

# **Project Report Format**

## **1. INTRODUCTION**

### **1.1 Project Overview**

Customer care is more than just delivering the services that consumers expect from the business or providing the right technical support. It's about meeting their emotional needs and fostering relationships. To do so, you must treat customers how they want to be treated. The customer service team is the face of the organization and the frontline when customers require assistance.

Customer service agents help customers pay bills, review or make changes to accounts, handle returns and answer frequently asked questions. Therefore in our project we have created a website where any registered user can post their queries ,assigned agent will take care of the solution.

They can also view the progress of their query along with problem status notification feature.

### **1.2 Purpose**

Customer care registry involves assisting a customer with questions, concerns, or complaints that the customer may have before, during and after a product or service has been purchased. Outstanding customer service enables a company to retain and create loyal customers. Support is more about specific issues, and care is more about building a connection with the customer. Both of these approaches ensure customer satisfaction. Due to technological advances, the ways in which customer service is delivered has changed over the years. Customers used to communicate with companies face-to-face or by sending letters through the mail. Now, customer care can be provided through telephone, email, chatbots, or even frequently asked question pages.

## **2. LITERATURE SURVEY**

### **2.1 Existing problem**

**LITERATURE NAME:** Online Customer Experience: A Review of the Business-to-Consumer Online Purchase Context

**AUTHOR:** Susan Rose,Neil Hair,Moirra Clark **PUBLISHED ON:** 2011

### **OBJECTIVE:**

The output of the research proposed in this paper would lead to effective measurement scales for the e-marketer to use in the identification of relevant inputs and outputs of an effective OCE for retail websites. The proposed framework suggests that e-marketers need to be aware that, while functional performance of a website is important (as embedded in the proposed antecedents, e.g. easy navigation, usefulness, information provision), it is also important to understand the experiential state of customers and the responses they are likely to generate. Managerial effort tends to focus on the former in terms of the development of website performance. Consumer research should focus upon understanding the emotional and cognitive state of customers both during and following the online purchase process, and understanding how to adjust the features of a website to improve these. At the same time, there may be differences in the relevance of different experiential states, depending on the nature of the product or service type being delivered via the website.

**LITERATURE NAME:** Online Customer Experience: A Literature Review

**AUTHOR:** Vicente Guerola-Navarro, Hermenegildo Gil-Gomez, Raul Oltra-Badenes & Pedro Soto-Acosta **PUBLISHED ON:** 2022

**OBJECTIVE:**

Marketing is one of the areas in which the expectation of impact is greatest through the use of CRM technological solutions and the culture of customer relationship management itself. Specifically, and within the general concept of marketing, entrepreneurial marketing is one of the areas with the greatest projection both at the business level and at the research level. This section initially analyzes the concept and relevance of entrepreneurial marketing, and then the concept and evolution of CRM solutions, to later proceed to establish the marketing approach to the CRM customer-centric management theory, all of it as previous stages for finally stating the state of the art on the impact of CRM on entrepreneurial marketing specifically.

**LITERATURE NAME:** Customer Experience Management in Online Retailing- A Literature Review.

**AUTHOR:** Ebenezer Paul Rajan

Karpagam Academy of Higher Education **PUBLISHED ON:** 2015

**OBJECTIVE:**

In this paper they described the customer care concept with the help of CEM. Customer experience management (CEM) is the collection of processes a company uses to track, oversee and organize every interaction between a customer and the organization throughout the customer lifecycle. The goal of CEM is to optimize interactions from the customer's point of view and, as a result, promote customer loyalty. Customer experience management (CEM) is defined as “the discipline of managing and treating customer relationships as assets with the goal of transforming satisfied customers into loyal customers, and loyal customers into advocates of your brand.” A customer experience is an interaction between an organization and a customer as perceived through a customer's conscious and subconscious mind. It is a blend of an organization's rational performance, the senses stimulated and the emotions evoked and intuitively measured against customer expectations across all moments of contact.

**LITERATURE NAME:** A Study on customer Satisfaction towards Online Shopping

**AUTHOR:** Shenbhagavadivu Thangavel **PUBLISHED ON:** 2015

Sri Krishna College of Arts and Science

**OBJECTIVE:**

This paper tells as, having access to online shopping has truly revolutionized and influenced our society as a whole. This use of technology has opened new doors and opportunities that enable for a more convenient lifestyle today. Variety, quick service and reduced prices were three significant ways in which online shopping influenced people from all over the world. However, this concept of online shopping led to the possibilities of fraud and privacy conflicts. Unfortunately, it has shown that it is possible for criminals to manipulate the system and access personal information. Luckily, today with the latest features of technology, measures are being taken in order to stop hackers and

criminals from inappropriately accessing private databases. Through privacy and security policies, website designers are doing their best to put an end to this unethical practice.

## 2.2 References

[https://www.researchgate.net/publication/329026968\\_A\\_Study\\_on\\_customer\\_Satisfaction\\_towards\\_Online\\_Shopping](https://www.researchgate.net/publication/329026968_A_Study_on_customer_Satisfaction_towards_Online_Shopping)

<https://link.springer.com/article/10.1007/s11365-022-00800-x>

[researchgate.net/publication/274510494\\_Customer\\_Experience\\_Management\\_in\\_Online\\_Retailing-A\\_Literature\\_Review](https://www.researchgate.net/publication/274510494_Customer_Experience_Management_in_Online_Retailing-A_Literature_Review)

<https://onlinelibrary.wiley.com/doi/10.1111/j.1468-2370.2010.00280.x>

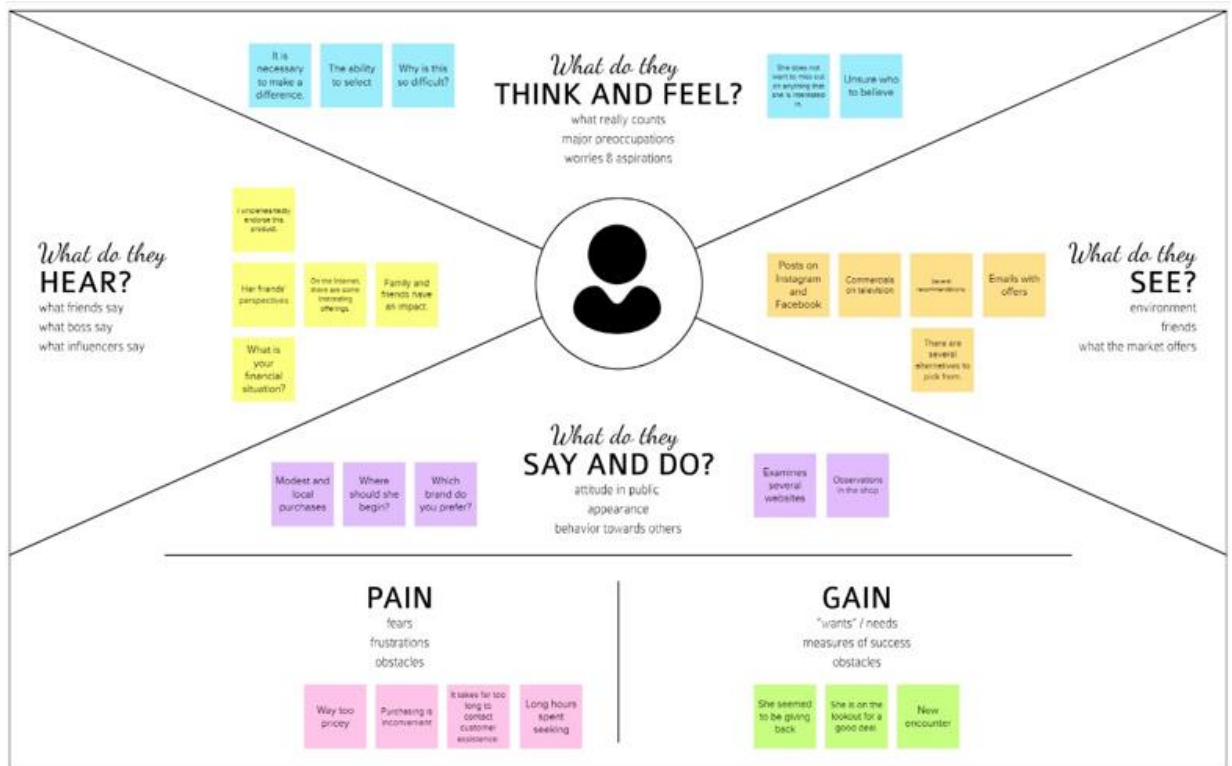
## 2.3 Problem Statement Definition

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

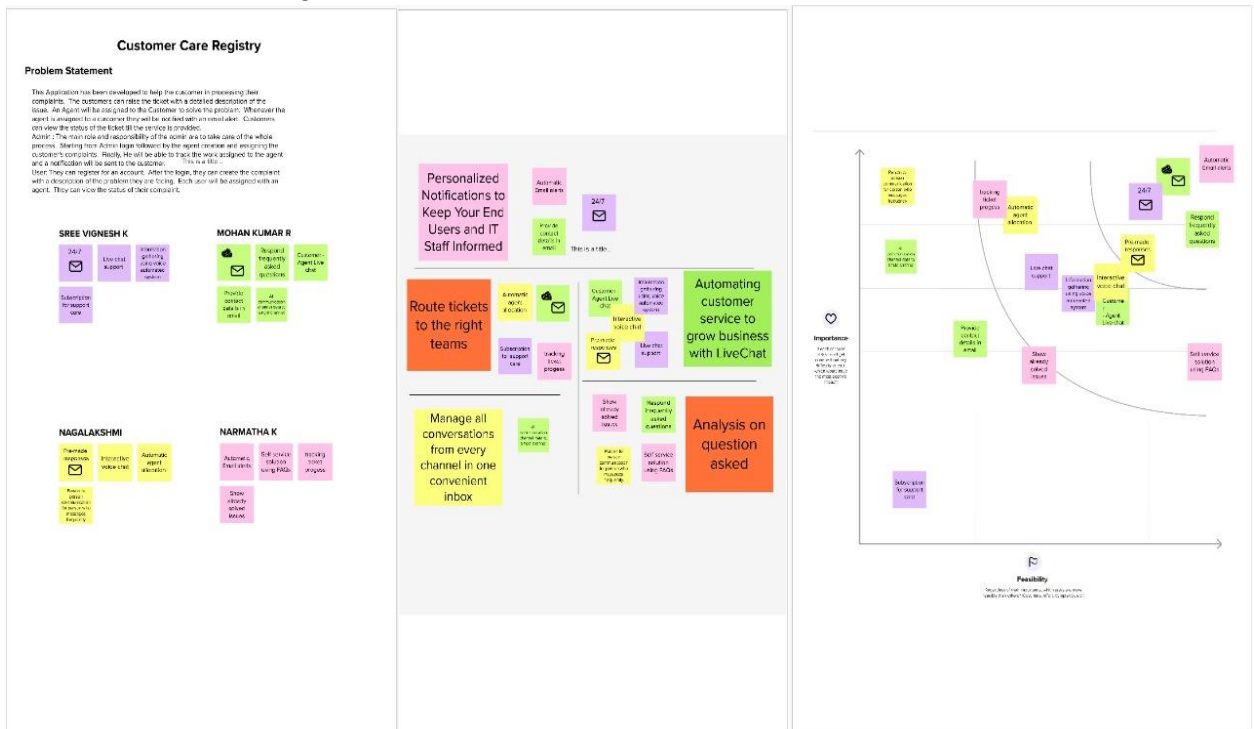
Admin : The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer.

User: They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

### 3.1 Empathy Map Canvas



### 3.2 Ideation & Brainstorming



### 3.3 Proposed Solution

S. NO	PARAMETER	DESCRIPTION
1	Problem statement (Problem to be solved)	<b>CUSTOMER CARE REGISTRY</b> Several reasons which attract consumers to purchase products via online include: cheaper price, ability to find unique product which will not be found in regular shop, and the newness of the product. For seller, there are also several advantages for selling product via online, which include: ease of start-up, competitiveness advantages, and direct market penetration. But there comes a problem while giving solutions for the issues faced by the customers, for example issues faced during online money transactions, missing products information, poor UI design. In order to communicate with the sellers they need a platform where they can ask and get resolved for the issues. Our problem statement is to create a online platform for the interaction of customers and owner during online purchase to overcome consumer basic issues.
2	Idea/Solution Description	Core idea in bringing solution to our problem statement is to create a website(platform) where any user can interact in live with the agents regarding their queries faced during their online purchase and can get immediate solutions. In order to store customers details ,complaints details and also for the agent information we are going to use the IBM DB2 which is fully a SQL based cloud database which will offer number of operations to perform on the stored database. For alerting the customers with agent allotment and complaint status we are going to use SendGrid which is also a cloud based SMTP provider with which customer interactions can be made easier.
3	Novelty/ Uniqueness	The uniqueness in our solution lies in the point that ,our proposed platform will bring live user-agent interaction rather than waiting for an automated responses. Every user with queries will be allotted for particular agent and get resolved. In the meantime the security and privacy of the user information will be ensured.
4	Social Impact/Customer Satisfaction	Every customer will be satisfied ,by allotting individual agent to those who met with a query regarding their online purchase and online payment. It will also helps any enterprises to concentrate both on customer satisfaction and their own business development.

