Sprint 3

Team Mates:

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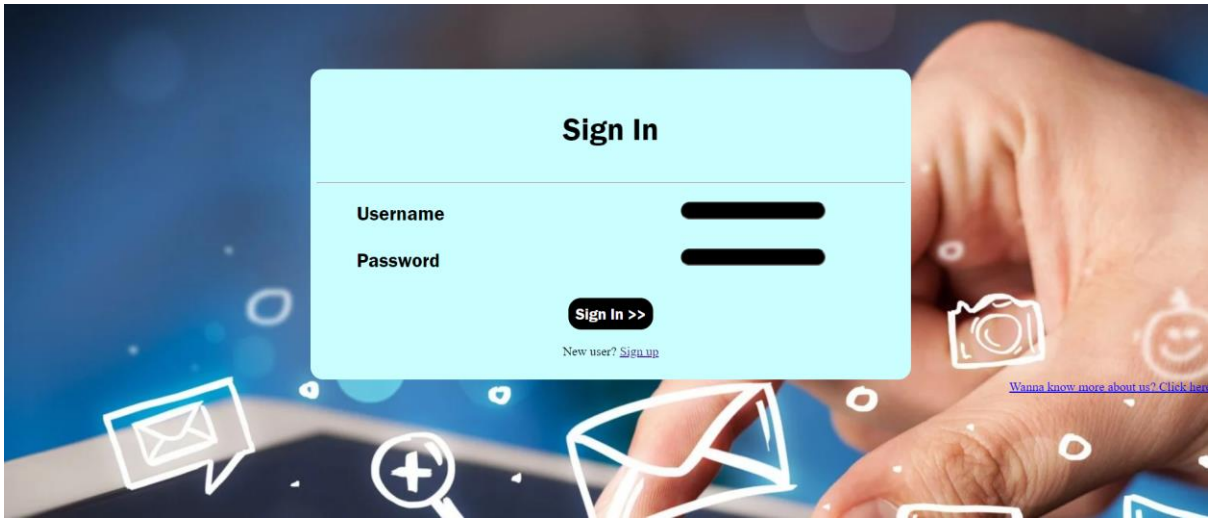
Team ID: PNT2022TMID21475

TASK COMPLETED:

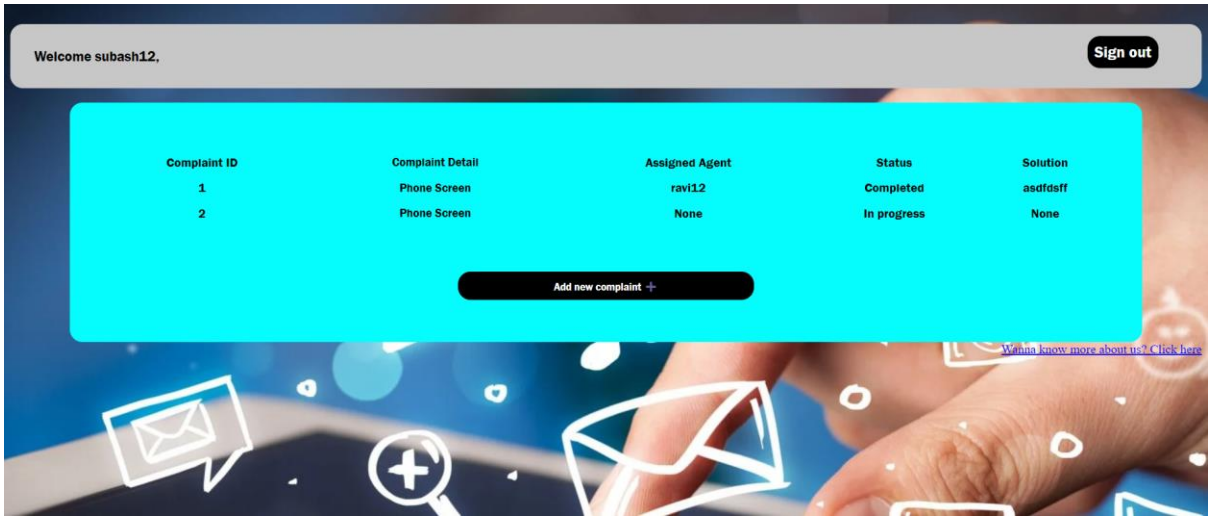
1. **Admin Dashboard**
2. **Agent Dashboard**
3. **User Dashboard**

