. Customer care involves, the treatment, care, loyalty, trust the employee should extend to the consumer, as well in life.

12.FUTURE SCOPE

Machine learning (ML), emerging customer service trends 2022 can help businesses in improving overall CX. Chat applications powered by AI are trending. Large companies, as well as startups, are leveraging this to reduce costs and improve service for customers.

Predictive analytics has particularly proved to be very useful. Through this, quarries that willresult in a call for assistance can be predicted easily. Implementing ML in customerservice trends willgive you a significant difference in business growth.

13.APPENDIX

Source Code

home.html:

```
<!DOCTYPE html>
<html lang="en">
<head>
   <meta charset="UTF-8">
   <title>Customer care Registry</title>
   <link rel="stylesheet" href="bootstrap.min.css"
type="text/css" />
   <link rel="shortcut icon" type="image/jpg"
href="img3.jpg">
   <link
href="https://use.fontawesome.com/releases/v5.11.2/css/
all.css" rel="stylesheet" />
   <link
href="https://fonts.googleapis.com/css2?family=Poppins:
wght@400;600;700;900&display=swap" rel="stylesheet">
   <link rel="stylesheet" href="home.css">
</head>
<body style="background-color:rgb(19, 75, 103) ;">
   <nav class="navbar navbar-expand-sm bg-transparent
navbar-white fixed-top">
```

```
    <div class="container-fluid">
      <div class="logo">
        <img src="{{url_for('static',filename='#')}}" alt="">
      </div>

    <ul class="nav navbar-nav navbar-centre">

     <li>
      <button class="btn "id="nav"><a
href="agentlogin.html" target="_blank" class="btn btn-white
btn-sm" >
       <i class="fas fa-light fa-user-tie-hair-
long"style="color:white"></i> <span style="color:white ;font-
size: 18px;">Agent</span>
      </a></button>



     </li>
     <li>
      <button class="btn "id="nav"><a href="admin.html"
target="_blank" class="btn btn-white btn-sm" >
       <i class="fas fa-user"style="color:white;"></i> <span
style="color:white ;font-size: 18px;">Admin</span>
      </a></button>



     </li>





     <li>
```

```
      <button class="btn "id="nam"><a
href="registertemp.html" target="_blank" class="btn btn-
white btn-sm">
      <i class="fas fa-user-plus"style="color:white;"></i>
<span style="color:white ;font-size: 18px;">Register</span>
     </a></button>
     </li>
     <li>
      <button class="btn "id="na"><a href="login.html"
target="_blank" class="btn btn-white btn-sm">
       <i class="fas fa-sign-in-alt"style="color:white;"></i>
<span style="color:white ;font-size: 18px;">Login</span>
      </a></button>
    </li>
    </ul>
    </div>
    </nav>
<div class="welcome-text">
    <h1><span>Customer Care Registry</span></h1>
  </div>
  <div class="quote">
     <h1>The more helpful you are<br>more pleasent the
Customer is....</h1>
     </div>
</body>
</html>
```