5	Business Model/Revenue Model	
6	Scalability of the solution	<p>Decrease the issues faced by the online consumers</p> <p>Faster responses will be provided</p> <p>Secured user information</p> <p>Privacy will be maintained</p> <p>Enterprises can just use this platform and agents will be responsible for further solutions</p>

### 3.4 Problem Solution fit

Problem-Solution Fit		
<b>1. CUSTOMER SEGMENT(S)</b> <span>CS</span> <i>Ordinary folks</i>	<b>6. CUSTOMER LIMITATIONS</b> <span>CL</span> <i>EG. BUDGET, DEVICES</i> <ul style="list-style-type: none"> <li>Buyer perception is affected disproportionately.</li> <li>Dissatisfied.</li> <li>Returning the item</li> <li>Complaining to the appropriate authority.</li> </ul>	<b>5. AVAILABLE SOLUTIONS</b> <span>AS</span> <i>PLUSES &amp; MINUSES</i> <i>Provide a substitute for the unavailable goods. Before purchasing things, conduct product testing. Respond to consumer inquiries as soon as possible. Quick delivery. Provide accurate products.</i>
<b>2. PROBLEMS / PAINS</b> <span>PR</span> <ul style="list-style-type: none"> <li>Products that are unavailable</li> <li>Product of poor quality</li> <li>Long wait times for customer service responses</li> <li>Delay in delivery</li> <li>Offering the incorrect product</li> </ul>	<b>9. PROBLEM ROOT / CAUSE</b> <span>RC</span> <ul style="list-style-type: none"> <li>Not updating the stock.</li> <li>Inadequate product testing.</li> <li>Customer service is ineffective.</li> <li>Awful delivery system.</li> <li>Poor product inspection prior to packaging.</li> </ul>	<b>7. BEHAVIOR + ITS INTENSITY</b> <span>BE</span> <ul style="list-style-type: none"> <li>When the product is unavailable, switches to another product.</li> <li>Demand for the replacement of a low-quality product.</li> <li>Advice on how to improve response time and delivery speed.</li> <li>Returning and replacing an incorrect product</li> </ul>
<b>3. TRIGGERS TO ACT</b> <span>TR</span> <ul style="list-style-type: none"> <li>Viewing items accessible on other websites.</li> <li>Other areas have high-quality products.</li> <li>Short wait period and quick delivery for others.</li> </ul>	<b>10. YOUR SOLUTION</b> <span>SL</span> <ul style="list-style-type: none"> <li>Stock up on things as they become available and as they are sold.</li> <li>Product quality must be properly tested.</li> <li>Customer service that is effective.</li> <li>Improving the supply system</li> <li>Checking the merchandise twice or three times before packaging it.</li> </ul>	<b>8. CHANNELS of BEHAVIOR</b> <span>CH</span> <b>ONLINE:</b> <i>Through digital media, users may search for, purchase, use, and evaluate items or services that they believe will meet their requirements.</i>  <b>OFFLINE:</b> <i>Utilize the client experience to aid in customer development.</i>
<b>4. EMOTIONS</b> <span>EM</span> <i>BEFORE / AFTER</i> <i>Before - Frustrated and enraged, Run out of patience.</i> <i>After - Positive buying experience, trustworthy and satisfied</i>		

#### 4. REQUIREMENT ANALYSIS

##### 4.1 Functional requirement

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIn Register with valid mobile number
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP Two step verification for new device login.
FR-3	Agent Registration	Registration through Form Registration through Gmail Registration through LinkedIn Register with valid mobile number
FR-4	Agent Confirmation	Confirmation via Email Confirmation via OTP Two step verification for new device login.
FR-5	Admin	Admin have both user details and agent detail. Admin maintain agent allotment to the user based on problem's category.

##### 4.2 Non-Functional requirements

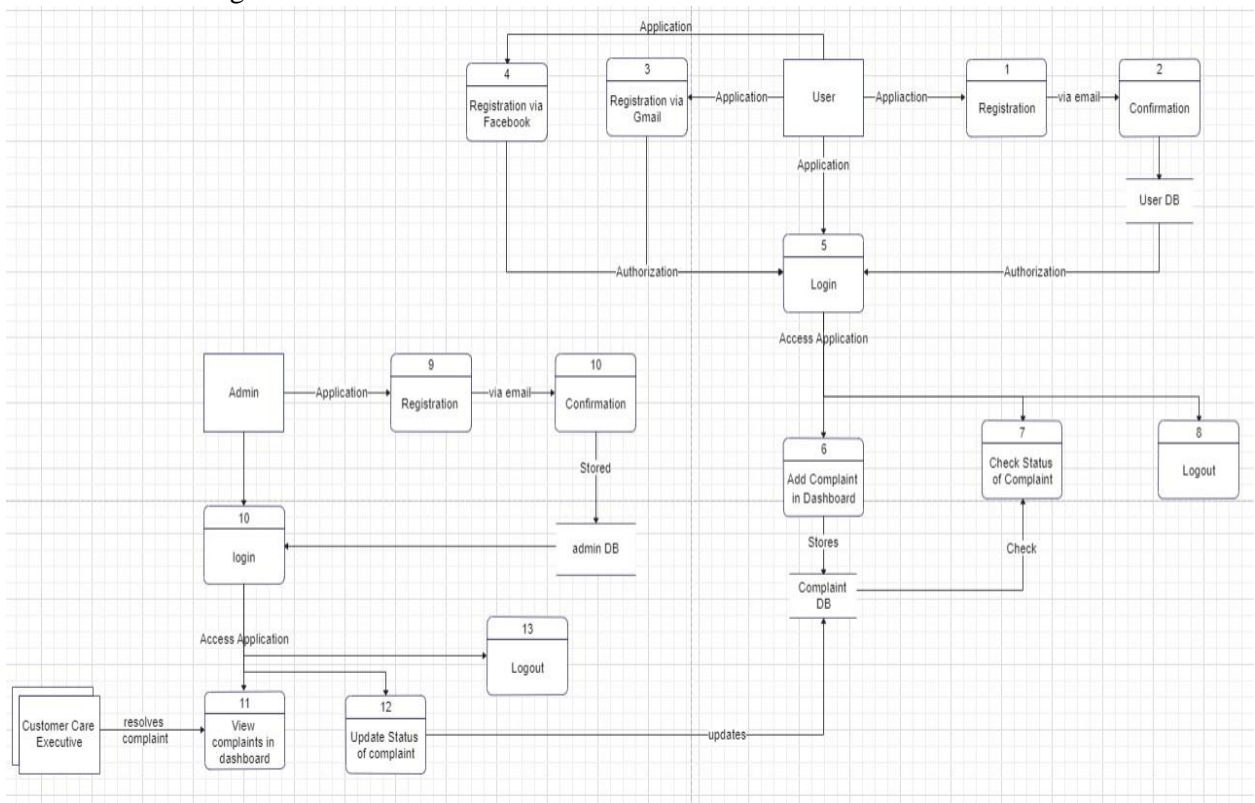
Following are the non-functional requirements of the proposed solution.

FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	To provide optimal usability for our proposed solution we have mainly concentrated on easier navigation throughout our website. For user, they can easily login with their credentials and also they can register by themselves either with unique valid email id or with their mobile number if they don't have any prior account. After good navigation we have concentrated on visual clarity and developed web application which looks pleasant and simple thus making easier accessible to any aged person. For the first time users, Guide tour will also be available in order to provide better user satisfaction. Also, made our web application flexible to all type of devices such as android, mac and desktops.
NFR-2	<b>Security</b>	Before any user trying to login their account to any new device ,verification code will be sent either to their registered email id or to their registered mobile number. Only after entering their code, they will be allowed to login. That code will also made expire within particular time limit. Also notification will be sent for each and every

		user activity. Thus everyone will have a secured account and also their details will be maintained securely in the admin side.
NFR-3	<b>Reliability</b>	Since we had split the agents into categories, system's response time for each and every individual will be lesser. Thus making our web application more reliable.
NFR-4	<b>Performance</b>	In order to bring best performance, we have concentrated on overload of user requests. To minimize the overloads and to minimize the system's response time we have created more agents service. Agents will be separated and categorized according to the user's needs. For example to resolve product missing category some agents will be assigned and to resolve damaged products category some agents will be assigned. so every individual user will be allotted with individual agents.
NFR-5	<b>Availability</b>	Customer care registry will be made available even in the weekends and our agents will also be allotted at anytime to any individual user. User can interact with their respective agents 24*7 by following proper user-agent guidelines.
NFR-6	<b>Scalability</b>	With respect to increase in user's requests ,allotment will be increased. Data storage will increase accordingly. Rescaling is always adaptable.

## 5. PROJECT DESIGN

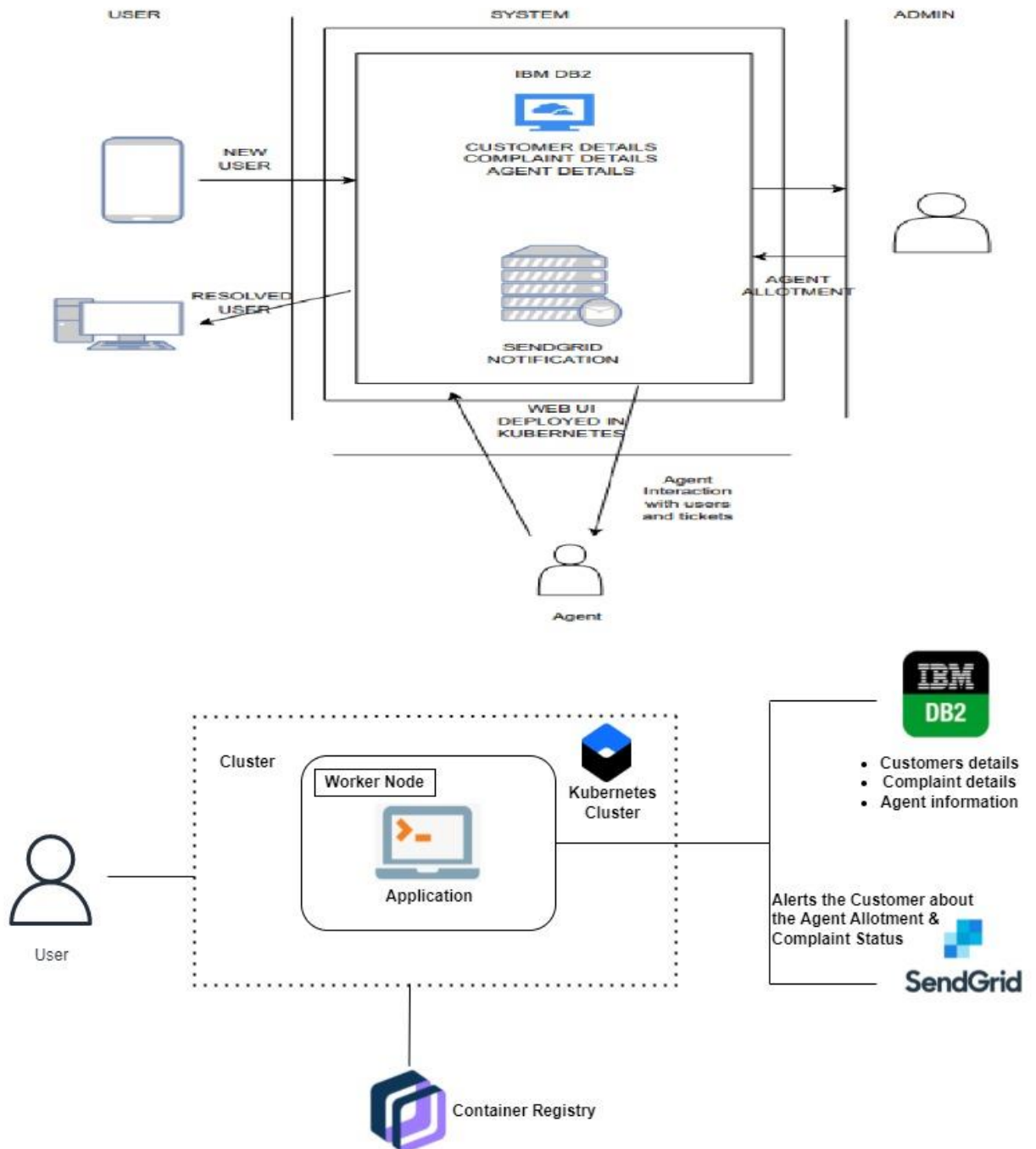
### 5.1 Data Flow Diagrams





## 5.2 Solution & Technical Architecture

### Technical Architecture:



### 5.3 User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Webuser)	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Low	Sprint-2
		USN-4	As a user, I can register for the application through Gmail		Medium	Sprint-2
	Login	USN-5	As a user, I can log into the application by entering email & password		High	Sprint-1
	Dashboard	USN-6	As a user , I can register the complaint in the register complaint page	I can register complaint(s)	High	Sprint-1
		USN-7	As a user , I can view the status of the complaint.	I can view status of complaint	Medium	Sprint-1
		USN-8	As a user, I can logout of the application	I can logout from the application	Low	Sprint-2
Customer Care Executive	Dashboard	USN-8	As a customer care Executive, I can resolve a complaint registered by user.	I can provide solution to a problem.	High	Sprint -1
Administrator	Registration	USN-9	As an admin, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1

## 6. PROJECT PLANNING & SCHEDULING

### 6.1 Sprint Planning & Estimation

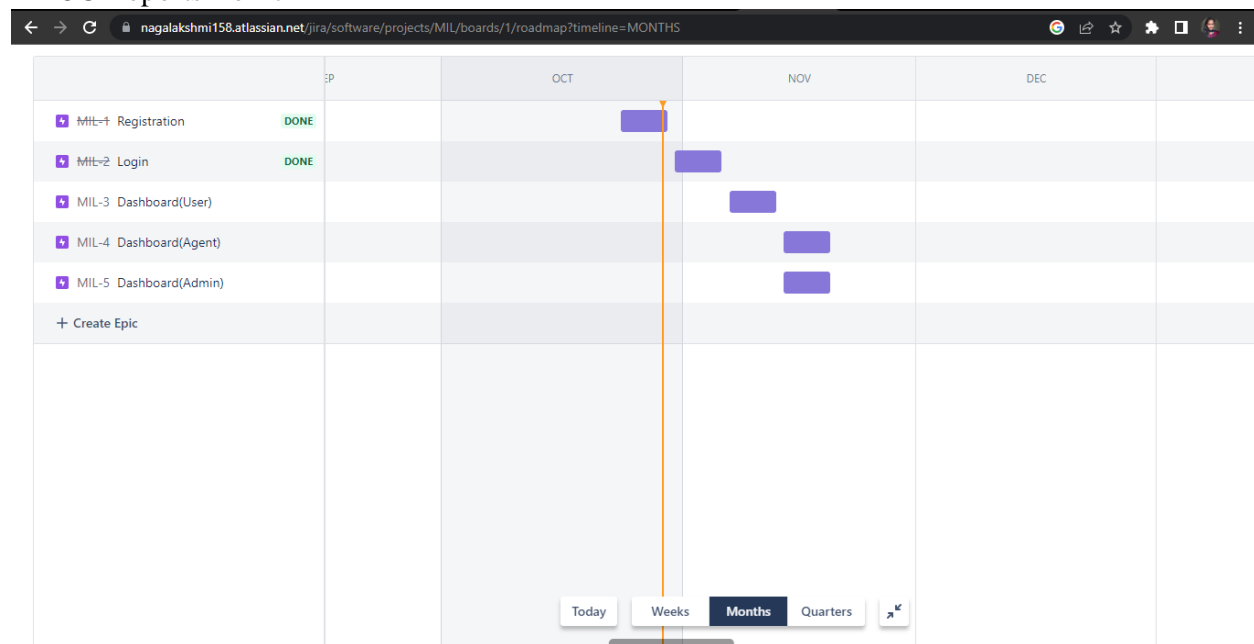
Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	2	High	Mohan kumar
Sprint-1		USN-2	As a user, I will receive confirmation email once I have registered for the application	1	High	Nagalakshmi
Sprint-2		USN-3	As a user, I can register for the application through Facebook	2	Low	Sree Vignesh

