

Delivery of Sprint – 3

Team Id	PNT2022TMID33777
Project Name	Customer Care Registry

Chatbot

Agent Dashboard

127.0.0.1:5000/tickets

Welcome Admin, [Sign out](#)

Complaint ID	Username	Title	Complaint	Solution	Status
1	jaff	wifi	Not connected	Try again	Completed
2	cus1	internet	Slow Network	Try again	Completed

[Assign an agent](#)

Complaint ID

Choose an agent:

[Submit](#)

Dashboard

127.0.0.1:5000/login

Welcome cus1, [Sign out](#)

Complaint ID	Complaint Detail	Assigned Agent	Status	Solution
2	internet	agent	Completed	Try again

[Add new complaint](#)

Title

Complaint

[Submit](#)

app.py

```
app.py > ...
1
2 from flask import Flask, render_template, request, redirect, session, url_for
3 import ibm_db
4 import re
5
6
7 app = Flask(__name__)
8
```

```
app.py > addagent
296
297 @app.route('/assignagent', methods=['GET', 'POST'])
298 def assignagent():
299     if request.method == "POST":
300         ccid = request.form['ccid']
301         agent = request.form['agent']
302         print(ccid)
303         print(agent)
304         try:
305             sql = "update complaints set assigned_agent =? where c_id = ?"
306             stmt = ibm_db.prepare(conn, sql)
307             ibm_db.bind_param(stmt, 1, agent)
308             ibm_db.bind_param(stmt, 2, ccid)
309             ibm_db.execute(stmt)
310             sql = "update agents set status =1 where username = ?"
311             stmt = ibm_db.prepare(conn, sql)
312             ibm_db.bind_param(stmt, 1, userid)
313             ibm_db.execute(stmt)
314         except:
315             print("cant update")
316             return redirect(url_for('tickets'))
317
318 if __name__ == "__main__":
319     app.run(debug=True)
```