home.css

```
.logo{
    width: 25px;
    height: 5px;
}
```

```
#nav{
	margin: 25px;
	padding-left: 50px;
	padding-right: 50px;
	border-width: 1px;
	border-color: #ed4828;
	border-radius: 25px;
	margin-left: 45px;
	font-family: 'Times New Roman', Times, serif;
	font-style: italic;


}
#na{
	margin: 25px;
	padding-left: 50px;
	padding-right: 50px;
	border-width: 1px;
	border-color: #ed4828;
	border-radius: 25px;
	margin-left: 45px;
	font-family: 'Times New Roman', Times, serif;
	font-style: italic;


}
#nam{
	margin: 25px;
	padding-left: 50px;
	padding-right: 50px;
	border-width: 1px;
	border-color:#ed4828;
	border-radius: 25px;
	margin-left: 45px;
	font-family: 'Times New Roman', Times, serif;
	font-style: italic;


}

.welcome-text {
	position: absolute;
	width: 600px;
	height: 300px;
	margin: 20% 30%;
	text-align: center;
}
.welcome-text h1 {
	text-align: center;
	color: #fff;
	text-transform: uppercase;
	font-size: 40px;
	font-family: Cambria, Cochin, Georgia, Times,
'Times New Roman', serif;
font-style: italic;
}
.welcome-text h1 span {
	color: #ed4828;
```

```
}
.quote {
        position: absolute;
        width: 600px;
        height: 200px;
        margin: 30% 30%;
        text-align: center;
}
.quote h1 {
        text-align: center;
        color:white;
        text-transform: uppercase;
        font-size: 20px;
    animation: text 3s 50;
}
@keyframes text{
        0%{
                color: white;
                margin-bottom: -30px;
        }
        30%{
                letter-spacing: 25px;
                margin-bottom: -30px;
        }
        85%{
                letter-spacing: 8px;
                margin-bottom: -30px;
        }
```

```
}


@media (max-width:600px) {
	.wrapper {
		width: 100%;
	}
	.logo {
		float: none;
		width: 50%;
		text-align: center;
		margin: auto;
	}
	.nav-area {
		float: none;
		margin-top: 0;
	}
	.nav-area li a {
		padding: 5px;
		font-size: 11px;
	}
	.nav-area {
		text-align: center;
	}
	.welcome-text {
		width: 100%;
		height: auto;
		margin: 30% 0;
```

```
        }
        .welcome-text h1 {
                font-size: 30px;
        }
}
```

login.html

```
<!DOCTYPE html>
<html lang="en">
<head>
        <meta charset="UTF-8">
        <title>user login</title>
    <meta http-equiv="X-UA-Compatible"
content="IE=edge">
    <meta name="viewport" content="width=device-
width, initial-scale=1.0">
    <link rel="stylesheet" href="login.css">

</head>
<body>

        <div class="container" >
                <div class="row">
                        <div class="column1">



                        </div>
                        <div class="column2">
                                <div class="contact-form">
```

```
                    <img  src="a1.jpg" alt=""
class="avatar">
                    <h2> User login</h2>
                    <form action="/logindata"
method="POST">
                        <p>Username</p><input
placeholder="Enter username" type="text"
name="username">
                        <p>Password</p><input
placeholder="Enter Password" type="password"
name="password">
                         <h3 class="S"><a
href="form.html">SIGN IN</a></h3>
                    </form>
                    <div class="links">
                      <p>Not yet registered..?? <a
href="registertemp.html"> Click here</a></p>
                    </div>
                </div>

            </div>
        </div>
    </div>
</body>
</html>
```