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1		USN-4	As a user, I can register for the application through Gmail	2	Medium	Narmatha
Sprint-1		USN-5	As a user, I can register for the application through mobile number	2	Medium	Mohan kumar
Sprint-1		USN-6	As a user, I will receive confirmation code number once I have registered for the application	1	High	Nagalakshmi
Sprint-2	Login	USN-7	As a user, I can log into the application by entering email & password	1	High	Sree Vignesh
Sprint-2		USN-8	As a user, I can log into the application by entering mobile number & password	1	High	Narmatha
Sprint-3	Dashboard(User)	USN-9	As a user, I can easily able to access the website with the help of guide tour	2	Medium	Mohankumar
Sprint-3		USN-10	As a user, I can view the progress in my dashboard( whether I have been allotted with a live agent or not, whether my complaints have been resolved or In a pending state.	2	High	Nagalakshmi
Sprint-3		USN-11	As a user, I can view my live agent and his activities towards my queries.	2	Medium	Sree Vignesh
Sprint-4	Dashboard(Agent)	USN-12	As a agent, I can make user's queries into actions and notify them with every updates	1	Medium	Narmatha
		USN-13	As a agent, I can able to view the works assigned by admin	1	High	Sree Vignesh
Sprint-4	Dashboard(Admin)	USN-14	As a administrator, I can categorize the users based on their needs and assign respective agents to the users	2	High	Mohan kumar
		USN-15	As a administrator, I can provide security to all the data by blocking different access and maintain the privacy	2	Medium	Nagalakshmi

## 6.2 Sprint Delivery Schedule

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	8	6 Days	24 Oct 2022	29 Oct 2022	8	29 Oct 2022
Sprint-2	4	6 Days	31 Oct 2022	05 Nov 2022	4	05 Nov 2022
Sprint-3	6	6 Days	07 Nov 2022	12 Nov 2022	6	12 Nov 2022
Sprint-4	6	6 Days	14 Nov 2022	19 Nov 2022	6	19 Nov 2022

## 6.3 Reports from JIRA



← → ↻ nagalakshmi158.atlassian.net/jira/software/projects/BC/boards/2/backlog

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Projects / Backlog\_customer

## Backlog

Q N 👤 Epic ▾ Insights

▼ Registration 24 Oct – 29 Oct (6 issues) 0 10 0 Start sprint ⋮

BC-3 As a user, I can register for the application by entering my email, password, and confirming my password.	2	IN PROGRESS ▾	👤
BC-4 As a user, I will receive confirmation email once I have registered for the application	1	IN PROGRESS ▾	👤
BC-5 As a user, I can register for the application through Facebook	2	IN PROGRESS ▾	👤
BC-6 As a user, I can register for the application through Gmail	2	IN PROGRESS ▾	👤
BC-7 As a user, I can register for the application through mobile number As a user, I can register for the application through mobile number	2	IN PROGRESS ▾	👤
BC-8 As a user, I will receive confirmation code number once I have registered for the application	1	IN PROGRESS ▾	👤

+ Create issue

← → ↻ nagalakshmi158.atlassian.net/jira/software/projects/BC/boards/2/backlog

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Projects / Backlog\_customer

## Backlog

Q N 👤 Epic ▾ Insights

▼ Login 31 Oct – 5 Nov (2 issues) 0 2 0 Start sprint ⋮

BC-9 As a user, I can log into the application by entering email & password	1	IN PROGRESS ▾	👤
BC-10 As a user, I can log into the application by entering mobile number & password	1	IN PROGRESS ▾	👤

+ Create issue

▼ Dashboard(user) 7 Nov – 12 Nov (3 issues) 0 6 0 Start sprint ⋮

BC-11 As a user, I can easily able to access the website with the help of guide tour	2	IN PROGRESS ▾	👤
BC-12 As a user, I can view the progress in my dashboard( whether I have been allotted with a live agent or not, whether my complaints have been resol...	2	IN PROGRESS ▾	👤
BC-13 As a user, I can view my live agent and his activities towards my queries.	2	IN PROGRESS ▾	👤



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Projects / Backlog\_customer

Login

🔍 N 👤

🔗 ☆ ⌚ 5 days remaining Complete sprint ⋮

GROUP BY None Insights

TO DO

IN PROGRESS 7 ISSUES

DONE ✓

As a user, I will receive confirmation email once I have registered for the application  
BC-4 1

As a user, I can register for the application through Facebook  
BC-5 2

As a user, I can register for the application through Gmail  
BC-6 2

Quickstart X

Jira Software

Your work

Projects

Filters

Dashboards

People

Apps

Create

Q Search

🔔 ? ⚙️ N

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Projects / Backlog\_customer

Dashboard(user)

🔍 N 👤

🔗 ☆ ⌚ 10 days remaining Complete sprint ⋮

GROUP BY None Insights

TO DO

IN PROGRESS 10 ISSUES

DONE ✓

As a user, I will receive confirmation email once I have registered for the application  
BC-4 1

As a user, I can register for the application through Facebook  
BC-5 2

As a user, I can register for the application through Gmail  
BC-6 2

✓ Sprint started

X

We've filtered the board to show your new sprint. Good luck, team!

Quickstart X

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

### 7.1 Feature 1

USER

Home.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">
  <link rel="icon" type="image/x-icon" href="/cloud.png">
  <title>TCE Desk</title>
  <script
src="//ajax.googleapis.com/ajax/libs/jquery/1.9.1/jquery.min.js"></script>
  <!-- Bootstrap Files -->

  <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeuOxjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
    <!-- JavaScript Bundle with Popper -->
    <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js
" integrity="sha384-
OERcA2EqjJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJua0e923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

    <!-- Template Main CSS File -->
    <link href="/static/style.css" rel="stylesheet">
    <style>
      #signup:hover{

        border: 2px solid blue;

      }
    </style>
  </head>
  <body style="background-image: radial-gradient( circle farthest-corner at 10%
20%,  rgba(234,249,249,0.67) 0.1%,  rgba(239,249,251,0.63) 90.1% );overflow:
hidden;">
    <div class="container-fluid hero-banner" >
      <nav class="navbar navbar-light" style="margin-top: 2rem;">
        <a class="navbar-brand" style="margin-left: 250px;"></a>
        <form class="form-inline" style="margin-right: 250px;">
```



```

        <button class="btn btn-outline-success my-2 my-sm-0 p-3"
type="submit"><a href="/user/register" class="txt-success" style="text-
decoration: none;">Free To Use</a></button>
    </form>
</nav>
<div class="row d-flex justify-space-between" style="height: 100vh;">
    <div class="col-7 d-flex justify-content-center align-items-center">
        
        

    </div>
    <div class="col-4" style="margin-left: 5rem;">
        <h1 class="display-5" style="font-weight: 900;">
            Power up your customer support with TCEdesk
        </h1>
        <h4 style="margin-top:2vh">
            A tool that organizes customer communication to help
businesses respond to customers and support them more quickly and effectively.
        </h4>
        <form action="/" method="POST">
            <input type="email" name="email_id"
style="width:23vw;height:6vh;padding: 1rem;margin-top: 3vh;display: block;"
placeholder="Please enter your work email">

            <button class="btn" id="signup" type="submit"
style="width:23vw;height:6vh;margin-top:3vh;background-image: radial-gradient(
circle farthest-corner at 22.4% 21.7%,  rgba(4,189,228,1) 0%,  rgba(2,83,185,1)
100.2% );">

            <h4 class="text-light">Sign Up</h4>
        </button>

    </form>
    <ul class="nav" style="margin-left:5vw;">
        <li class="nav-item"><a class="nav-link text-light"
href="/admin" style="margin: 1rem;
background-image: radial-gradient( circle farthest-corner
at 83.7% 4.3%,  rgba(173,0,171,1) 0%,  rgba(15,51,92,1) 90% );
">Admin</a></li>
        <li class="nav-item"><a class="nav-link text-light"
href="/agent" style="margin: 1rem;
background-image: radial-gradient( circle farthest-corner
at 17.3% 4.3%,  rgba(173,0,171,1) 0%,  rgba(15,51,92,1) 90% );

```

```

        ">Agent</a></li>
    </div>

</div>

</div>

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

```

#### Profile.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">
    <link rel="icon" type="image/x-icon" href="/cloud.png">
    <link rel="stylesheet" href="{ { url_for('static',
filename='/node_modules/bootstrap/dist/css/bootstrap.css') } }">
    <script src="https://kit.fontawesome.com/07972bca60.js"
crossorigin="anonymous"></script>
    <!-- <script src="{ { url_for('static',
filename='/node_modules/jquery/dist/jquery.js') } }"></script>
    <script src="{ { url_for('static',
filename='/node_modules/bootstrap/dist/js/bootstrap.js') } }"></script>
    <script src="{ { url_for('static',filename='/javascript/navlink-
activator.js') } }"></script> -->
    <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeuOxjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
    <!-- JavaScript Bundle with Popper -->
<script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"
" integrity="sha384-
OERcA2EqjJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJua0e923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

<style>
body{margin-top:20px;
background-color:#f2f6fc;
color:#69707a;
}

```

```
.img-account-profile {
    height: 10rem;
}

.rounded-circle {
    border-radius: 50% !important;
}

.card {
    box-shadow: 0 0.15rem 1.75rem 0 rgb(33 40 50 / 15%);
}

.card .card-header {
    font-weight: 500;
}

.card-header:first-child {
    border-radius: 0.35rem 0.35rem 0 0;
}

.card-header {
    padding: 1rem 1.35rem;
    margin-bottom: 0;
    background-color: rgba(33, 40, 50, 0.03);
    border-bottom: 1px solid rgba(33, 40, 50, 0.125);
}

.form-control, .dataTable-input {
    display: block;
    width: 100%;
    padding: 0.875rem 1.125rem;
    font-size: 0.875rem;
    font-weight: 400;
    line-height: 1;
    color: #69707a;
    background-color: #fff;
    background-clip: padding-box;
    border: 1px solid #c5ccd6;
    -webkit-appearance: none;
    -moz-appearance: none;
    appearance: none;
    border-radius: 0.35rem;
    transition: border-color 0.15s ease-in-out, box-shadow 0.15s ease-in-out;
}

.nav-borders .nav-link.active {
    color: #0061f2;
    border-bottom-color: #0061f2;
}

.nav-borders .nav-link {
    color: #69707a;
```

```

border-bottom-width: 0.125rem;
border-bottom-style: solid;
border-bottom-color: transparent;
padding-top: 0.5rem;
padding-bottom: 0.5rem;
padding-left: 0;
padding-right: 0;
margin-left: 1rem;
margin-right: 1rem;
}

</style>
</head>
<body>
    <a {% if session['type']=="AGENT_ACCOUNTS" %} href="/agent" {% else %}
href="/user" {% endif %} style="text-decoration: none;">
        <button class="btn btn-success" style="position:
fixed;margin:2rem;">Back</button>
    </a>
<div class="container">

    <!-- Account page navigation-->
    {% with messages = get_flashed_messages() %}
    {% if messages %}
        <ul class="flashes">
            {% for message in messages %}
                <li>{{ message }}</li>
            {% endfor %}
        </ul>
    {% endif %}
    {% endwith %}
    <hr class="mt-0 mb-4">

    <div class="row">
        <div class="col-xl-4">
            <!-- Profile picture card-->
            <form action="/profile/profile-img" method="post"
enctype="multipart/form-data">
                <div class="card mb-4 mb-xl-0">
                    <div class="card-header">Profile Picture</div>
                    <div class="card-body text-center">
                        <!-- Profile picture image-->
                        <input type="file" name="profile" id="profile" hidden/>
                        <label for="profile">

```

```

        </label>
        </label>

        <!-- Profile picture help block-->
        <div class="small font-italic text-muted mb-4">JPG or PNG no
larger than 5 MB</div>
        <!-- Profile picture upload button-->
        <button class="btn btn-primary" type="submit">Upload new
image</button>

    </div>
</div>
</form>

</div>
<div class="col-xl-8">
    <!-- Account details card-->

    <div class="card mb-4">
        <div class="card-header">Account Details</div>
        <div class="card-body">
            <form action="/profile" method="post" >
                <!-- Form Group (username)-->
                <div class="mb-3">
                    <label class="small mb-1" for="name">Username (how
your name will appear to other users on the site)</label>
                    <input class="form-control" id="name" name="name"
type="text" placeholder="Enter your username" value="{{ session['name'] }}">
                </div>
                <!-- Form Row-->
                <div class="row gx-3 mb-3">
                    <!-- Form Group (first name)-->
                    <div class="col-md-6">
                        <label class="small mb-1" for="first_name">First
name</label>
                        <input class="form-control" id="first_name"
type="text" name="first_name" placeholder="Enter your first name" value="{{
session['first_name'] }}">
                    </div>
                    <!-- Form Group (last name)-->
                    <div class="col-md-6">

```

```

<label class="small mb-1" for="last_name">Last
name</label>

<input class="form-control" id="last_name"
name="last_name" type="text" placeholder="Enter your last name" value={{
session['last_name'] }}>

</div>
</div>
<!-- Form Row -->
<div class="row gx-3 mb-3">
  <div class="col-md-6">
    <label class="small mb-1"
for="password">Password</label>
    <input class="form-control" id="password"
name="password" type="text" placeholder="Enter your password" value={{
session['password'] }}>
  </div>
  <!-- Form Group (location)-->
  <div class="col-md-6">
    <label class="small mb-1"
for="location">Location</label>
    <input class="form-control" id="location"
name="location" type="text" placeholder="Enter your location" value={{
session['location'] }}>
  </div>
</div>
<!-- Form Group (email address)-->
<div class="mb-3">
  <label class="small mb-1" for="email_id">Email
address</label>
  <input class="form-control" id="email_id"
name="email_id" type="email" placeholder="Enter your email address" value={{
session['email_id'] }}>
</div>
<!-- Form Row-->
<div class="row gx-3 mb-3">
  <!-- Form Group (phone number)-->
  <div class="col-md-6">
    <label class="small mb-1" for="pno">Phone
number</label>
    <input class="form-control" id="pno" name="pno"
type="tel" placeholder="Enter your phone number" value={{ session['pno'] }}>
  </div>
  <!-- Form Group (birthday)-->
  <div class="col-md-6">

```



```

<!-- JavaScript Bundle with Popper -->
<script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"
  integrity="sha384-
OERcA2EqjJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJua0e923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>
  <title>TCE Desk</title>
  <script>

    function signOut() {
      var auth2 = gapi.auth2.getAuthInstance();
      auth2.signOut().then(function () {
        console.log('User signed out.');
```



```

        </li>
        <li class="nav-item">
            <a href="#solved-issue" class="my-nav-link nav-link">
                <i class="fa fa-check mr-3 fa-fw"></i>
                <p>Issue's Solved</p>
            </a>
        </li>
        <li class="nav-item">
            <a href="#new-issue" class="my-nav-link nav-link">
                <i class="fa fa-bug mr-3 fa-fw"></i>
                <p>New Issue</p>
            </a>
        </li>
        <li class="nav-item">
            <a href="#about" class="my-nav-link nav-link">
                <i class="fa fa-address-card mr-3 fa-fw"></i>
                <p>About</p>
            </a>
        </li>
    </ul>
    <div class="logout">
        <a href="/user/logout" onclick="signOut()" class="nav-link align-items-center">
            <div class="btn btn-outline-primary text-dark font-italic">
                <i class="fa-solid fa-right-from-bracket"></i>
                Logout
            </div>
        </a>
    </div>

</div>
<!-- End vertical navbar -->

<!-- Landing Page Banner Start -->

<div class="container my-container ">
    <div data-bs-spy="scroll" data-bs-target="#sidebar" data-bs-offset="0"
class="scrollspy-example" tabindex="0">
        <div class="introduction" id="home">
            <div class="row">
                <div class="col">
                    
                </div>
                <div class="col d-flex justify-content-center align-self-center intro-text display-2">

