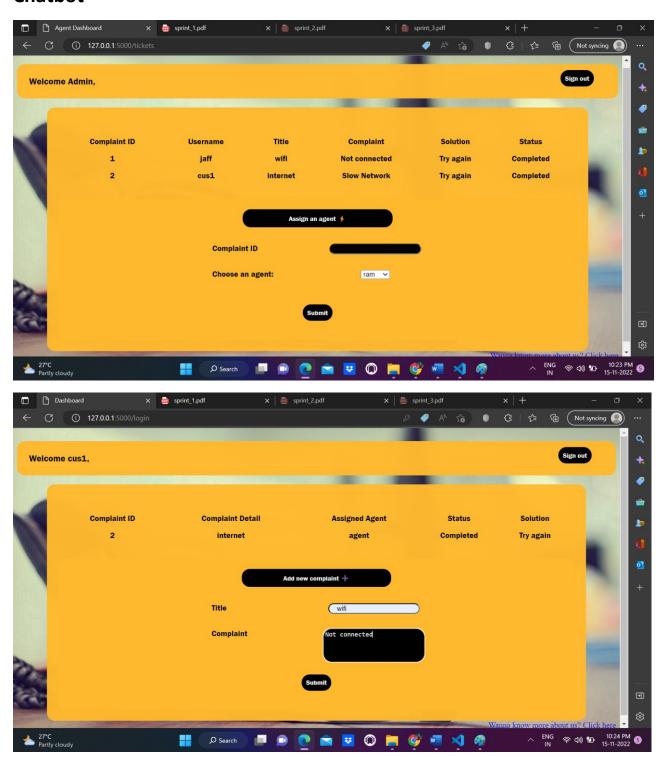
## **Delivery of Sprint – 3**

Team Id	PNT2022TMID33777
Project Name	Customer Care Registry

## **Chatbot**



## app.py

```
app.py > ...

from flask import Flask, render_template, request, redirect, session, url_for
   import ibm_db
   import re

app = Flask(__name__)

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```

```
app.py > ☆ addagent
      @app.route('/assignagent', methods=['GET', 'POST'])
      def assignagent():
          if request.method == "POST":
             ccid = request.form['ccid']
             agent = request.form['agent']
              print(ccid)
              print(agent)
                 sql = "update complaints set assigned_agent =? where c_id = ?"
                 stmt = ibm_db.prepare(conn, sql)
                 ibm_db.bind_param(stmt, 1, agent)
                 ibm_db.bind_param(stmt, 2, ccid)
                 ibm_db.execute(stmt)
                  sql = "update agents set status =1 where username = ?"
                 stmt = ibm_db.prepare(conn, sql)
                 ibm_db.bind_param(stmt, 1, userid)
                 ibm_db.execute(stmt)
                  print("cant update")
              return redirect(url_for('tickets'))
     if __name__ == "__main__":
          app.run(debug=True)
```