login.css

```
body {
    margin: 0;
    padding: 0;
```

```
        font-family: 'Poppins', sans-serif;
        background-color: rgb(88, 34, 34);

}
.row{

        height: 700px;
        width: 1300px;
        margin-top: 10px;

        border-radius: 20px;
}
.column1{
        float: left;
        width: 900px;


        height: 650PX;
        background-image:url(../static/login.svg);

        background-repeat: no-repeat;
        background-attachment: fixed;
    object-fit: cover;
        background-position: left;



}
.column2{
        float: right;
        width: 50%;

}
```

```
.hello {
        position: fixed;
        width: 100vw;
        height: 100vh;
        background-position: center center;
        background-repeat: no-repeat;
        background-attachment: fixed;
        -webkit-background-size: cover;
        background-size: cover;
        -webkit-filter: blur(10px);
        -moz-filter: blur(10px);
        z-index: -1;

}
.contact-form {
        position: absolute;
        top: 50%;
        left: 50%;
        transform: translate(-50%, -50%);
        width: 300px;
        height: 350px;
        padding: 80px 40px;
        background: rgba(0, 0, 0, 0.3);
        border-width: 1px;
        border-color: #ed4828;
        border-style: solid;
        border-radius: 20px;
        margin-left: 400px;
        box-shadow: 0 0 8px 0 rgb(234, 13, 13);
}
.avatar {
        position: absolute;
        width: 90px;
        height: 80px;
        border-radius: 50%;
        overflow: hidden;
        top: calc(-80px/2);
        left: 150px;
}
.contact-form h2 {
        margin: 0;
        padding: 0 0 20px;
        color: #fff;
        text-align: center;
        text-transform: uppercase;
}
.contact-form p {
        margin: 0;
        padding: 0;
        font-weight: bold;
        color: #fff;
}
.contact-form input {
        width: 100%;
        margin-bottom: 20px;
}
 .contact-form input[type="password"] {
        border: none;
        border-bottom: 1px solid #fff;
        background: transparent;
        outline: none;
        height: 40px;
        color: #fff;
        font-size: 16px;
}
```

```
.contact-form input[type="text"]{
   border: none;
        border-bottom: 1px solid #fff;
        background: transparent;
        outline: none;
        height: 40px;
        color: #fff;
        font-size: 16px;
}
.contact-form input[type="password"]:focus{
        border-color: black;

}
.contact-form input[type="text"]:focus{
        border-color: black;

}

.contact-form input[type=submit] {
        height: 30px;
        color: #fff;
        font-size: 15px;
        background:#ed4828;
        cursor: pointer;
        border-radius: 25px;
        border: none;
        outline: none;
        margin-top: 15%;
}
.contact-form input[type=submit]:hover{
   background-color:rgb(251, 116, 116) ;
        transition: 1s ease;
```

```
}
.alert {
   width:100%;
   height:40px;
   color: white;
   padding: 5px 10px;
   border-radius: 10px;
   font-size:14px;

}
.success {
   color:green;
   font-weight:bold;
   border: 2px solid green;
}

.failure {
   color:red;
   font-weight:bold;
   border: 2px solid red;
}
.links a{
       color: #ed4828;

}
.S{
   display: inline-block;
         width:95%;
         color: black;
         background-color: rgb(246, 116, 16);
                     text-align: center;
                     border-radius: 15%;
                     text-shadow: #fff;
```

```
            style:color #fff;
}
```

admin.html

```
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <title>Admin</title>
    <link
href="https://fonts.googleapis.com/css2?family=Poppins:
wght@400;600;700;900&display=swap" rel="stylesheet">
    <link href="admin.css" rel="stylesheet">

</head>
<body>
    <div class="float-container">
        <div class="float-child1">
            <div class="contact-form">
                <img alt="" class="avatar"
src="https://i.postimg.cc/zDyt7KCv/a1.jpg">
                <h2>Admin login</h2>
                <form action="/adminlog"
method="POST">
                    <p>Email</p><input
placeholder="Enter Email" type="email" name="email"
required>
                    <p>Password</p><input
placeholder="Enter Password" type="password"
name="password"required>
                    <p><input
type="checkbox">Remember Me</p>
                    <input type="submit" value="Sign
in">
```

```
                              {{a}}
                          </form>
                     </div>
                </div>

        </div>
        <div class="float-child2">
      <centre><h1 style="padding-top: 250px;padding-left:20px;font-size:50px;font-style:italic;margin-right:100px;"><em>"WELCOME BACK AGAIN!
"</em></h1></centre>
        </div>
        </div>
</body>
</html>
```