```

```

<pre>
    <h3 class="display-2">
Hello </h3><h4 class="display-5">{{session.user_name}}!
    </h4>
</pre>

        </div>
    </div>
</div>

    <div class="pending-issue d-flex align-items-center" id="pending-
issue">

        {% if pending_issue_data|length > 0 %}
        <h1 class="jumbotron jumbotron-fluid"
style="display:block;margin-top: -300px;margin-left: 400px;position:
absolute;">Pending Issues</h1>
        <table class="table table-striped table-dark table-hover table-
responsive" style="width: 750px;margin-left: 170px;">
            <thead class="thead-dark">
                <tr>
                    {% for header in pending_issue_headings %}
                        <th scope="col">{{ header }}</th>
                    {% endfor %}
                </tr>
            </thead>
            <tbody>
                {% for row in pending_issue_data %}
                    <tr>
                        <td>{{row['TICKET']}}</td>
                        <td>{{row['TITLE']}}</td>
                        <td>{{row['AGENT_ID']}}</td>
                        <td>
                            <div class="progress">
                                <div class="progress-bar progress-bar-
striped bg-success" role="progressbar" style="width:{{ row['PROGRESS'] }}%" aria-
valuenow={{ row['PROGRESS'] }} aria-valuemin="0" aria-valuemax="100">
                                    {{ row['PROGRESS'] }}
                                </div>
                            </div>
                        </td>
                    </tr>
                {% endfor %}
            </tbody>
        </table>

```

```

        {% else %}
        <div style="margin-left: 20vw;">
            <blockquote class="blockquote">
                <p class="display-4">Have an issue ? No problem raise here
we will solve it!</p>
            </blockquote>
            <figcaption class="blockquote-footer">
                <h2 >In our Unique way</h2> <cite title="Source Title">TCE
Desk's Way</cite>
            </figcaption>
            <button onclick="document.getElementById('new-
issue').scrollIntoView()" class="btn btn-block btn-primary gradient-custom-2">New
Issue</button>
        </div>
        {% endif %}
         0 %}style="width:30%;object-fit:contain;"{% endif %}>
    </div>

    <div class="solved-issue d-flex align-items-center" id="solved-
issue">
         0 %}style="width:30%;object-fit:contain;"{% endif %}>
        {% if solved_issue_data|length > 0 %}

            <h1 class="jumbotron jumbotron-fluid"
style="display:block;margin-top: -300px;margin-left: 500px;position:
absolute;">Solved Issues</h1>
            <table class="table table-striped table-dark table-hover table-
responsive" style="width: 750px;margin-left:50x">
                <thead class="thead-dark">
                    <tr>
                        {% for header in solved_issue_headings %}
                            <th scope="col">{{ header }}</th>
                        {% endfor %}
                    </tr>
                </thead>
                <tbody>
                    {% for row in solved_issue_data %}
                        <tr>
                            <td>{{row[ 'TICKET' ]}}</td>
                            <td>{{row[ 'TITLE' ]}}</td>
                            <td>{{row[ 'AGENT_ID' ]}}</td>
                        </tr>
                    {% endfor %}
                </tbody>
            </table>
        {% endif %}
    </div>

```

```

        </tbody>
    </table>
    {% else %}
    <span>
        <blockquote class="blockquote jumbotron">
            <p class="display-4">Feeling Lucky? Yes you should.</p>
        </blockquote>
        <figcaption class="blockquote-footer text-light" >
            <h3>Any problem should occur ,Let's Solve in </h3><cite
title="Source Title">TCE Desk's Way</cite>
        </figcaption>

    </span>

    {% endif %}
</div>
<div class="new-issue d-flex align-items-center justify-content-
center" id="new-issue">

    <!-- -----Alert Box-----
----- -->
    <!-- <div class="alert" id="alert">
        <span class="closebtn"
onclick="this.parentElement.style.display='none';" >&times;</span>
        <i id="message">response message</i>
    </div> -->
    {% with messages = get_flashed_messages() %}
    {% if messages %}
        {% for message in messages %}
            <div class="container" id="alert" style="position:
fixed;color:aliceblue;background-color: #13d133;padding: 10px;top:700px;z-index:
20;left:100px">
                <span class="closebtn"
onclick="this.parentElement.style.display='none';">&times;</span>
                <i id="message"><p>{{ message }}</p> </i>
            </div>

            {% endfor %}
        {% endif %}
    {% endwith %}

    <div class="new-issue-form-holder">
        <div class="row">
            <div class="col-sm">

```

```

        <span class="jumbotron">
            <h3 class="my-3">
                Got a Problem?<br>
                We are here to solve it.
            </h3>
        </span>
        <form class="" id="issue-form"
action="/user/register-issue" method="post">

            <!-- Title input -->
            <div class="form-outline mb-4">
                <input type="text" name="title" id="title"
class="form-control" required placeholder="Title"/>

            </div>
            <!-- Title input -->
            <div class="form-outline">
                <textarea class="form-control"
name="description" placeholder="Description" id="description" rows="4" cols="3"
required></textarea>

            </div>

            <!-- Submit button -->
            <button type="submit" class="btn btn-primary btn-
block gradient-custom-2" style="margin-top: 2rem;">Raise Issue</button>
        </form>
    </div>

    <div class="col-sm" style="filter: drop-shadow(5px 5px
5px rgb(255, 255, 255));">
        
    </div>

</div>

</div>

<div class="video-wrapper" id="about" onpointerenter="typeWriter()"
on>
    <video playsinline autoplay muted loop
poster="/user/static/child.jpg">

```

```

        <source src="/user/static/videos/Mountains.mp4"
width="calc(100% - 6rem)" height="100%" type="video/webm">
    </video>
    <div class="header">
        <h1 id="demo" style="font-size: 4rem;
            font-family: system-ui, -apple-system, BlinkMacSystemFont,
'Segoe UI', Roboto, Oxygen, Ubuntu, Cantarell, 'Open Sans', 'Helvetica Neue',
sans-serif;
            font-weight: 900;"></h1>
    </div>
</div>

</div>
</div>
<script>
    var i = 0;
    var txt1 = 'Sit back and relax .';
    var txt2 = 'we will handle rest :)';
    var speed = 150;

    async function typeWriter() {
        while (i < txt1.length) {
            document.getElementById("demo").innerHTML += txt1.charAt(i);
            i++;

            await sleep(speed);
        }
        i=0;
        document.getElementById("demo").innerHTML = "";
        while (i < txt2.length) {
            document.getElementById("demo").innerHTML += txt2.charAt(i);
            i++;
            await sleep(speed);
        }
        // document.getElementById("demo").innerHTML = "";
    }
    function sleep(ms) {
        return new Promise(resolve => setTimeout(resolve, ms));
    }
</script>
</body>
</html>

```

Login.html

```

<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-scale=1">
  <title>TCE Desk User Login</title>
  <link rel="icon" type="image/x-icon" href="/cloud.png">
  <script src="https://apis.google.com/js/platform.js" async
defer></script>
  <meta name="google-signin-client_id" content="233300008585-
epu0aj89fcvqqh6317t4ds507a2kbtig.apps.googleusercontent.com">
  <!-- <link rel="stylesheet" href="{ { url_for('static',
filename='/node_modules/bootstrap/dist/css/bootstrap.css') }}"> -->
  <script src="https://kit.fontawesome.com/07972bca60.js"
crossorigin="anonymous"></script>

  <!-- <script src="{ { url_for('static',
filename='/node_modules/jquery/dist/jquery.js') }}"></script> -->
  <!-- <script src="{ { url_for('static',
filename='/node_modules/bootstrap/dist/js/bootstrap.js') }}"></script> -->
  <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeuOxjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
  <!-- JavaScript Bundle with Popper -->
  <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"
integrity="sha384-
OERcA2EqJJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJua0e923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

  <link rel="stylesheet" href="/user/static/style-entrypoint.css">
</head>
<body>

  <section class="gradient-form background-radial-gradient overflow-hidden">
    <div class="container py-5 h-100">
      <div class="col-lg-6 mb-5 mb-lg-0 position-relative">
        <div id="radius-shape-1" class="position-absolute rounded-circle
shadow-5-strong"></div>
        <div id="radius-shape-2" class="position-absolute shadow-5-
strong"></div>
      </div>

```

```

<div class="row d-flex justify-content-center align-items-center h-
100">
  <div class="col-xl-10">
    <div class="card rounded-3 text-black">
      <div class="row g-0">
        <div class="col-lg-6">
          <div class="card-body p-md-5 mx-md-4">
            <div class="text-center">
              
            </div>
            {% if msg|length > 0 %}
            <div class="alert">
              <span class="closebtn"
onclick="this.parentElement.style.display='none';">&times;</span>
              {{msg}}
            </div>
            {% endif %}
            <form action="/user/login" method="post">
              <div class="form-outline mb-4">
                <input type="email" id="email_id" name="email_id"
class="form-control" placeholder="Email address" />
              </div>

              <div class="form-outline mb-4">
                <input type="password" name="password" id="password"
class="form-control" placeholder="Password" />
              </div>

              <div class="form-outline text-center mb-5">
                <div class="g-signin2" data-onsuccess="onSignIn"></div>
                <input type="submit" class="btn btn-block btn-primary
gradient-custom-2" type="button" placeholder="Log in">
              </div>
              <div class="d-flex align-items-center justify-content-
center pb-4">
                <p class="mb-0 me-2">Don't have an account?</p>
                <a href="/user/register">
                  <button type="button" class="btn btn-outline-
danger">Create new</button>
                </a>
              </div>
            </form>
          </div>
        </div>
      </div>
    </div>
  </div>

```





```

        <!-- <link rel="stylesheet" href="{{ url_for('static',
filename='/node_modules/bootstrap/dist/css/bootstrap.css') }}"> -->
        <script src="https://kit.fontawesome.com/07972bca60.js"
crossorigin="anonymous"></script>

        <!-- <script src="{{ url_for('static',
filename='/node_modules/jquery/dist/jquery.js') }}"></script> -->
        <!-- <script src="{{ url_for('static',
filename='/node_modules/bootstrap/dist/js/bootstrap.js') }}"></script> -->
        <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeuOxjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
        <!-- JavaScript Bundle with Popper -->
        <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"
" integrity="sha384-
OERcA2EqjJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJuaOe923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

        <link rel="stylesheet" href="/user/static/style-entriypoint.css">
        <script>
            function showPas(password) {
                // toggle the type attribute
                const type = password.getAttribute('type') === 'password' ?
'text' : 'password';
                password.setAttribute('type', type);
            };

            $(document).ready(function(){
                // Prepare the preview for profile picture
                $("#profilepic").change(function(){
                    readURL(this);
                });
            });
            function readURL(input) {
                if (input.files && input.files[0]) {
                    var reader = new FileReader();

                    reader.onload = function (e) {
                        $('#wizardPicturePreview').attr('src',
e.target.result).fadeIn('slow');
                    }
                    reader.readAsDataURL(input.files[0]);

```

```

    }
  }
</script>

</head>
<body style="overflow:hidden;">
  <!-- Section: Design Block -->

  <section class="background-radial-gradient overflow-hidden"
style="position: relative;">
    {% if msg|length >0 %}
      <div class="alert">
        <span class="closebtn"
onclick="this.parentElement.style.display='none';">&times;</span>
        {{msg}}
      </div>
    {% endif %}
    <div class="container px-4 py-5 px-md-5 text-center text-lg-start my-
5">
      <div class="row gx-lg-5 align-items-center mb-5">
        <div class="col-lg-6 mb-5 mb-lg-0" style="z-index: 10">
          <h1 class="my-5 display-5 fw-bold ls-tight" style="color:
hsl(218, 81%, 95%)">
            The best offer <br />
            <span style="color: hsl(218, 81%, 75%)">for your
business</span>
          </h1>
          <p class="mb-4 opacity-70" style="color: hsl(218, 81%, 85%)">
            <h2 class="display-3 text-white">A simple ticketing system
for a team like yours</h2>
            <h3 class="text-light my-3">Manage all your customer messages
in one place. Build better bonds automatically.</h3>
          </p>
        </div>

        <div class="col-lg-6 mb-5 mb-lg-0 position-relative">
          <div id="radius-shape-1" class="position-absolute rounded-circle
shadow-5-strong"></div>
          <div id="radius-shape-2" class="position-absolute shadow-5-
strong"></div>

          <div class="card bg-glass">
            <div class="card-body px-4 py-1 px-md-5">
              <form action="/user/register" method="post">
                <center>

```

```

        <div class="container mb-4">
            <div class="picture-container">
                <div class="picture">
                    
                    <input type="file" id="profilepic"
name="profilepic" class="form-control">
                </div>
                <!-- <h6 class="">Choose Picture</h6> -->
            </div>
        </div>
</center>

<!-- 2 column grid layout with text inputs for the first
and last names -->
<div class="row">
    <div class="col-md-6 mb-4">
        <div class="form-outline">
            <input type="text" id="first_name" name="first_name"
class="form-control" placeholder="First name" required/>
        </div>
    </div>

    <div class="col-md-6 mb-4">
        <div class="form-outline">
            <input type="text" id="last_name" name="last_name"
class="form-control" placeholder="Last name" required/>
        </div>
    </div>

    <div class="col-md-6 mb-4">
        <div class="form-outline">
            <input type="text" id="user_name" name="user_name"
class="form-control" placeholder="User name" required/>
        </div>
    </div>

    <div class="col-md-6 mb-4">
        <div class="form-outline">
            <input type="text" id="pno" name="pno" class="form-
control" placeholder="Phone Number (+91)" required/>
        </div>
    </div>

```

```
<!-- Email input -->
<div class="form-outline mb-4">
  <input type="email" id="email_id" name="email_id"
class="form-control" {% if email_id %} value="{{email_id}}" {% endif %}
placeholder="Email address" required/>
</div>

<!-- Password input -->
<div class="form-outline mb-4">
  <input type="password" id="password" name="password"
class="form-control" onfocus="showPas(this)" placeholder="Password"
required/>
</div>

<!-- Submit button -->
<input type="submit" class="btn btn-primary gradient-
custom-2 mb-5" value="Sign Up">

<!-- Register buttons -->
<!-- <div class="text-center">
<p>or sign up with:</p>

<button type="button" class="btn btn-link btn-floating
btn-lg ">

  <i class="fab fa-google fa-lg"></i>
</button> -->

</div>
</form>
</div>
</div>
</div>
</div>
</section>
<!-- Section: Design Block -->


</body>
</html>
```

← → ↻ ⚠ Not secure | 169.51.203.17:30182/user/register?email\_id= 🔍 ☆ ⚙ □ 👤 ⋮

# The best offer for your business


## A simple ticketing system for a team like yours

Manage all your customer messages in  
one place. Build better bonds  
automatically.