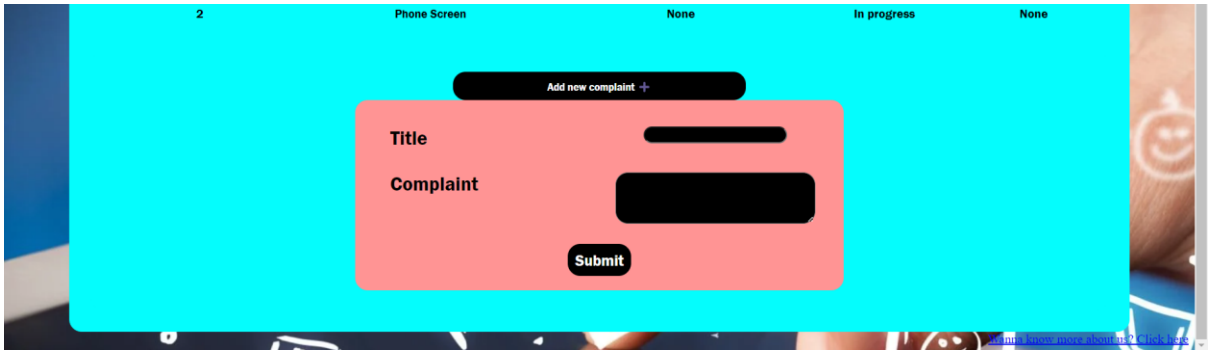
Output:

Sign In

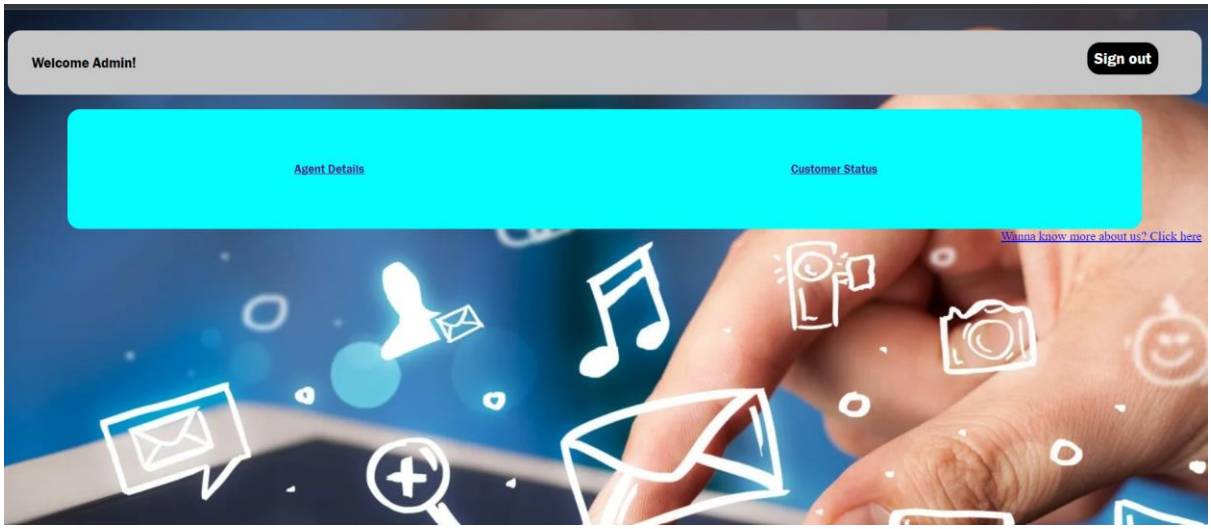


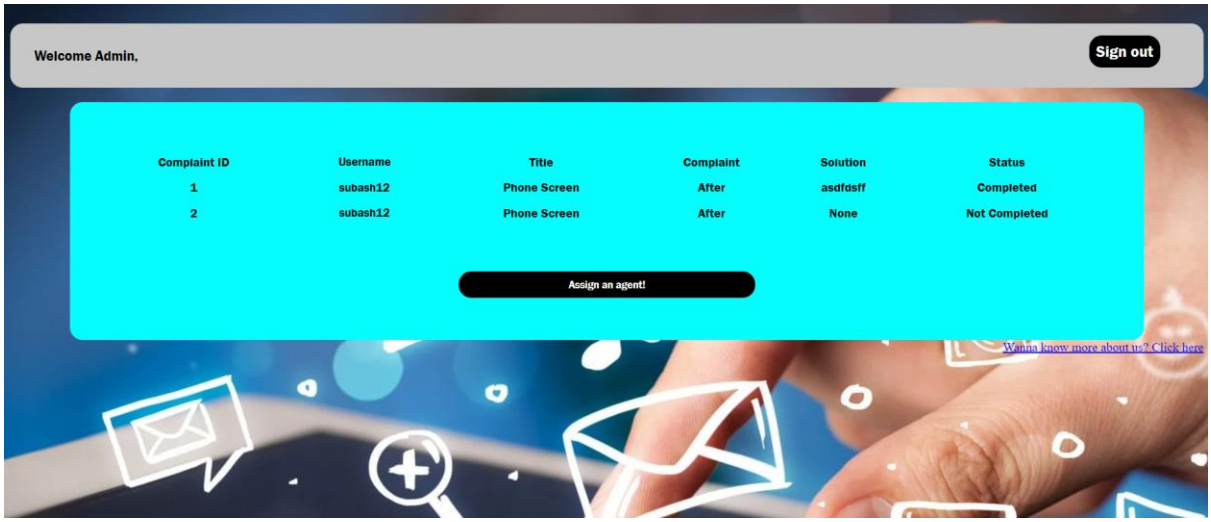
User dashboard

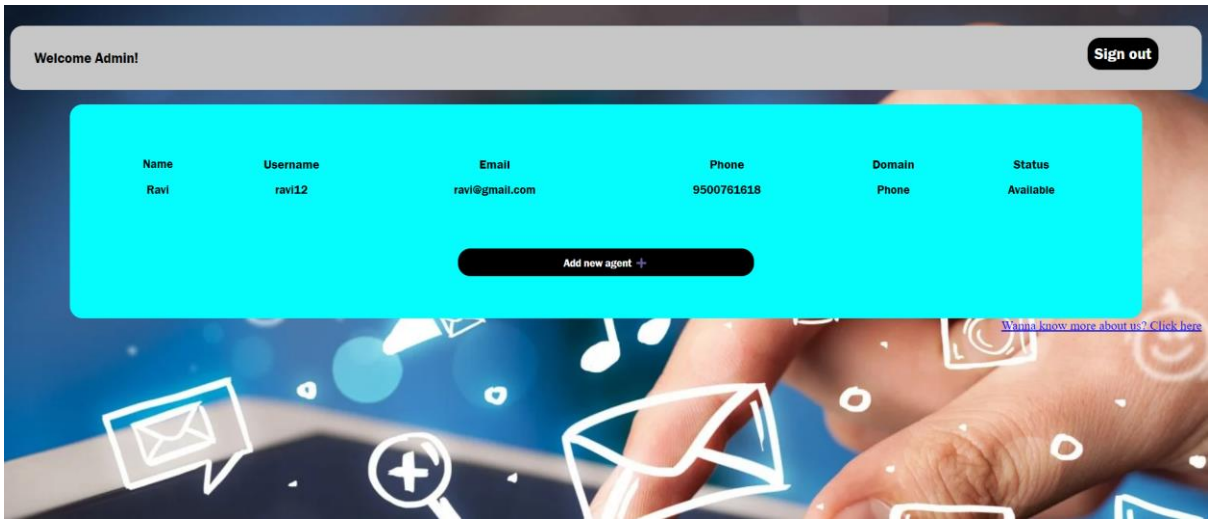




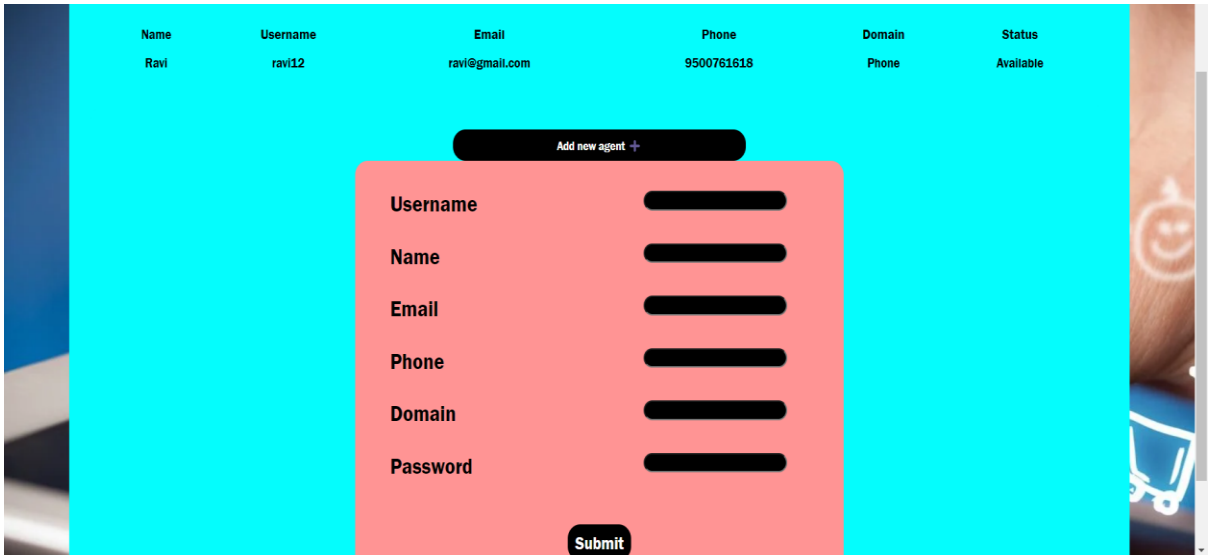
Admin dashboard



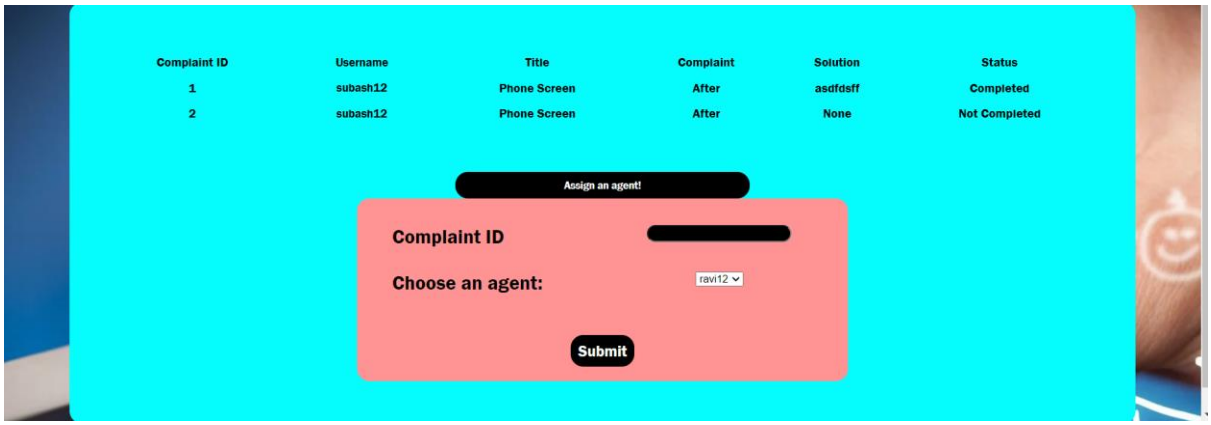




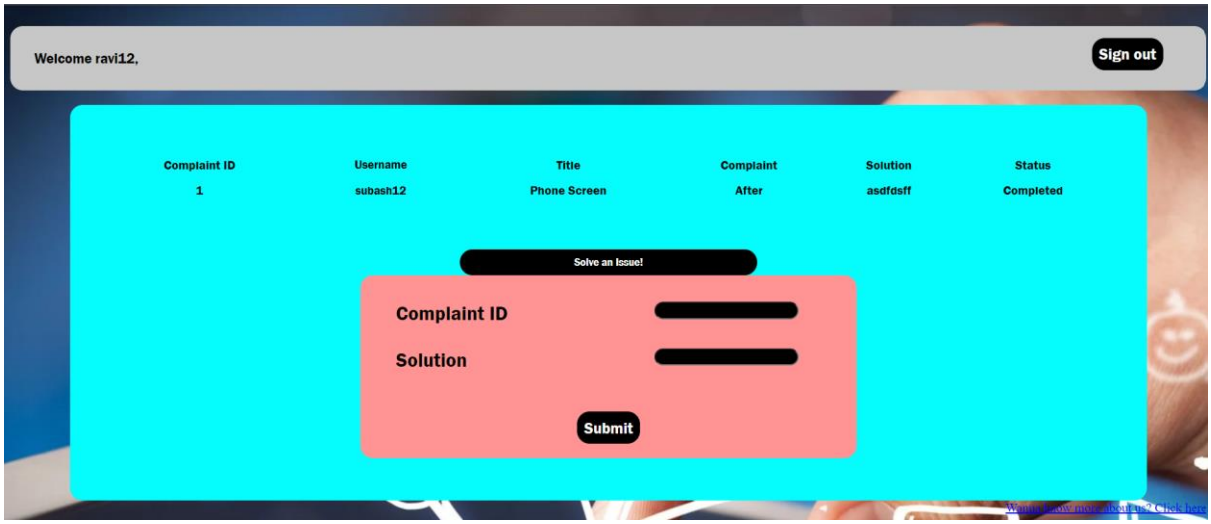
Agent details page



Assign agent page



Agent Dashboard



Admin.html

```
{% extends 'base.html' %}



{% block head %}

<title>
    Admin Dashboard
</title>



{% endblock %}



{% block body %}


<!-- things

    div 1
welcome jetson,   sign out

    div 2
your complaints status

add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
  {{ i }}
{% endfor %}

<br>
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% endfor %}
<br>
{% endfor %} -->

<div class="fordashboardtop">
    <div class="fordashboardtopelements1">
```

```
      Welcome Admin!
    </div>
    <div class="fordashboardtopelements2">