admin.css

```
body {
        margin: 0;
        padding: 0;
        font-family: 'Poppins', sans-serif;
        background-color: rgb(134, 125, 56);
}
.contact-form {
        position: absolute;
        margin-top: 90px;
        margin-left: 250px;
          width: 300px;
        height: 350px;
        padding: 80px 40px;
        background: rgba(0, 0, 0, 0.5);
        border-style: solid;
        border-radius: 20px;
        border-color: #ed4828;
        box-shadow: 0 0 8px 0 rgb(234, 13, 13);
        }
.avatar {
        position: absolute;
        width: 90px;
        height: 80px;
        border-radius: 50%;
        overflow: hidden;
        top: calc(-80px/2);
        left: 150px;
}
.contact-form h2 {
        margin: 0;
        padding: 0 0 20px;
        color: #fff;
        text-align: center;
        text-transform: uppercase;
}
.contact-form p {
        margin: 0;
        padding: 0;
        font-weight: bold;
        color: #fff;
}
.contact-form input {
        width: 100%;
        margin-bottom: 20px;
}
.contact-form input[type=email], .contact-form
input[type=password] {
        border: none;
        border-bottom: 1px solid #ed4828 ;
        background: transparent;
        outline: none;
        height: 40px;
        color: #fff;
        font-size: 16px;
}
.contact-form input[type=email], .contact-form
input[type=password]:focus{
        border-color: #ed4828;
        }
.contact-form input[type=submit] {
        height: 30px;
        color: #fff;
        font-size: 15px;
        background:#ed4828;
        cursor: pointer;
        border-radius: 25px;
        border: none;
        outline: none;
        margin-top: 15%;
}
.contact-form a {
        color: #fff;
        font-size: 14px;
        font-weight: bold;
        text-decoration: none;
}
input[type=checkbox] {
        width: 20%;
}
.contact-form input[type=submit]:hover{
        background-color: #f4684c;
        transition: 1s ease;
}
```

```
.float-container{
        height: 700px;
        width: 1300px;
        margin-top: 10px;
        border-radius: 20px;
        display: inline;
        }
.float-child1{
        float: left;
        width: 800px;
        height: 650PX;
        }
.float-child2{
        float: right;
        width: 700px;
        margin-top: 10px;
        }
.float-child2 h1{
        font-size: 50px;
           text-align: center;
           font-weight: bold;
  -webkit-animation: glow 2s ease-in-out infinite alternate;
  -moz-animation: glow 2s ease-in-out infinite alternate;
  animation: glow 2s ease-in-out infinite alternate;
}
@keyframes glow {
     from {
      color: #fff;
    text-shadow: 0 0 10px #ed4828, 0 0 20px #ed4828, 0 0
30px #ed4828, 0 0 40px #ed4828, 0 0 50px #ed4828, 0 0
60px #ed4828, 0 0 70px #ed4828, 0 0 90px #ed4828;
  }
    to {
     color: gray;
    text-shadow: 0 0 20px #e92424, 0 0 30px #ed1e1e, 0 0
40px #ed2424, 0 0 50px #f72e2e, 0 0 60px #f02b2b, 0 0
70px #ef2a2a, 0 0 80px #f43535, 0 1 90px #ed2020;
  }
}
```

agentlogin.html

```
 <html lang="en">
    <head>
        <meta charset="UTF-8">
        <title>Agent Login Form</title>
        <link rel="stylesheet" href="agentlogin.css">
    </head>
<body>
        <div class="box">
            <div class="form">
                <form action="agentcom.html" method="POST">
                <h2>Agent Login</h2>
               <div class="inputBox">
                <input type="text"
name="username"required="required">
                <span>Email</span>
                <i></i>
              </div>
              <div class="inputBox">
                <input type="password"
name="password"required="required">
                <span>Password</span>
                <i></i>
              </div>

              <input type="submit" value="Login">
              </form>
        </div>
       </div>
</body>
</html>
```