[Sign Up](#)

← → ↻ ⚠ Not secure | 169.51.203.17:30182/user/ 🔍 ☆ ⚙ □ 👤 ⋮




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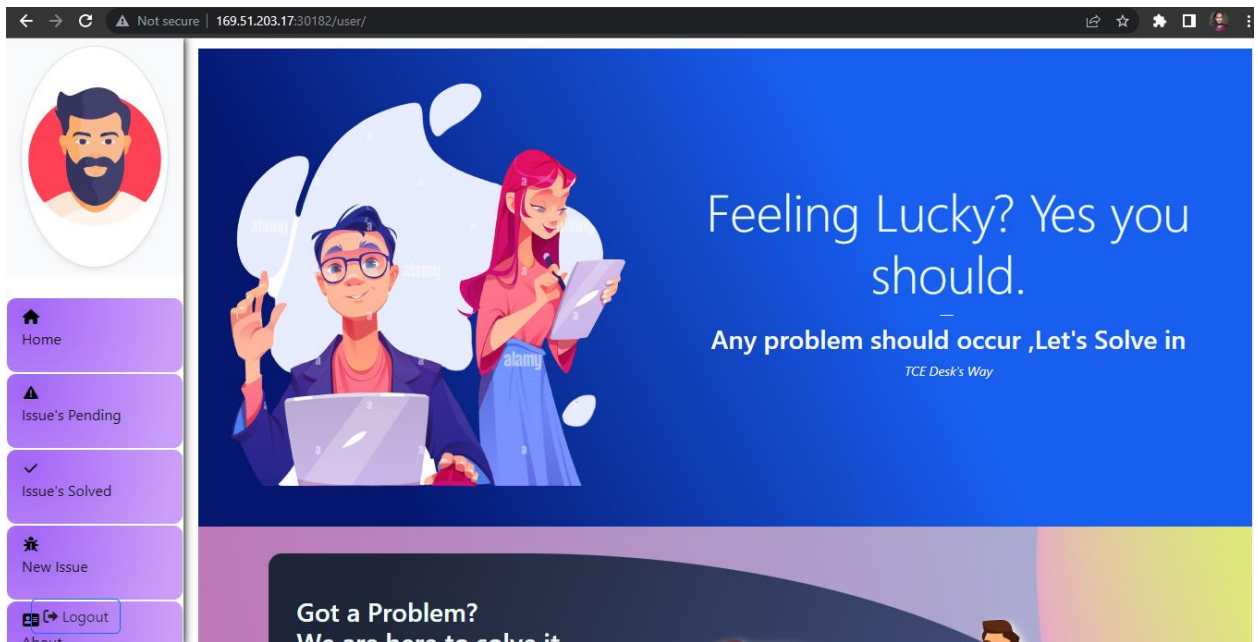
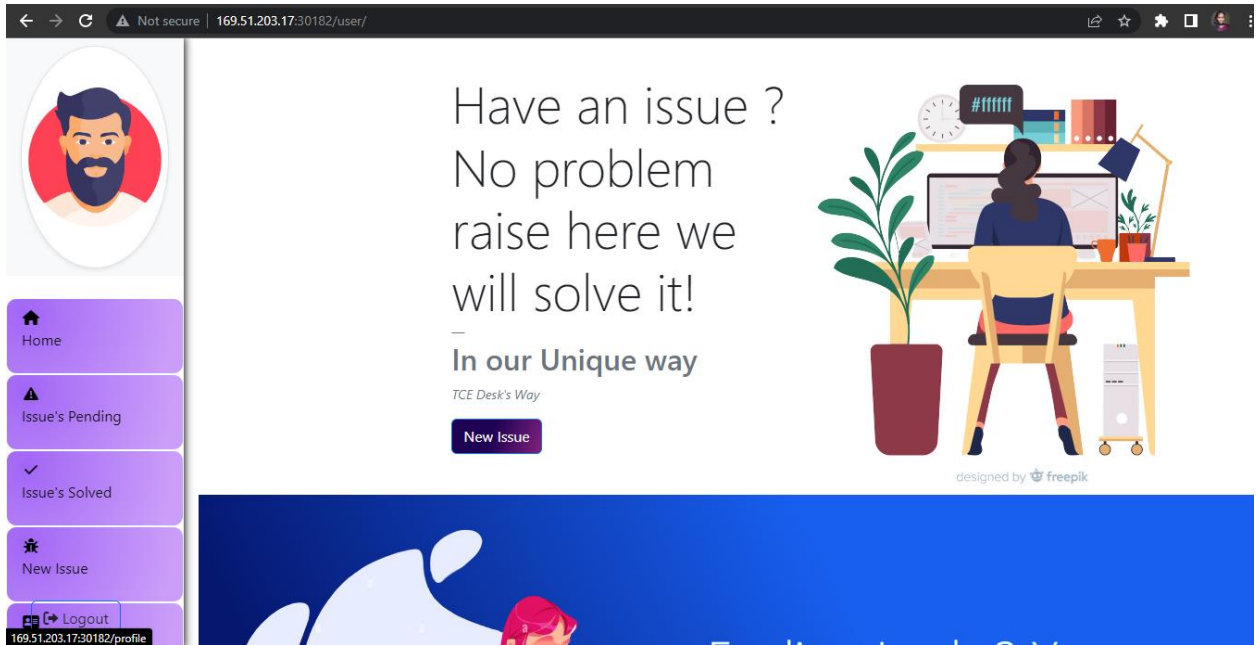


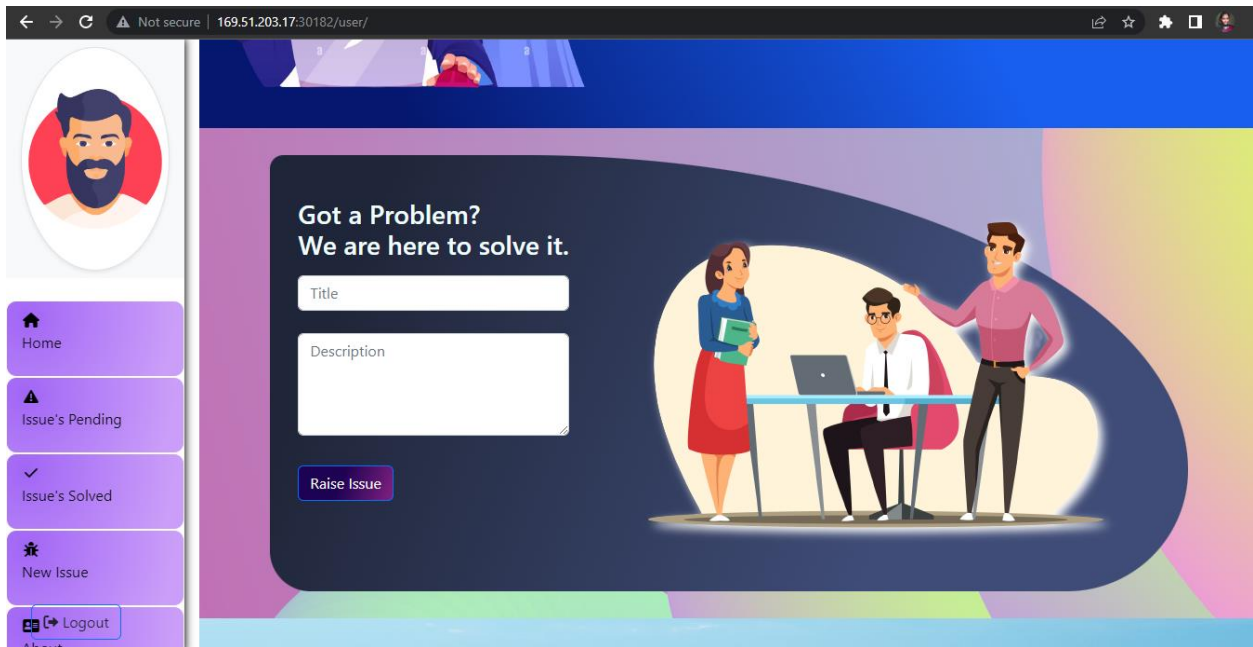
# TCE Desk

## Hello Nagalakshmi!

Have an issue ?  
No problem







## 7.2 Feature 2

AGENT & ADMIN

Agent-login.html

```
<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-scale=1">
  <title>Login User</title>
  <script src="https://apis.google.com/js/platform.js" async
defer></script>
  <meta name="google-signin-client_id" content="233300008585-
epu0aj89fcvqqh6317t4ds507a2kbtig.apps.googleusercontent.com">
  <!-- <link rel="stylesheet" href="{ url_for('static',
filename='/node_modules/bootstrap/dist/css/bootstrap.css') }}" -->
  <script src="https://kit.fontawesome.com/07972bca60.js"
crossorigin="anonymous"></script>
  <link rel="icon" type="image/x-icon" href="/cloud.png">
  <!-- <script src="{ url_for('static',
filename='/node_modules/jquery/dist/jquery.js') }}"></script>
  <script src="{ url_for('static',
filename='/node_modules/bootstrap/dist/js/bootstrap.js') }}"></script> -->

  <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
```



```

rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeuOxjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
    <!-- JavaScript Bundle with Popper -->
    <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js
" integrity="sha384-
OERcA2EqjJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJuaOe923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

    <link rel="stylesheet" href="/agent/static/style-entrpoint.css">
</head>
<body>

    <section class="gradient-form background-radial-gradient overflow-hidden">
        <div class="container py-5 h-100">
            <div class="col-lg-6 mb-5 mb-lg-0 position-relative">
                <div id="radius-shape-1" class="position-absolute rounded-circle
shadow-5-strong"></div>
                <div id="radius-shape-2" class="position-absolute shadow-5-
strong"></div>
            </div>
            <div class="row d-flex justify-content-center align-items-center h-
100">
                <div class="col-xl-10">
                    <div class="card rounded-3 text-black">
                        <div class="row g-0">
                            <div class="col-lg-6">
                                <div class="card-body p-md-5 mx-md-4">
                                    <div class="text-center">
                                        
                                    </div>
                                    {% if msg|length > 0 %}
                                    <div class="alert">
                                        <span class="closebtn"
onclick="this.parentElement.style.display='none';">&times;</span>
                                        {{msg}}
                                    </div>
                                    {% endif %}
                                    <form action="/agent/login" method="post">
                                        <div class="form-outline mb-4">
                                            <input type="email" id="email_id" name="email_id"
class="form-control" placeholder="Email address" />

```

```
</div>

    <div class="form-outline mb-4">
      <input type="password" name="password" id="password"
class="form-control" placeholder="Password" />
    </div>

    <div class="form-outline text-center mb-5">
      <div class="g-signin2" data-onsuccess="onSignIn"></div>
      <input type="submit" class="btn btn-block btn-primary
gradient-custom-2" placeholder="Log in">
    </div>

  </form>
</div>
</div>
<div class="col-lg-6 d-flex align-items-center gradient-custom-
2" style="overflow: hidden;position: relative;;background-image: radial-gradient(
circle farthest-corner at 10% 20%, rgba(171,102,255,1) 0%, rgba(116,182,247,1)
90% );">
  <div class="text-white px-3 py-2 p-md-5 mx-md-2" style="z-
index: 10;">
    <h4 class="mb-4 display-5">We are more than just a
company</h4>
    <h3>What is TCE Desk?</h3><br>
    <h5>
      An easy-to-use ticketing system for managing email
communication with customers.</h5>
  </div>
</div>
</div>
</div>
</div>
</div>
</div>
</section>
<script>
function onSignIn(googleUser) {
  var profile = googleUser.getBasicProfile();
  console.log('ID: ' + profile.getId()); // Do not send to your backend!
Use an ID token instead.
  console.log('Name: ' + profile.getName());
  console.log('Image URL: ' + profile.getImageUrl());
```

```

        console.log('Email: ' + profile.getEmail()); // This is null if the
'email' scope is not present.
    }
</script>
</body>
</html>

```

Agent-client-ticket.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>TCE Desk Issue Ticket Info</title>
    <link rel="icon" type="image/x-icon" href="/cloud.png">
    <link rel="stylesheet" href='/agent/static/agent-style.css'>
    <link
href="https://cdn.jsdelivrivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeu0xjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
    <!-- JavaScript Bundle with Popper -->
    <script
src="https://cdn.jsdelivrivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"
integrity="sha384-
OERcA2EqJJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJua0e923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>
    <script
src="//ajax.googleapis.com/ajax/libs/jquery/1.9.1/jquery.min.js"></script>

</head>
<body style="background-image: linear-gradient( 109.5deg,  rgba(229,233,177,1)
11.2%, rgba(223,205,187,1) 100.2% );">
    <div class="container-fluid">
        <a href="/agent" class="btn" style="background-image: linear-gradient(
109.6deg,  rgba(101,58,150,1) 29.9%, rgba(168,141,194,1) 99.9% );color:white;
text-decoration: none;position: fixed;margin: 5px;">Back</a>
        {% with messages = get_flashed_messages() %}
            {% if messages %}
                {% for message in messages %}
                    <div class="container" id="alert" style="position:
fixed;color:aliceblue;background-color: #13d133;padding: 10px;top:700px;z-index:
20;left:100px">
                        <span class="closebtn"
onclick="this.parentElement.style.display='none';">&times;</span>

```

```

        <i id="message"><p>{{ message }}</p> </i>
    </div>

    {% endfor %}
    {% endif %}
    {% endwith %}
    <div class="row">
        <div class="col-8 d-flex justify-content-center align-items-center" >
            <div class="ticket-info" style="padding: 10px;">
                <p class="id">Ticket ID :</p><p style="display:inline-block">
{{ticket['TICKET']}}</p><br>
                <p class="id">User Email ID : </p><p style="display:inline-
block">{{ticket['EMAIL_ID']}}</p><br>
                <p class="id">User ID : </p><p style="display:inline-
block">{{ticket['USER_ID']}}</p><br>
                <p class="id">Title :</p><p style="display:inline-block">
{{ticket['TITLE']}}</p><br>
                <p class="id">Description :</p><p style="display:inline-
block"> {{ticket['DESCRIPTION']}}</p><br>
                <p class="id"> Status : </p><p style="display:inline-
block">{% if ticket['SOLVED']==0 %}
                    <span class="id status-info" style="background-
color: red;">Not Solved</span>
                    {% else %}
                    <span class="id status-info" style="background-
color: green;">Solved</span>
                    {% endif %}
                </p><br>
                <form action="/agent/update-progress" method="post" class="id
d-flex flex-column align-items-center">
                    <p class="id" style="display:inline-block;font-size:
2rem;">Progress </p>
                    <input type="range" id="progress" class="form-range"
name="progress" min="0" max="100" value={{ticket['PROGRESS']}}>
                    <input type="text" id="ticket" name="ticket"
value={{ticket['TICKET']}} style="display:none">
                    <button type="submit" value="apply" style="margin-top:
1rem;background-image: radial-gradient( circle farthest-corner at 14.2%
27.5%, rgba(104,199,255,1) 0%, rgba(181,126,255,1) 90% );"
class="btn"><h2>Apply</h2></button>
                </form>
            </div>

