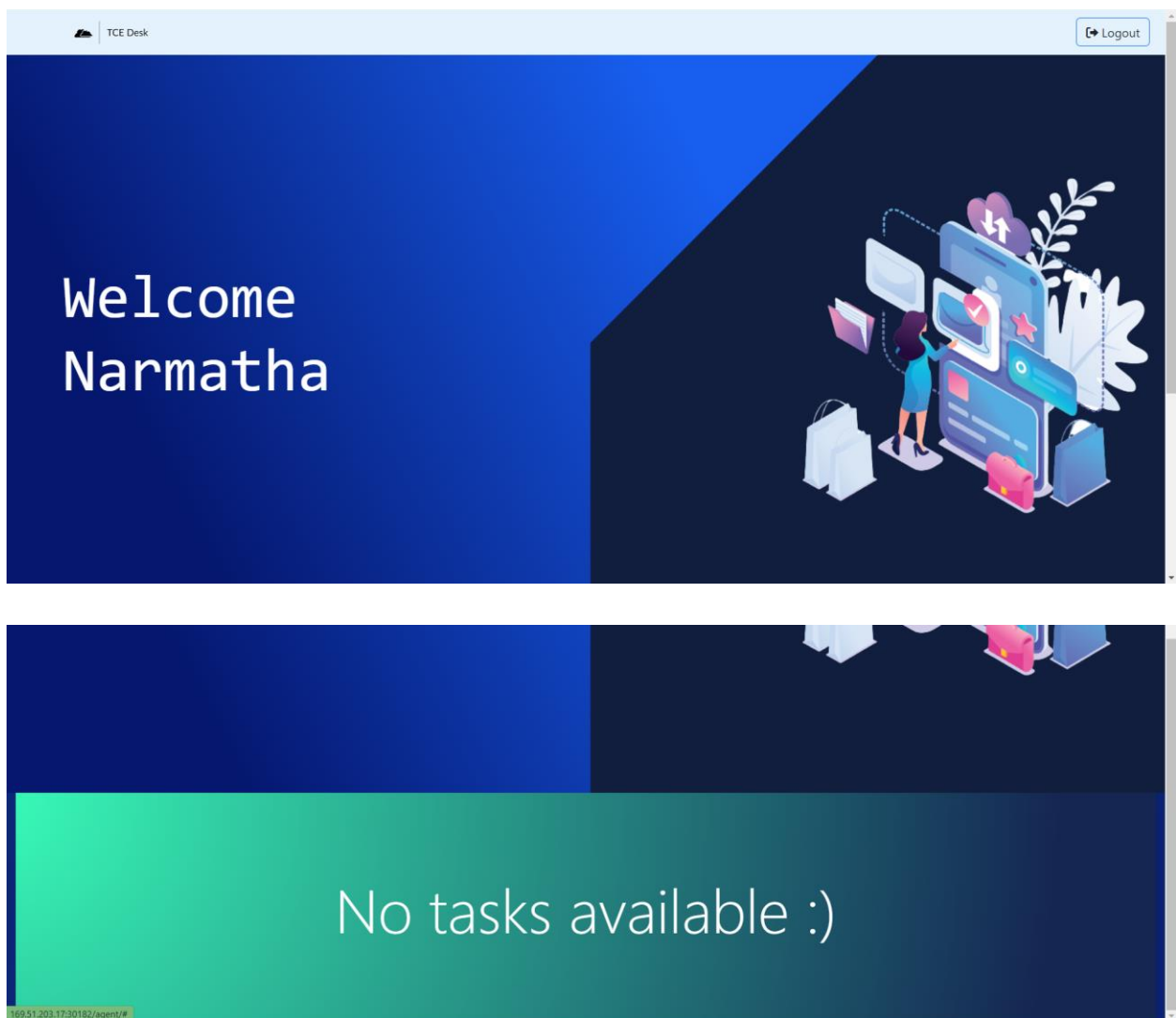


PROJECT DEVELOPMENT PHASE

SPRINT 4

Date	14 November 2022
Team ID	PNT2022TMID21522
Project Name	Project – Customer Care Registry

Dashboard (Agent):



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.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>

  <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-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-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="/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>

<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.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-

Zenh87qX5JnK2JI0vWa8Ck2rdkQ2Bzep5IDxbcnCeuOxjzrPF/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>

