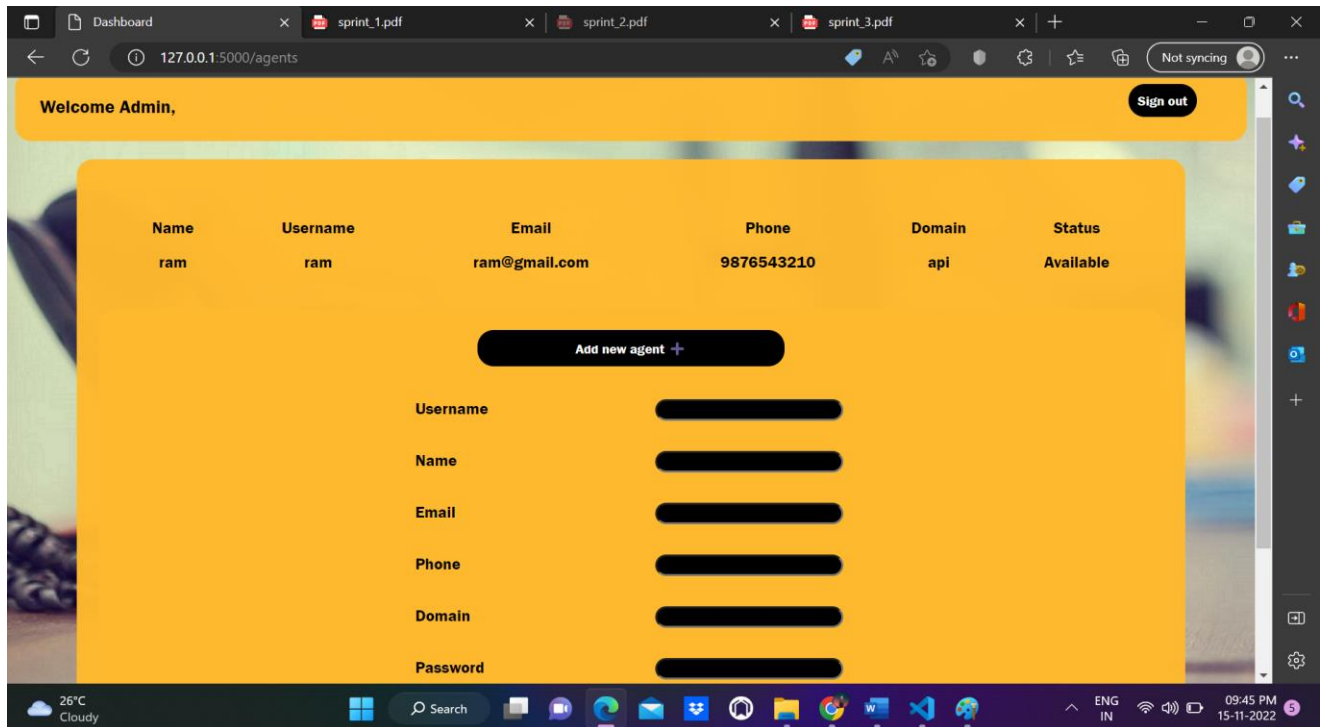


# Delivery of Sprint – 2

Team Id	PNT2022TMID33777
Project Name	Customer Care Registry

## Agent Panel



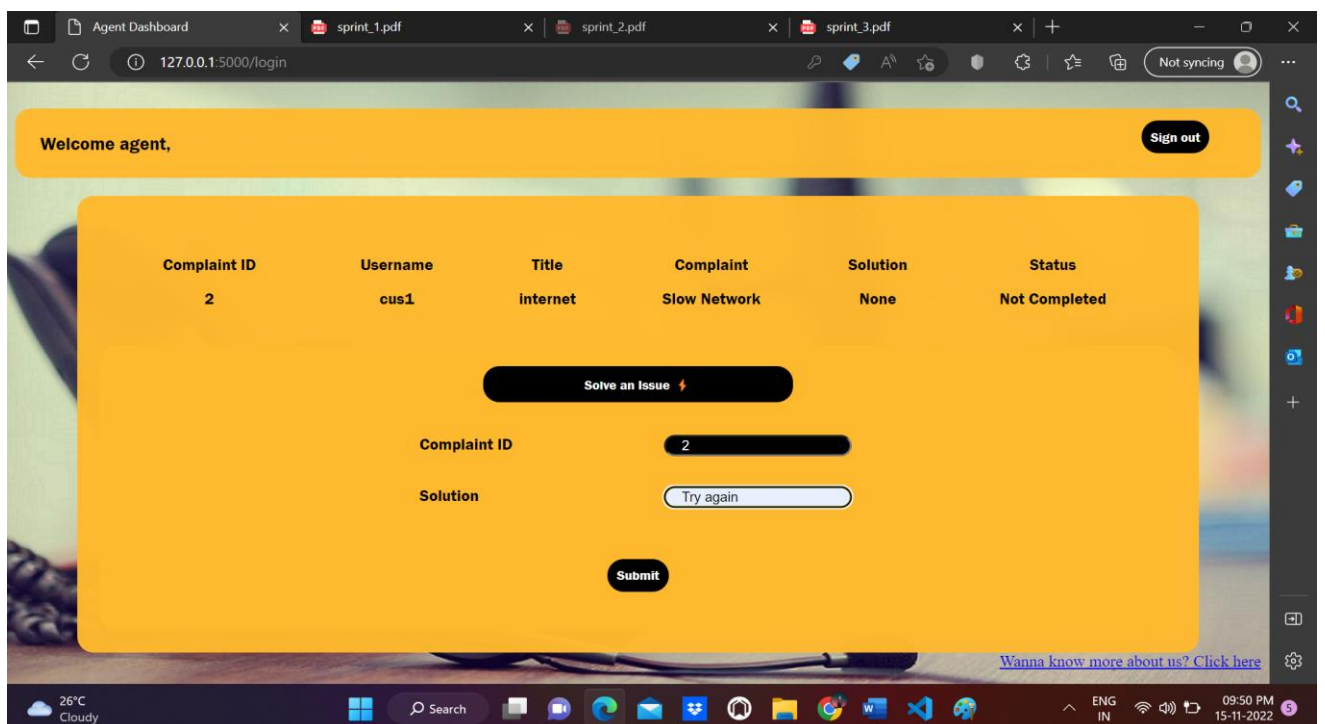
The screenshot shows the Admin Panel interface. At the top, there's a navigation bar with "Welcome Admin," and a "Sign out" button. Below this is a table with agent information:

Name	Username	Email	Phone	Domain	Status
ram	ram	ram@gmail.com	9876543210	api	Available

Below the table is a button labeled "Add new agent +". Underneath the button is a form with the following fields:

- Username
- Name
- Email
- Phone
- Domain
- Password

The bottom of the screen shows a Windows taskbar with the date and time: 09:45 PM, 15-11-2022.



The screenshot shows the Agent Dashboard interface. At the top, there's a navigation bar with "Welcome agent," and a "Sign out" button. Below this is a table with complaint information:

Complaint ID	Username	Title	Complaint	Solution	Status
2	cus1	internet	Slow Network	None	Not Completed

Below the table is a button labeled "Solve an Issue ⚡". Underneath the button is a form with the following fields:

- Complaint ID (with value 2)
- Solution (with a "Try again" button)

At the bottom of the form is a "Submit" button. The bottom of the screen shows a Windows taskbar with the date and time: 09:50 PM, 15-11-2022.

## agents.html

```
templates > <> agents.html > ...
1  {% extends 'base.html' %}
2
3  {% block head %}
4
5  <title>
6  |   Dashboard
7  </title>
8
9  {% endblock %}
10
11 {% block body %}
12
13 <br>
14
15 <div class="fordashboardtop">
16   <div class="fordashboardtopelements1">
17     Welcome Admin,
18   </div>
19   <div class="fordashboardtopelements2">
20     <a href="/login"><button class="forbutton">Sign out</button></a>
21   </div>
22
23 </div>
24 <br>
25 <div class="outerofdashdetails">
26
```

## agentdash.html

```
templates > <> agentdash.html > ...
25 <div class="outerofdashdetails">
26
27   <div class="fordashboarddetails">
28     <br>
29     <!-- table of customers complaints -->
30     <table class="fortable">
31       <thead>
32         <th>Complaint ID</th>
33         <th class="pad">Username</th>
34         <th>Title</th>
35         <th>Complaint</th>
36         <th>Solution</th>
37         <th>Status</th>
38       </thead>
39       <tbody>
40         {% for i in complaints %}
41         <tr>
42           <td class="pad">
43             {{ i['C_ID'] }}
44           </td>
45           <td class="pad">
46             {{ i['USERNAME'] }}
47           </td>
48           <td>
49             {{ i['TITLE'] }}
50           </td>
```

## app.py

```
app.py > ...
209
210 @app.route('/addnewagent', methods=["GET", "POST"])
211 def addagent():
212     if request.method == 'POST':
213         username = request.form['username']
214         name = request.form['name']
215         email = request.form['email']
216         phone = request.form['phone']
217         domain = request.form['domain']
218         password = request.form['password']
219         try:
220             sql = "insert into agents values(?,?,?,?,?,2)"
221             stmt = ibm_db.prepare(conn, sql)
222             ibm_db.bind_param(stmt, 1, username)
223             ibm_db.bind_param(stmt, 2, name)
224             ibm_db.bind_param(stmt, 3, email)
225             ibm_db.bind_param(stmt, 4, phone)
226             ibm_db.bind_param(stmt, 5, password)
227             ibm_db.bind_param(stmt, 6, domain)
228             ibm_db.execute(stmt)
229         except:
230             print("cant insert")
231         sql = "select * from agents"
232         agents = []
233         stmt = ibm_db.prepare(conn, sql)
234         ibm_db.execute(stmt)
```