        </div>
        <div class="col side-pattern " >

```

```

        <!--  -->
    </div>
</div>

</div>

</body>
</html>

```

### Agent.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>TCE Desk Agent</title>
    <!-- <link rel="stylesheet" href="{ url_for('static',
filename='/node_modules/bootstrap/dist/css/bootstrap.css') }}"> -->
    <script src="https://kit.fontawesome.com/07972bca60.js"
crossorigin="anonymous"></script>
    <!-- <script src="{ url_for('static',
filename='/node_modules/jquery/dist/jquery.js') }}"></script>
    <script src="{ url_for('static',
filename='/node_modules/bootstrap/dist/js/bootstrap.js') }}"></script> -->
    <link rel="stylesheet" href="/agent/static/agent-style.css">
    <link rel="icon" type="image/x-icon" href="/cloud.png">
    <script
src="//ajax.googleapis.com/ajax/libs/jquery/1.9.1/jquery.min.js"></script>

    <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeu0xjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
    <!-- JavaScript Bundle with Popper -->
    <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"
" integrity="sha384-
OERcA2EqJJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJua0e923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

```

```

<script>
    function completedTask(ticket,agent_id)
    {
        $.ajax({
            type:'PUT',
            url:'/agent/update-task',
            data:{
                ticket:ticket,
                agent_id:agent_id
            },
            success:function(response)
            {
                document.getElementById("job-message").innerHTML =
response;
                document.getElementById("job-alert").style.display =
"block";
            }
        })
    };

    function solvetask(ticket){
        $.ajax({
            type:'PUT',
            url:'/agent/solve-task',
            dataType: "json",
            data:{
                ticket:ticket
            },
            success:function(response)
            {

            },
            error:function(response) {
                console.log("Error: "+JSON.stringify(response));
            }
        });
    }
</script>
</head>
<body>
    <nav class="navbar navbar-light navbar-expand-lg sticky-top"
style="background-color: #e3f2fd;height:8vh;">
        <div class="container-fluid">
            <a href="#" class="navbar-brand d-inline align-top">

```

```

        
    </a>
    <ul class="nav navbar-nav navbar-right">
        <a href="/agent/logout" class="nav-link" onclick="signOut()">
            <div class="btn btn-outline-primary text-dark font-italic">
                <i class="fa-solid fa-right-from-bracket"></i>
                Logout
            </div>
        </a>
    </ul>
</div>
</nav>
<div class="container-fluid intro-page" >
    <div class="jumbotron" style="margin-left: 4vw;">
<pre>
    <h1 class="display-1 text-white">
Welcome
{{session['name']}}
    </h1>
</pre>

    </div>
    <div id="hero-img"></div>
    

</div>
<!-- Jobs Available----- -->

    <div class="container-fluid d-flex flex-column align-items-center"
style="background-image: radial-gradient( circle 976px at 51.2%
51%, rgba(11,27,103,1) 0%, rgba(16,66,157,1) 0%, rgba(11,27,103,1) 17.3%,
rgba(11,27,103,1) 58.8%, rgba(11,27,103,1) 71.4%, rgba(16,66,157,1) 100.2%,
rgba(187,187,187,1) 100.2% );min-height: 15vh;">
        {% if job_list %}
        <h2 class="display-3 text-white my-3" >Issue Reports</h2>

        <div class="wrapper my-3">
            {% for job in job_list %}

                <div class="card" style="width: 18rem;">
                    <div class="card-body">
                        <h5 class="card-title">

```

```

Ticket:{{ job['TICKET'] }}<br>
Title:{{ job['TITLE'] }}
</h5>
<p class="card-text">
  <h6>Description</h6>
  {{ job['DESCRIPTION'] }}
</p>
<h6>Progress</h6>
<div class="progress">
  <div class="progress-bar progress-bar-striped bg-
success" role="progressbar" style="width:{{ job['PROGRESS'] }}%" aria-valuenow={{
job['PROGRESS'] }} aria-valuemin="0" aria-valuemax="100">
    {{ job['PROGRESS'] }}</div>
</div>

</div>
<div class="card-footer">
  <input type="checkbox" class="btn-check"
onchange=completedTask({{job['TICKET']|safe}},{{job['AGENT_ID']}})
id={{job['TICKET']}} name={{job['TICKET']}} >
  <label class="btn btn-outline-primary"
for={{job['TICKET']}}>Solved</label>
  <a class="btn btn-primary" href={{' /agent/solve-
task/' + job['TICKET']|safe}}>Solve</a>
</div>
</div>
{% endfor %}
</div>
{% else %}
<div class="container-fluid d-flex justify-content-center align-items-
center" style="background-image: radial-gradient( circle farthest-corner at -3.1%
-4.3%, rgba(57,255,186,1) 0%, rgba(21,38,82,1) 90% );min-height:40vh;width:
100%;">
  <div class="display-1" style="color: white;">No tasks available
:</div>
</div>

{% endif %}

</body>
</html>

```

Admin.html

```
<!DOCTYPE html>
```



```

<html lang="en">
  <head>
    <meta charset="utf-8">
    <meta content="width=device-width, initial-scale=1.0" name="viewport">
    <title>TCE Desk Admin</title>
    <link rel="icon" type="image/x-icon" href="/cloud.png">
    <meta content="" name="description">
    <meta content="" name="keywords">
    <!-- Favicons -->

    <!-- Google Fonts -->
    <link
href="https://fonts.googleapis.com/css?family=Open+Sans:300,300i,400,400i,600,600
i,700,700i|Raleway:300,300i,400,400i,500,500i,600,600i,700,700i|Poppins:300,300i,
400,400i,500,500i,600,600i,700,700i" rel="stylesheet">
    <!-- Vendor CSS Files -->
    <link href="/admin/static/assets/vendor/aos/aos.css" rel="stylesheet">
    <link href="/admin/static/assets/vendor/bootstrap/css/bootstrap.min.css"
rel="stylesheet">
    <link href="/admin/static/assets/vendor/bootstrap-icons/bootstrap-icons.css"
rel="stylesheet">
    <link href="/admin/static/assets/vendor/boxicons/css/boxicons.min.css"
rel="stylesheet">
    <link href="/admin/static/assets/vendor/glightbox/css/glightbox.min.css"
rel="stylesheet">
    <link href="/admin/static/assets/vendor/swiper/swiper-bundle.min.css"
rel="stylesheet">.

    <script
src="//ajax.googleapis.com/ajax/libs/jquery/1.9.1/jquery.min.js"></script>
    <!-- Bootstrap Files -->
    <!-- <script src="{{ url_for('static',
filename='/node_modules/jquery/dist/jquery.js') }}"></script>
    <script src="{{ url_for('static',
filename='/node_modules/bootstrap/dist/js/bootstrap.js') }}"></script>
    <script src="{{ url_for('static',filename='/javascript/navlink-
activator.js')}}"></script> -->
    <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeu0xjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
    <!-- JavaScript Bundle with Popper -->
    <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js

```

```

" integrity="sha384-
OERcA2EqjJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJua0e923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

<!-- Template Main CSS File -->
<link href="/admin/static/assets/css/style.css" rel="stylesheet">
<style>
    body {
        margin: 0;
    }

    .active {
        color: lime;
        font-weight: 600;
    }
    .alert {
        padding: 20px;
        background-color: #46faa6;
        color: rgb(0, 0, 0);
        position: relative;
        display: none;
        float: inline-start;
    }

    .closebtn {
        margin-left: 15px;
        color: white;
        font-weight: bold;
        float: right;
        font-size: 22px;
        line-height: 20px;
        cursor: pointer;
        transition: 0.3s;
    }

    .closebtn:hover {
        color: black;
    }
</style>
</head>
<body>

<!-- ===== Header ===== -->
<header id="header" class="fixed-top header-transparent ">
    <div class="container d-flex align-items-center justify-content-between">

```

```

        <div class="logo">
            <!-- <a href="/index"></a> -->
            <!-- Uncomment below if you prefer to use an image logo -->
            <a href="/admin">
                
            </a>
        </div>
<nav id="navbar" class="navbar">
    <ul>
        <li>
            <a class="nav-link scrollto active" href="#Admin">Admin</a>
        </li>
        <li>
            <a class="nav-link scrollto" href="#Agents">Agents</a>
        </li>
        <li>
            <a class="nav-link scrollto" href="#Pending">Pending</a>
        </li>
        <li>
            <a class="getstarted scrollto" href="#Register">Register Agent</a>
        </li>
        <li>
            <a class="getstarted scrollto" href="/admin/logout">Logout</a>
        </li>
    </ul>
    <i class="bi bi-list mobile-nav-toggle"></i>
</nav>
<!-- .navbar -->
</div>
</header>
<div class="container" id="alert" style="position:
fixed;color:aliceblue;background-color: #13d133;display: none;padding:
10px;top:700px;z-index: 20;left:100px">
    <span class="closebtn"
onclick="this.parentElement.style.display='none';">&times;</span>
    <i id="message">response message</i>
</div>
<!-- End Header -->
<!-- ===== Hero Section ===== -->
<section id="Admin" class="d-flex align-items-center" style="background-
image: radial-gradient( circle farthest-corner at 10% 20%,  rgba(97,186,255,1)
0%, rgba(166,239,253,1) 90.1% );">
    <div class="container" >

```

```

        <div class="row">
            <div class="col-lg-6 d-lg-flex flex-lg-column justify-content-center align-items-stretch pt-5 pt-lg-0 order-2 order-lg-1" data-aos="fade-up">
                <div class="display-1">
                    <h1>Welcome</h1>
                    <h1>Admin</h1>
                    <a href="#Register" class="get-started-btn">Register Agent</a>
                    <a href="#Pending" class="get-started-btn">Issues</a>
                </div>
            </div>
            <div class="col-lg-6 d-lg-flex flex-lg-column align-items-stretch order-1 order-lg-2 hero-img" data-aos="fade-up">
                
            </div>
        </div>
    </div>
</section>
<!-- -----Alert Box----- ->
->

<!-- End Hero -->
<main id="main">
    <!-- ===== App Features Section ===== -->
    <section id="Register" class="features" style="background-image: radial-gradient( circle farthest-corner at 10% 20%, rgba(171,102,255,1) 0%, rgba(116,182,247,1) 90% );">
        <div class="container">
            <div class="container h-100" data-aos="fade-up" data-aos-delay="100">
                <div class="row d-flex justify-content-center align-items-center h-100">
                    <div class="col-lg-12 col-xl-11">
                        <div class="card text-black" style="border-radius: 25px;box-shadow: 0 0 20px 5px black;background-color: rgb(255, 255, 255);">
                            <div class="card-body p-md-5">
                                <div class="row justify-content-center">
                                    <div class="col-md-10 col-lg-6 col-xl-5 order-2 order-lg-1">
                                        <p class="text-center h1 fw-bold mb-5 mx-1 mx-md-4 mt-4">Register new Agent</p>
                                        <form id="new-agent-form" action="/admin/new-agent-register" method="post">
                                            <i class="fas fa-user fa-lg me-3 fa-fw"></i>

```

```
<input type="text" id="name" name="name" class="form-
control" placeholder="Agent Name" />
    <i class="fas fa-envelope fa-lg me-3 fa-fw"></i>
    <input type="email" id="email" name="email_id"
class="form-control" placeholder="Email Id" />
    <i class="fas fa-lock fa-lg me-3 fa-fw"></i>
    <input type="password" id="password" name="password"
class="form-control" placeholder="Password" />
    <div class="d-flex justify-content-center mx-4 mb-3 mb-
lg-4 my-4">
        <button type="submit" class="btn btn-primary btn-
lg">Register</button>
    </div>
</form>
</div>
<div class="col-md-10 col-lg-6 col-xl-7 d-flex align-items-
center order-1 order-lg-2">
    
</div>
</div>
</div>
</div>
</div>
</div>
</div>
</div>
</section>
{% with messages = get_flashed_messages() %}
    {% if messages %}
        {% for message in messages %}
            <div class="container" id="alert" style="position:
fixed;color:aliceblue;background-color: #13d133;padding: 10px;top:700px;z-index:
20;left:100px">
                <span class="closebtn"
onclick="this.parentElement.style.display='none';">&times;</span>
                <i id="message"><p>{{ message }}</p> </i>
            </div>

            {% endfor %}
        {% endif %}
    {% endwhile %}
<!-- End App Features Section -->
<!-- ===== pending Section ===== -->
```

```

<section id="Pending" class="pending section-bg">
  <div class="container col-lg-12 col-xl-11" data-aos="fade-up">
    <div class="section-title">
      <h2>Pending Issues</h2>
    </div>
    {% if issues %}
    <table class="table table-hover table-dark">
      <thead>
        <tr>
          <th scope="col">Ticket ID</th>
          <th scope="col">Problem Title</th>
          <th scope="col">Description</th>
          <th scope="col">Agent Id</th>
          <th scope="col">Progress</th>
        </tr>
      </thead>
      <tbody>
        {% for issue in issues %}
        <tr>
          <th scope="row">{{ issue['TICKET'] }}</th>
          <td>{{ issue['TITLE'] }}</td>
          <td>
            <i class="bx bxs-quote-alt-left quote-icon-left"></i>
            {{ issue['DESCRIPTION'] }}
            <i class="bx bxs-quote-alt-right quote-icon-right"></i>
          </td>
          <td>
            <div class="w-25">
              <input type="text" class="form-control"
id="{{issue['TITLE']}}" value="{% if issue['AGENT_ID'] == None %}{{0}}{% else %}{{
issue['AGENT_ID'] }}" {% endif %}
onchange="assignJob('{{issue['TICKET']|safe}}','{{issue['TITLE']|safe}}')" style="{%
if issue['AGENT_ID'] == None or issue['AGENT_ID'] == 0 %}"background-
color:#F74646;color:white;" {% else %}"background-color:green;color:aliceblue" {%
endif %}>
            </div>
          </td>
          <td>
            <div class="progress">
              <div class="progress-bar progress-bar-striped bg-success"
role="progressbar" style="width:{{ issue['PROGRESS'] }}%" aria-valuenow={{
issue['PROGRESS'] }} aria-valuemin="0" aria-valuemax="100">
                {{ issue['PROGRESS'] }}
              </div>
            </div>
          </td>
        </tr>
        {% endfor %}
      </tbody>
    </table>
    {% endif %}
  </div>
</section>

```

```

        </td>
    </tr>
    {% endfor %}
</tbody>
</table>

    {% else %}
    <div class="display-1" style="color: white;background-color:black"> No
Issues </div>
    {% endif %}
</div>
</section>
<!-- End pending Section -->
<!-- ===== Agent Section ===== -->
<section id="Agents" class="Agents">
    <div class="container">
        <div class="section-title">
            <h2>Agent</h2>
        </div>
        <!-- -----Alert Box-----
----- -->
        <div class="alert" id="job-alert">
            <span class="closebtn" onclick="dismiss(this);">&times;</span>
            <i id="job-message">response message</i>
        </div>
        {% if agents %}

        <div class="row no-gutters"> {% for agent in agents %}
            <div class="col-lg-4 box" data-aos="fade-right" id={{ agent[
"AGENT_ID"] }}>
                <h3>Agent</h3>
                <img class="imag" src={{agent['PROFILE']}} style="border-radius:
100%;">
                <ul>
                    <li>
                        <i class="bx bx-check"></i>
                        <span>ID</span> :{{ agent["AGENT_ID"] }}
                    </li>
                    <li>
                        <i class="bx bx-check"></i> Name: {{ agent["NAME"] }}
                    </li>
                    <li>