agentlogin.css

```
@import url('https://fonts.googleapis.com/css2?
family=Poppins:wght@300;400;500;600;700;800;900&
display=swap');
*
{
   margin: 0;
   padding: 0;
   box-sizing: border-box;
   font-family: 'Poppins', sans-serif;
}

body
{
   display: flex;
   justify-content: center;
   align-items: center;
   min-height: 100vh;
   background: rgb(84, 234, 194);
}
.box
{
   position: relative;
   width: 380px;
   height: 420px;
   background: #2e2d2d;
   border-radius: 8px;
   overflow: hidden;
}
```

```
.box::before
{
   content: '';
   position: absolute;
   top: -50%;
   left: -50%;
   width: 380px;
   height: 420px;
   background: linear-gradient(0deg,transparent,
   transparent,#ed4828);
   animation: animate 6s linear infinite;
   transform-origin: bottom right;

}
.box::after
{
   content: '';
   position: absolute;
   top: -50%;
   left: -80%;
   width: 380px;
   height: 420px;
   background: linear-gradient(0deg,transparent,
   transparent,#ed4828);
   animation: animate 6s linear infinite;
   animation-delay: -3s;
   transform-origin: bottom right;

}

@keyframes animate
{
   0%
   {
       transform: rotate(0deg);

   }
   100%
   {
       transform: rotate(360deg);
   }
}

.form
{
   position: absolute;
   inset: 2px;
   border-radius: 8px;
   background: black;
   z-index: 10;
   padding: 50px 40px;
   display: flex;
   flex-direction: column;
}

.form h2
{
   color: #ed4828;
   font-weight: 500;
   text-align: center;
   letter-spacing: 0.1em;
}

.inputBox
{
   position: relative;
   width: 300px;
   margin-top: 35px;
}

.inputBox input
{
   position: relative;
   width: 100%;
   padding: 20px 10px 10px;
   background: transparent;
   border: none;
   outline: none;
   color: #ed4828;
   font-size: 1em;
   letter-spacing: 0.05em;
   z-index: 10;
}

.inputBox span
{
   position: relative;
   left: 0;
   padding: 20px 0px 10px;
   font-size: 1em;
   color: #ed4828;
   pointer-events: none;
   letter-spacing: 0.05em;
   transition: 0.5s;
}

.inputBox input:valid ~ span,
.inputBox input:focus ~ span
```

```
{
   color: #ed4828;
   transform: translateX(0px) translateY(-34px);
   font-size: 0.75em;
}

.inputBox i
{
   position: absolute;
   left: 0;
   bottom: 0;
   width: 100%;
   height: 2px;
   background: white
   ;
   border-radius: 4px;
   transition: 0.5s;
   pointer-events: none;
   z-index: 9;
}

.inputBox input:valid ~ i,
.inputBox input:focus ~ i
{
   height: 44px;
}

.links
{
   display: flex;
   justify-content: space-between;
}
```

```
.links a
{
   margin: 10px 0;
   font-size: 0.75em;
   color: #ed4828;
   text-decoration: none;
}

.links a:hover,
.links a:nth-child(2)
{
   color: #ed4828;
}

input[type = "submit"]
{
   border: none;
   outline: none;
   background:#ed4828;
   padding: 11px 25px;
   width: 100px;
   margin-top: 40px;
   border-radius: 4px;
   font-weight: 600;
   cursor: pointer;
}

input[type = "submit"]:active
{
   opacity: 0.8;

}
```

form.html

```
<!DOCTYPE html>
<html lang="en">
<head>
   <meta charset="UTF-8">
   <meta http-equiv="X-UA-Compatible" content="IE=edge">
   <meta name="viewport" content="width=device-width,
initial-scale=1.0">
   <title>FORM</title>
   <link rel="stylesheet" href= "form.css">
</head>
<body></body>
   <form action="" class = "f">
      <div><h3>COMPLAIN</h3></div>
   <div>
   <label class = "n" for="name">NAME</label>
   <input type="text" name="NAME" id="name" required>
   </div>
   <div>
      <label class = "e" for="name">EMAIL</label>
      <input type="email" name="EMAIL" id="email" required>
      <label class="e">your complain</label>
         <textarea id="w3review" name="w3review" rows="4"
cols="50" placeholder="type your complain
here........"></textarea>
      </div>
      <div class = "r">

         <input type="radio" name="male" id="male"
value="male">
         <label for="male">MALE</label>
         <input type="radio" name="female" id="female"
value="male"></div>
```

```
            <label for="female">FEMALE</label>


        <div class = "b">
            <button class = "s"><a
href="sbmitted.html">SUBMIT</a></button>
            </div>
        </form>
</body>
</html>
```