<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'] }}

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>

Solve

</div>

</div>

{% endfor %}

</div>

</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>

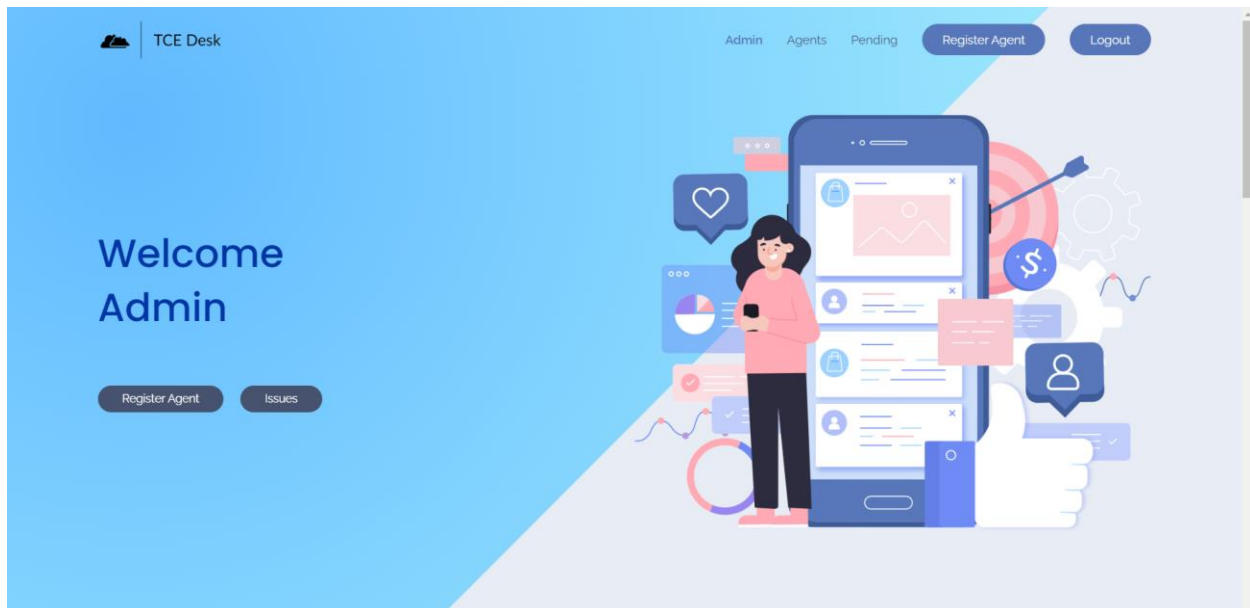
{% endif %}

</body>

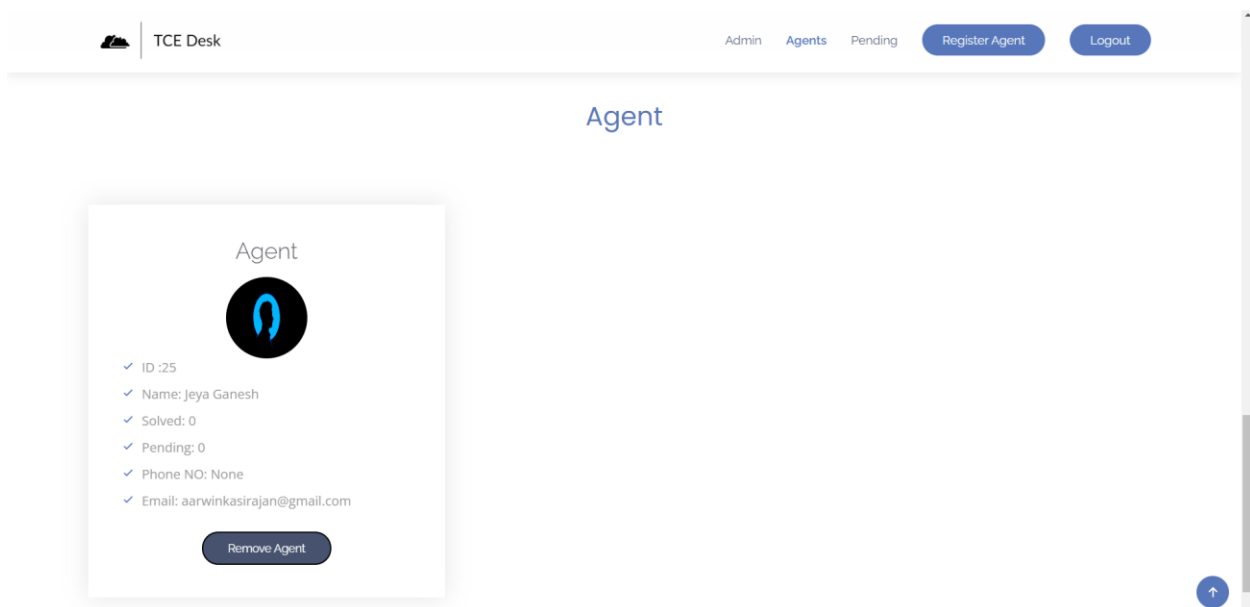
</html>

Dashboard (Admin):

Admin:




Agent:



Pending issues:

TCE Desk					Admin	Agents	Pending	Register Agent	Logout
Pending Issues									
Ticket ID	Problem Title	Description	Agent Id	Progress					
38	Crosscall	“hangover of calls”	0	<div></div>					

Register agent:

TCE Desk					Admin	Agents	Pending	Register Agent	Logout
<div><div><h2>Register new Agent</h2><div><input type="text" value="Agent Name"/><input type="text" value="Email Id"/><input type="password" value="Password"/></div><div>Register</div></div><div></div></div>									

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-
epu0aj89fvcvqqh6317t4ds507a2kbtig.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="/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%);">

<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>

<h5>

An easy-to-use ticketing system for managing email communication with customers.</h5>

</div>

</div>

</div>

</div>

</div>

</div>

</div>

</section>

</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,600,600i,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-
Zenh87qX5JnK2I0vWa8Ck2rdkQ2Bzep5IDxbcnCeuOxjzrPF/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>

<!-- 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">

×

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

</div>

{% endfor %}

{% endif %}

{% endwith %}

<!-- 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>

```
{% 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>

<i class="bx bx-check"></i>

ID :{{ agent["AGENT_ID"] }}

<i class="bx bx-check"></i> Name: {{ agent["NAME"] }}

<i class="bx bx-check"></i> Solved: {{ agent["SOLVED_ISSUES"] }}

<i class="bx bx-check"></i> Pending: {{ agent["PENDING_ISSUES"] }}

<i class="bx bx-check"></i>

Phone NO: {{ agent["PNO"]}}

<i class="bx bx-check"></i>

Email: {{ agent["EMAIL_ID"] }}

<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 -->

<i class="bi bi-arrow-up-short"></i>

<!-- 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>