```

```

        <i class="bx bx-check"></i> Solved: {{ agent["SOLVED_ISSUES"]
}}
    </li>
    <li>
        <i class="bx bx-check"></i> Pending: {{ agent["PENDING_ISSUES"]
}}
    </li>
    <li>
        <i class="bx bx-check"></i>
        <span>Phone NO: {{ agent["PNO"]}}</span>
    </li>
    <li>
        <i class="bx bx-check"></i>
        <span>Email: {{ agent["EMAIL_ID"] }}</span>
    </li>
</ul>
<button class="get-started-btn" onclick=removeAgent({{
agent["AGENT_ID"] }})>Remove Agent</button>
</div> {% endfor %} </div> {% else %} <div class="display-1"
style="color: white;background-color:black"> No agents available </div> {% endif
%}

</div>
</section>
<!-- End Agent Section -->
<!-- ===== Contact Section ===== -->
<!-- End Contact Section -->
</main>
<!-- End #main -->
<!-- End Footer -->
<a href="#" class="back-to-top d-flex align-items-center justify-content-
center">
    <i class="bi bi-arrow-up-short"></i>
</a>
<!-- Vendor JS Files -->
<script src="/admin/static/assets/vendor/aos/aos.js"></script>
<script
src="/admin/static/assets/vendor/bootstrap/js/bootstrap.bundle.min.js"></script>
<script
src="/admin/static/assets/vendor/glightbox/js/glightbox.min.js"></script>
<script src="/admin/static/assets/vendor/swiper/swiper-
bundle.min.js"></script>
<!-- Template Main JS File -->
<script src="/admin/static/assets/js/main.js"></script>
<script>

```



```

function removeAgent(id){
    $.ajax({
        type: 'POST',
        url: '/admin/removeAgent',
        data: {
            agent_id: id,
        },
        success: function(response) {
            document.getElementById("message").innerHTML = response;
            document.getElementById("alert").style.display = "block";
            document.getElementById(id).style.display = "none;"
        }
    });
}

function dismiss(el){
    el.parentNode.style.display='none';
};

function assignJob(ticket, title) {
    var agent_id = document.getElementById(title).value;
    console.log(agent_id);
    $.ajax({
        type: 'POST',
        url: '/admin/assign-job-to-agent',
        data: {
            agent_id: agent_id,
            ticket: ticket,
        },
        success: function(response) {
            document.getElementById("message").innerHTML = response;
            document.getElementById("alert").style.display = "block";
            console.log("Assigned");
        }
    });
};

</script>
</body>

</html>

```

Admin\_login.html

```

<!DOCTYPE html>
<html lang="en">

```

```

<head>
  <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1">
    <title>Login User</title>
    <script src="https://apis.google.com/js/platform.js" async
defer></script>
    <meta name="google-signin-client_id" content="233300008585-
epu0aj89fcvqqh6317t4ds507a2kbtig.apps.googleusercontent.com">
    <!-- <link rel="stylesheet" href="{{ url_for('static',
filename='/node_modules/bootstrap/dist/css/bootstrap.css') }}"> -->
    <script src="https://kit.fontawesome.com/07972bca60.js"
crossorigin="anonymous"></script>
    <link rel="icon" type="image/x-icon" href="/cloud.png">
    <!-- <script src="{{ url_for('static',
filename='/node_modules/jquery/dist/jquery.js') }}"></script> -->
    <!-- <script src="{{ url_for('static',
filename='/node_modules/bootstrap/dist/js/bootstrap.js') }}"></script> -->
    <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet" integrity="sha384-
Zenh87qX5JnK2Jl0vWa8Ck2rdkQ2Bzep5IDxbcnCeuOxjzrPF/et3URy9Bv1WTRi"
crossorigin="anonymous">
    <!-- JavaScript Bundle with Popper -->
    <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"
integrity="sha384-
OERcA2EqJJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJua0e923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

    <link rel="stylesheet" href="/user/static/style-entrypoint.css">
</head>
<body>

  <section class="gradient-form background-radial-gradient overflow-hidden">
    <div class="container py-5 h-100">
      <div class="col-lg-6 mb-5 mb-lg-0 position-relative">
        <div id="radius-shape-1" class="position-absolute rounded-circle
shadow-5-strong"></div>
        <div id="radius-shape-2" class="position-absolute shadow-5-
strong"></div>
      </div>
      <div class="row d-flex justify-content-center align-items-center h-
100">
        <div class="col-xl-10">
          <div class="card rounded-3 text-black">

```

```

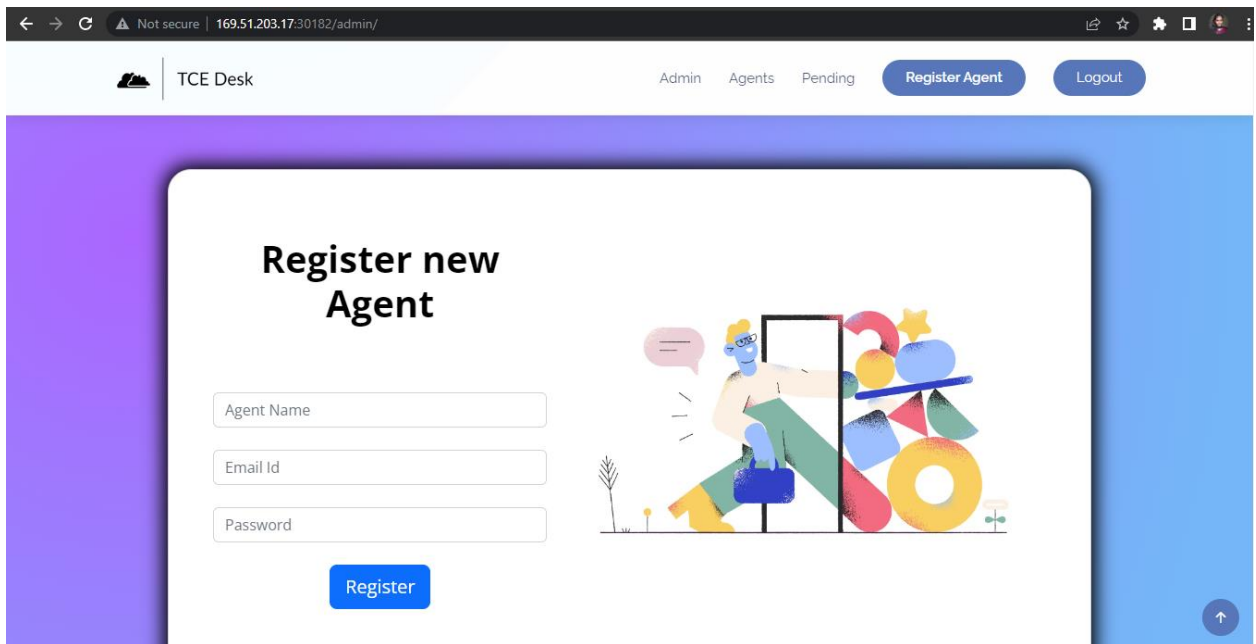
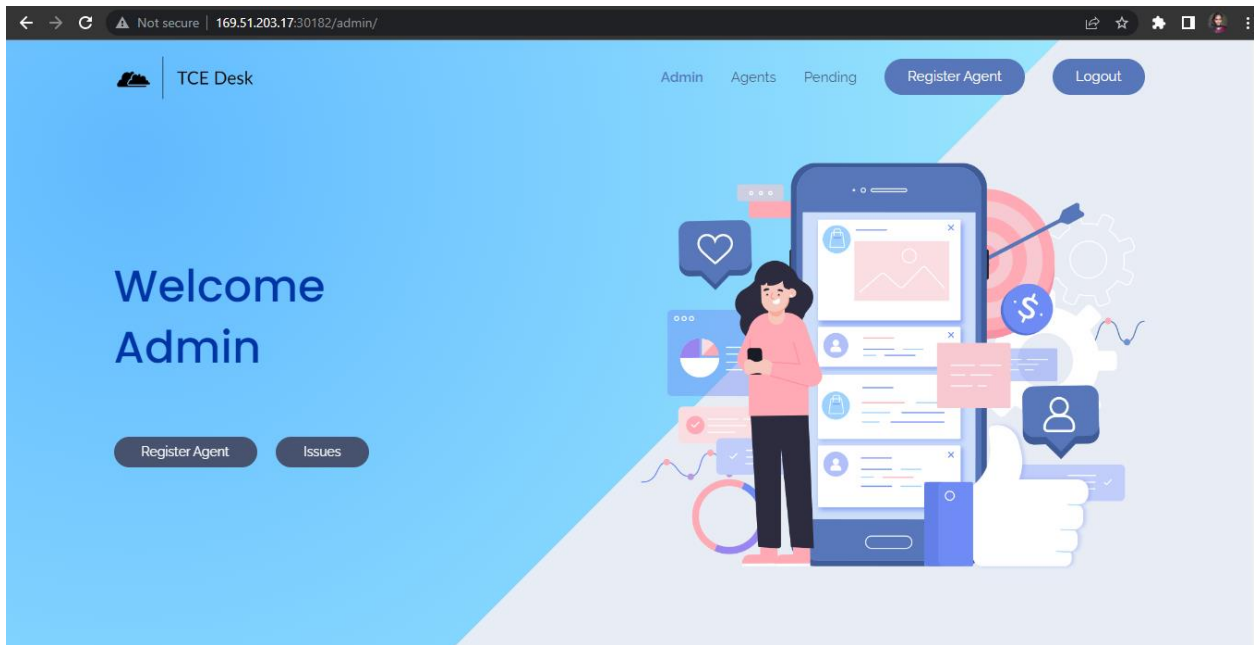
<div class="row g-0">
  <div class="col-lg-6">
    <div class="card-body p-md-5 mx-md-4">
      <div class="text-center">
        
      </div>
      {% if msg|length > 0 %}
      <div class="alert">
        <span class="closebtn"
onclick="this.parentElement.style.display='none';">&times;</span>
        {{msg}}
      </div>
      {% endif %}
      <form action="/admin/admin-login" method="post">
        <div class="form-outline mb-4">
          <input type="text" id="admin" name="admin" class="form-
control" placeholder="Admin" value="admin" disabled />
        </div>

        <div class="form-outline mb-4">
          <input type="password" name="password" id="password"
class="form-control" placeholder="Password" />
        </div>

        <div class="form-outline text-center mb-5">
          <div class="g-signin2" data-onsuccess="onSignIn"></div>
          <input type="submit" class="btn btn-block btn-primary
gradient-custom-2" type="button" placeholder="Log in">
        </div>
        <div class="d-flex align-items-center justify-content-
center pb-4">
          <p class="mb-0 me-2">Don't have an account?</p>
          <a href="/user/register">
            <button type="button" class="btn btn-outline-
danger">Create new</button>
          </a>
        </div>
      </form>
    </div>
  </div>
  <div class="col-lg-6 d-flex align-items-center gradient-custom-
2" style="overflow: hidden;position: relative;;background-image: radial-gradient(
circle farthest-corner at 10% 20%, rgba(171,102,255,1) 0%, rgba(116,182,247,1)
90% );">

```





← → ↻ ⚠ Not secure | 169.51.203.17:30182/admin/

TCE Desk

AdminAgentsPendingRegister AgentLogout

Pending Issues

Ticket ID	Problem Title	Description	Agent Id	Progress
23	asd	“ asdasd ”	0	

Agent

Agent

✓ ID :21

✓ Name: sree vignesh

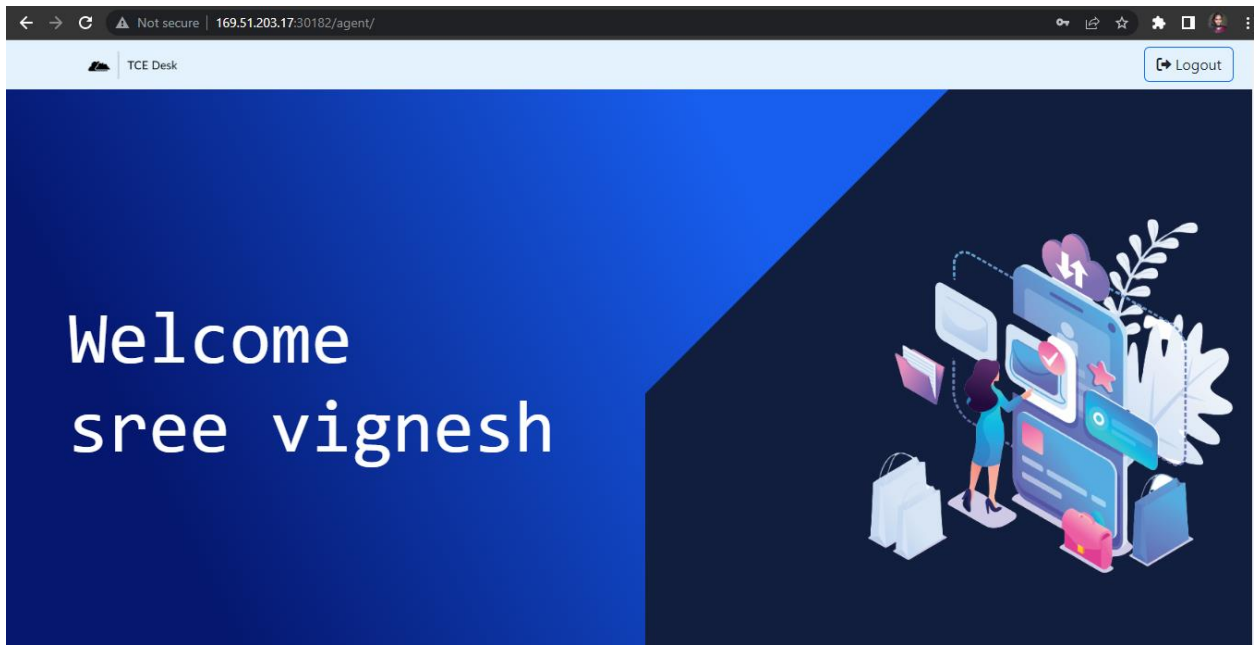
✓ Solved: 0

✓ Pending: 6

✓ Phone NO: None

✓ Email: sreevignesh@student.tce.edu

Remove Agent



### 7.3 Database Schema (if Applicable)

Schemas				Tables			
<input checked="" type="checkbox"/> Name	Type	Tables		<input type="checkbox"/> Name	Schema	Properties	
<input checked="" type="checkbox"/> FGP33793	User:	3		<input type="checkbox"/> AGENT_ACCOUNTS	FGP33793	...	
				<input type="checkbox"/> ISSUE_DB	FGP33793	...	
				<input type="checkbox"/> USER_ACCOUNTS	FGP33793	...	