form.css

```
body{
    margin-top: 170px;
  font-family: Arial, Helvetica, sans-serif;
    background:
url("http://getwallpapers.com/wallpaper/full/a/3/e/109860
1-1920x1080-high-resolution-wallpaper-1920x1080-
samsung.jpg");


}
.f{
    width: 500px;
    background-color: rgb(0, 0, 0,.7);
    color: white;
    padding: 20px;
    margin: auto;
    font-size: large;
    border-radius: 20px;

}
h3{
    text-align: center;
    color: bisque;
}
.f label{
    display: block;

}
body input{
    font-size: 30px;
    width: 100%;
    border-radius: 10px;
    border: solid sandybrown;
    box-sizing: border-box;
    padding: 5px 5px;
    margin: auto;
}
body textarea{
    font-size: 30px;
    width: 100%;
    border-radius: 10px;
    border: solid sandybrown;
    box-sizing: border-box;
    padding: 5px 5px;
    margin: auto;
    text-align: center;
}
.r{
    accent-color: black;
}
.r label{
    margin-top: -25px;
    text-align: justify;
}
.r input{
    margin-top: 14px;
    margin-left: -150px;
    margin-bottom: 5px;
}
input :focus{
    background-color: brown;
}
.b{
    text-align: center;
    border-radius: 2px;
    color: rgb(44, 44, 29);
    border-color: salmon;

}
.s{
    background-color: rgb(254, 240, 240);
}
.s:hover{
    color: rgb(79, 128, 0);
}
.s:active{
    color: green;
}
h2{
    text-align: center;
    color: yellowgreen;
}
h4{
    text-align: center;
    color: yellow;
}
.h{
    background:
url("http://getwallpapers.com/wallpaper/full/a/3/e/109860
1-1920x1080-high-resolution-wallpaper-1920x1080-
samsung.jpg");
}
.r#comp{
    text-align: center;
}
```

registertemp.html

```
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta name="viewport" content="width=device-width,
initial-scale=1.0">
    <title>Registration</title>
    <link rel="shortcut icon" type="image/jpg"
href="img3.jpg">
    <link rel="stylesheet" href="register.css">
</head>
<body>
    <div class="wrapper">

        <div class="registration_form">
            <div class="title">
                Registration Form
            </div>

            <form action="uploaddata" method="POST">
                <div class="form_wrap">
                    <div class="input_grp">
                        <div class="input_wrap">
                            <label for="firstname">First Name</label>
```

```
              <input type="text" id="firstname"
name="firstname">
            </div>
            <div class="input_wrap">
              <label for="lastname">Last Name</label>
              <input type="text" id="lastname"
name="lastname">
            </div>
          </div>
          <div class="input_wrap">
            <label for="username">username</label>
            <input type="text" id="username"
name="username">
          </div>

          <div class="input_wrap">
            <label for="email">Email</label>
            <input type="email" id="email" name="email">
          </div>
          <div class="input_wrap">
            <label for="password">Password</label>
            <input type="password" id="password"
name="password">
          </div>
          <div class="input_wrap">
            <label for="address">Address</label>
            <input type="text" id="address"
name="address">
          </div>

          <div class="input_wrap">
            <input type="submit" value="Register Now"
id="ssubmit_btn">
```

```
            <button class = "amazon"></button><a
href="login.html">submit</a></button>
          </div>
        </div>
      </form>
      <span class="alert {{indicator}}">{{a}}</span>
      <div class="links" style="margin-top: 10px;">
        <p style="color: white; height: 2px;" >Already a
member then login.. <a href="login.html" style="text-
decoration: none; color: rgb(238, 31, 31); border-bottom:
1px solid rgb(239, 20, 20);border-radius: 0px;">Click
here</a></p>
      </div>
    </div>
  </div>
</body>
</html>
```

register.css

```
@import
url('https://fonts.googleapis.com/css2?family=Montserrat:
wght@400;700&display=swap');

*{
 margin: 0;
 padding: 0;
 box-sizing: border-box;
 list-style: none;
 font-family: 'Montserrat', sans-serif;
 background-color: rgb(31, 53, 142);


}
```

```
.wrapper{
 min-height: 100vh;
 display: flex;
 justify-content: center;
 align-items: center;

}

.registration_form{
 padding: 25px;
    border-radius: 20px;
 width: 400px;
 box-shadow: 0 0 8px 0 rgb(234, 13, 13);

 border-style: solid;
 border-width: 1px;
 border-color: #ed4828;

}

.registration_form .title{
 text-align: center;
 font-size: 20px;
 text-transform: uppercase;
 color:white;
 letter-spacing: 5px;
 font-weight: 700;
}

.form_wrap{
 margin-top: 35px;
}
```

```
.form_wrap .input_wrap{
 margin-bottom: 15px;
}

.form_wrap .input_wrap:last-child{
 margin-bottom: 0;
}

.form_wrap .input_wrap label{
 display: block;
 margin-bottom: 3px;
 color:#ed4828;
}

.form_wrap .input_grp{
 display: flex;
 justify-content: space-between;
}

.form_wrap .input_grp  input[type="text"]{
 width: 165px;
}
.form_wrap .input_grp  input[type="email"]{
 width: 165px;
}
.form_wrap .input_grp  input[type="password"]{
 width: 165px;
}
.form_wrap  input[type="text"]:focus{
 border-color:#ed4828;
 box-shadow: 0 0 8px 0 rgb(234, 13, 13);
 transition:1s ease;
}
```

```
.form_wrap  input[type="email"]:focus{
 border-color:#ed4828;
 box-shadow: 0 0 8px 0 rgb(234, 13, 13);
 transition:1s ease;
}
.form_wrap  input[type="password"]:focus{
 border-color:#ed4828;
 box-shadow: 0 0 8px 0 rgb(234, 13, 13);
 transition:1s ease;
}

.form_wrap  input[type="text"]{
 width: 100%;
 border-radius: 3px;
 border: 1px solid #ed4828;
 padding: 10px;
 outline: none;
 color:white;
}

.form_wrap  input[type="email"]{
 width: 100%;
 border-radius: 3px;
 border: 1px solid #ed4828;
 padding: 10px;
 outline: none;
 color:white;
}
.form_wrap  input[type="password"]{
 width: 100%;
 border-radius: 3px;
 border: 1px solid #ed4828;
 padding: 10px;
 outline: none;
 color: white;
}

.form_wrap  input[type="text"]:focus{
 border-color: white;
}
.form_wrap  input[type="email"]:focus{
 border-color: #ebd0ce;
}
.form_wrap  input[type="password"]:focus{
 border-color: #ebd0ce;
}

.form_wrap ul{
 background: #fff;
 padding: 8px 10px;
 border-radius: 3px;
 display: flex;
 justify-content: center;
}

.form_wrap ul li:first-child{
 margin-right: 15px;
}

.form_wrap ul .radio_wrap{
 position: relative;
 margin-bottom: 0;
}

.form_wrap ul .radio_wrap .input_radio{
 position: absolute;
 top: 0;
 right: 0;
 opacity: 0;
}

.form_wrap ul .radio_wrap span{
 display: inline-block;
 font-size: 14px;
 padding: 3px 20px;
 border-radius: 3px;
 color: #ed4828;
}

.form_wrap .input_radio:checked ~ span{
 background: #ebd0ce;
}

#ssubmit_btn{
 width: 100%;
 background: #ed4828;
 padding: 10px;
 border: 0;
 border-radius: 3px;
 text-transform: uppercase;
 letter-spacing: 3px;
 cursor: pointer;
}

 .submit_btn:hover{
 background: #fa4848;
 transition: 1s ease;
}
```

```
.alert {
   width:100%;
   height:20px;
   color: white;
   padding: 4px 10px;
   font-size:12px;

}
.success {
   color:green;
   font-weight:bold;
}

.failure {
   color:red;
   font-weight:bold;
   border: 2px solid red;
}
```

sbmitted.html

```
<!DOCTYPE html>
<html lang="en">
<head>
   <meta charset="UTF-8">
   <meta http-equiv="X-UA-Compatible" content="IE=edge">
   <meta name="viewport" content="width=device-width,
initial-scale=1.0">
   <title>FORM SUBMITTED</title>
</head>
<link rel="stylesheet" href="form.css">
<body class ="h">
   <h2>YOU'RE RESPONSE HAS BEEN RECORDED</h2>
   <h4>Thank You For Your Co-operation..</h4>
```

```
</body>
</html>
```

GitHub Link:https://github.com/IBM-EPBL/IBM-Project-26871-1660039015

Video Demo Link:

https://drive.google.com/file/d/13y7qs0hhUsGxFDZQTVOa5TqYO_CCmXJW/view?usp=drivesdk