FGP33793.AGENT_ACCOUNTS										Back
-------------------------	--	--	--	--	--	--	--	--	--	------

										Export to CSV
AGENT_ID	EMAIL_ID	SOLVED_ISSUES	PENDING_ISSUES	NAME	PASSWORD	LOCATION	FIRST_NAME	LAST_NAME	PNO	DATE_OF_BIRTH
21	sreevignesh@student.tce.edu	0	8	sree vignesh	sreevignesh					
22	sreevignesh@student.tce.edu	96	-90	vignesh	ganesh					
23	edwinkasirajan@gmail.com	0	0	Vignesh	1234					
25	aarwinkasirajan@gmail.com	0	0	Jeya Ganesh	aarwin					
26	narmathak@student.tce.edu	0	0	Narmatha	narmatha					

FGP33793.ISSUE_DB								Back	
								Export to CSV	
TICKET	EMAIL_ID	TITLE	DESCRIPTION	SOLVED	AGENT_ID	PROGRESS	USER_ID		
36	edwinkasirajan@gmail.com	latency	Net is slow	1	22	100	21		
37	edwinkasirajan@gmail.com	latency	Net is slow	1	22	100	21		
38	edwinkasirajan@gmail.com	Crosscall	hangover of calls	0		0	21		
39	edwinkasirajan@gmail.com	Crosscall	hangover of calls	0		0	21		

FGP33793.USER_ACCOUNTS								Back	
								Export to CSV	
USER_ID	EMAIL_ID	PASSWORD	USER_NAME	FIRST_NAME	LAST_NAME	PNO	LOCATION	DATE_OF_BIRTH	PROFILE
18	mohankumar@student.tce.edu	StrongPixel1090	Mohan Kumar	MOHAN	KUMAR	7010969868	None	None	/profile/static/profilepic/18.png
19	sreevignesh@student.tce.edu	vignesh	vignesh	SREE	VIGNESH	6381818211			/user/static/man.png
20	nagasubramanian158@gmail.com	naga@158	Nagalakshmi	Nagalakshmi	Subramanian	8531888762			/user/static/man.png
21	edwinkasirajan@gmail.com	321	jaya	Jayasheelan	R	6381818211			/user/static/man.png
22	narmathak@gmail.com	narmatha	narmathak	Narmatha	K	9597864377			/user/static/man.png
23	narmathak@student.tce.edu	narmatha	narmathak	Narmatha	K	9597864377			/user/static/man.png

## 8. TESTING

### 8.1 Test Cases

Test Scenarios	User Type
1 Verifying customer is able to login to the application	Customer
2 Verifying customer is able to logout of the application	Customer
3 Verifying customer is able to raise an issue	Customer
4 Verifying customer is able to create a new ticket	Customer
5 Verifying customer is able to see all the tickets created	Customer
6 Verifying customer is able to receive all the necessary mails	Customer
7 Verifying customer is able to view the status of the issue	Customer
1 Verifying agent is able to login to the application	Agent
2 Verifying agent is able to logout of the application	Agent
3 Verifying agent is able to view the issues assigned to him	Agent
4 Verifying agent is able to solve the issue and apply his progress	Agent
1 Veriying admin is able to login to the appication	Admin
2 Veriying admin is able to logout of the application	Admin
3 Verifying admin is able to see all the issues by the users	Admin
4 Verifying admin is able to see all the unassigned issues	Admin
5 Verifying admin is able to assign an agent for an issue	Admin
6 Verifying admin is able remove agent	Admin



## 8.2 User Acceptance Testing

### 1.Purpose of the document.

The purpose of this document is to briefly explain the test coverage and open issues of the [Customer Care Registry] project at the time of the release to User Acceptance Testing (UAT).

### 2.Defect analysis.

This report shows the number of resolved or closed bugs at each severity level, and how they were resolved

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	8	6	8	5	27
Duplicate	0	2	1	0	3
External	5	3	2	1	11
Fixed	13	9	7	6	35
Not Reproduced	0	0	0	0	0
Skipped	0	0	0	0	0
Totals	26	20	18	12	78

### 3.Test case analysis.

This report shows the number of test cases that have passed, failed, and untested

Section	Total Cases	Not Tested	Fail	Pass
Client Application	30	0	0	30
Security	4	0	0	4
Outsource Shipping	1	0	0	1
Exception Reporting	8	0	0	8
Final Report Output	4	0	0	4

## 9. RESULTS

### 9.1 Performance Metrics

			PNT2022TMID21522						
			Project - Customer Care Regis						
Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commenets	Ex
Functional	Registration Page	User need to register for the first time	open   http://169.51.203.17:30182/   click   User   type   name=email_id   edwinkasirajan@gmail.com type   id=first_name   Jayasheelan type   id=last_name   R	http://169.51.203.17:30182/	Register User	Working as expected	Pass	Everything is working properly	Moh
Functional	User Login Page	User can login with correct credentials	open   http://169.51.203.17:30182/   click   User   type   id=email_id   edwinkasirajan@gmail.com type   id=password   321	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	User Login	Working as expected	Pass	Everything is working properly	Nag
Functional	User Page	user can raise an issue in the user page he/she logged in	open   http://169.51.203.17:30182/   click   User   type   id=email_id   edwinkasirajan@gmail.com type   id=password   321 type   id=title   latency type   id=description   Net is	http://169.51.203.17:30182/	Register Issue in user page	Working as expected	Pass	Everything is working properly	Na
			open						
			PNT2022TMID21522						
			Project - Customer Care Regis						
Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commenets	Ex
Functional	Admin page	Admin need to login to view pending issues and assign agent to the tasks	open   http://169.51.203.17:30182/   click   Admin   type   id=password   admin type   id=asd   21	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Login into admin page Admin can view new issues and Assign agent to the issue	Working as expected	Pass	Everything is working properly	Sree
Functional	Registration Page	User need to register for the first time	open   http://169.51.203.17:30182/   click   User   type   name=email_id   sreevignesh@student.tce.edu type   id=first_name   SreeVignesh type   id=last_name   K	http://169.51.203.17:30182/	Register User	Working as expected	Pass	Everything is working properly	Moh
Functional	User Login Page	User can login with correct credentials	open   http://169.51.203.17:30182/   click   User   type   id=email_id   sreevignesh@student.tce.edu type   id=password   vignesh	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	User Login	Working as expected	Pass	Everything is working properly	Nag
			open   http://169.51.203.17:30182/   ...						
			PNT2022TMID21522						
			Project - Customer Care Regis						
Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commenets	Ex
Functional	User Page	user can raise an issue in the user page he/she logged in	open   http://169.51.203.17:30182/   click   User   type   id=email_id   sreevignesh@student.tce.edu type   id=password   vignesh type   id=title   latency type   id=description   Net is	http://169.51.203.17:30182/	Register Issue in user page	Working as expected	Pass	Everything is working properly	Na
Functional	Admin page	Admin need to login to view pending issues and assign agent to the tasks	open   http://169.51.203.17:30182/   click   Admin   type   id=password   admin type   id=asd   22	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Login into admin page Admin can view new issues and Assign agent to the issue	Working as expected	Pass	Everything is working properly	Sree
Functional	Registration Page	User need to register for the first time	open   http://169.51.203.17:30182/   click   User   type   name=email_id   narmatha@student.tce.edu type   id=first_name   Narmatha type   id=last_name   K	http://169.51.203.17:30182/	Register User	Working as expected	Pass	Everything is working properly	Moh
			open						

			PNT2022TMD21522							
			Project - Customer Care Register							
Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commenets	Expected	
Functional	User Login Page	User can login with correct credentials	open   http://169.51.203.17:30182/   click   User   type   id=email_id   narmatha@student.tce.edu type   id=password   narmu	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	User Login	Working as expected	Pass	Everything is working properly	Nag	
Functional	User Page	user can raise an issue in the user page he/she logged in	open   http://169.51.203.17:30182/   click   User   type   id=email_id   narmatha@student.tce.edu type   id=password   321 type   id=title   latency type   id=description   Netie	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Register Issue in user page	Working as expected	Pass	Everything is working properly	Na	
Functional	Admin page	Admin need to login to view pending issues and assign agent to the tasks	open   http://169.51.203.17:30182/   click   Admin   type   id=password   admin type   id=asd   24	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Login into admin page Admin can view new issues and Assign agent to the issue	Working as expected	Pass	Everything is working properly	Sree	
			open   http://169.51.203.17:30182/   .....							
			PNT2022TMD21522							
			Project - Customer Care Register							
Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commenets	Expected	
Functional	User Page	user can see the status of his issue	open   http://169.51.203.17:30182/user	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	User can see if issue status	Working as expected	Pass	Everything is working properly	Nag	
Functional	Admin Login page	Admin is trying to login using the invalid credentials	open   http://169.51.203.17:30182/   click   Admin   type   id=password   aadmin open	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Incorrect password to login to admin page	Working as expected	Pass	Everything is working properly	Sree	
Functional	User Login Page	User is trying to login using the invalid credentials	open   http://169.51.203.17:30182/   click   User   type   id=email_id	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Incorrect password or Password mismatch to the username	Working as expected	Pass	Everything is working properly	Nag	
Functional	Admin Login page	Admin is trying to login using the invalid credentials	open   http://169.51.203.17:30182/   click   Admin   type   id=password   adm open	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Incorrect password to login to admin page	Working as expected	Pass	Everything is working properly	Sree	
Functional	User Login Page	User is trying to login using the invalid credentials	open   http://169.51.203.17:30182/   click   User   type   id=email_id	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Incorrect password or Password mismatch to the username	Working as expected	Pass	Everything is working properly	Nag	
Functional	Admin Login page	Admin is trying to login using the invalid credentials	open   http://169.51.203.17:30182/   click   Admin   type   id=password   123	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Incorrect password to login to admin page	Working as expected	Pass	Everything is working properly	Sree	
			PNT2022TMD21522							
			Project - Customer Care Register							
Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Commenets	Expected	
Functional	Admin Page	Admin try to logout of his page	open   http://169.51.203.17:30182/admin   click   Logout	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Logout of Admin page	Working as expected	Pass	Everything is working properly	Sree	
Functional	Admin Page	Admin registers new agent	open   http://169.51.203.17:30182/admin   click   Register Agent   type   id=name   Jeva Ganesh open	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Registers new Agent	Working as expected	Pass	Everything is working properly	Sree	
Functional	Agent Login Page	The newly registered agent try to login with correct credentials	open   http://169.51.203.17:30182/agent type   id=email_id   aarwinkasirajan@gmail.com open	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Agent can login to agent page	Working as expected	Pass	Everything is working properly	Na	
Functional	Agent Login Page	The newly registered agent try to login with incorrect credentials	open   http://169.51.203.17:30182/agent type   id=email_id   aarwinkasirajan@gmail.com open	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Agent can login to agent page	Working as expected	Pass	Everything is working properly	Na	
Functional	Agent Login Page	The newly registered agent try to login with incorrect credentials	open   http://169.51.203.17:30182/agent type   id=email_id   aarwinkasirajan@gmail.com open	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Agent can login to agent page	Working as expected	Pass	Everything is working properly	Na	
Functional	Gmail	User verifies the token he received in his registered email	open   mail.google.com type   mail   edwinkasirajan@gmail.com type   password   *****	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	User can see the token provided to him in email	Working as expected	Pass	Everything is working properly	Sree	

PNT2022TMID21522									
Project - Customer Care Register									
Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	Ex
Functional	Registration Page	User need to register for the first time	open   http://169.51.203.17:30182/   click   User   type   name=email_id   nagaiks@student.tce.edu type   id=first_name   Nagalakshmi type   id=last_name   S	http://169.51.203.17:30182/	Register User	Working as expected	Pass	Everything is working properly	Moh
Functional	User Login Page	User can login with correct credentials	open   http://169.51.203.17:30182/   click   User   type   id=email_id   nagaiks@student.tce.edu type   id=password   nagu	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	User Login	Working as expected	Pass	Everything is working properly	Nagi
Functional	User Page	user can raise an issue in the user page he/she logged in	open   http://169.51.203.17:30182/   click   User   type   id=email_id   nagaiks@student.tce.edu type   id=password   nagu type   id=title   latency type   id=description   Nag	http://169.51.203.17:30182/	Register Issue in user page	Working as expected	Pass	Everything is working properly	Na
			open						
PNT2022TMID21522									
Project - Customer Care Register									
Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	Ex
Functional	Admin page	Admin need to login to view pending issues and assign agent to the tasks	open   http://169.51.203.17:30182/   click   Admin   type   id=password   admin type   id=asd   20	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Login into admin page Admin can view new issues and Assign agent to the issue	Working as expected	Pass	Everything is working properly	Sree
Functional	Agent Page	Agents can login to solve the issues assigned to him by admin	open   http://169.51.203.17:30182/   click   Agent   type   id=email_id   sreevignesh@student.tce.edu type   id=password   ganesh click   Solved	http://169.51.203.17:30182/	Agents can solve the issue	Working as expected	Pass	Everything is working properly	Ne
Functional	User Page	user can see the status of his issue	open   http://169.51.203.17:30182/user	http://169.51.203.17:30182/	User can see if issue status	Working as expected	Pass	Everything is working properly	Nag
Functional	Admin Login page	Admin is trying to login using the invalid credentials	open   http://169.51.203.17:30182/   click   Admin   type   id=password   aadmin open	<a href="http://169.51.203.17:30182/">http://169.51.203.17:30182/</a>	Incorrect password to login to admin page	Working as expected	Pass	Everything is working properly	Sree
		User is trying to login using	open   http://169.51.203.17:30182/		Incorrect password or Password	Working as		Everything is working	

## 10. ADVANTAGES & DISADVANTAGES

### Pros:

- It is convenient for customers to reach customer support service at any time they want.
- A conversation history through email can be easily stored, archived and reviewed at any convenient time.
- You can spare your agents some time by using automated pre-written responses to repetitive questions.

### Cons:

- It might be hard for some customers to describe the problem in a written form.
- Complex problems become time-consuming while being solved via email, as they require a lot of explaining.
- It is hard to read and express emotions through email.

## **11. CONCLUSION**

With the help of this customer care registry, customer can post their query using their own registered account. Posted query will be reviewed by admin. Agent will be allotted for every single customer by the admin to solve their queries. once the query has been cleared by the agent it will be moved from pending issues to resolved issues by the admin. User will also be notified with the progress of their query through email id given by them during registration.

## **12. FUTURE SCOPE**

In future along with this available features, live chatting with the agent will be created for better communication of the agent and user. User guidelines will be monitored and maintained by admin. Chats will also be end to end encrypted. They can view their query progress in their dashboard even if they have any doubt, they can get clarified with their assigned agent.

## **13. APPENDIX**

Source Code

GitHub & Project Demo Link

<https://github.com/IBM-EPBL/IBM-Project-31539-1660201957>

<https://youtu.be/49NArdqcyu8>