      <a href="/login"><button class="forbutton">Sign out</button></a>
    </div>

</div>
<br>
<div class="outerofdashdetails">

    <div class="fordashboarddetails">
      <br>
      <!-- table of customers complaints -->
      <table class="fortable">
        <thead>
        </thead>
        <tbody>
          <tr>
            <td class="pad">
              <a href="/agents">Agent Details</a>
            </td>
            <td class="pad">
              <a href="/tickets">Customer Status</a>
            </td>
          </tr>
        </tbody>

      </table>

      <br>

    </div>

</div>

{% endblock %}
```

Agentdash.html

```
{% extends 'base.html' %}



{% block head %}

<title>
```

```
   Agent Dashboard
</title>



{% endblock %}



{% block body %}


<!-- things

   div 1
welcome jetson,   sign out

   div 2
your complaints status

add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
  {{ i }}
{% endfor %}

<br>
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
   {{ j }}
{% endfor %}
<br>
{% endfor %} -->

<div class="fordashboardtop">
   <div class="fordashboardtopelements1">
      Welcome {{ name }},
   </div>
   <div class="fordashboardtopelements2">
      <a href="/login"><button class="forbutton">Sign out</button></a>
   </div>

</div>
<br>
<div class="outerofdashdetails">
```

```
<div class="fordashboarddetails">
    <br>
    <!-- table of customers complaints -->
    <table class="fortable">
        <thead>
            <th>Complaint ID</th>
            <th class="pad">Username</th>
            <th>Title</th>
            <th>Complaint</th>
            <th>Solution</th>
            <th>Status</th>
        </thead>
        <tbody>
            {% for i in complaints %}
            <tr>
                <td class="pad">
                    {{ i['C_ID'] }}
                </td>
                <td class="pad">
                    {{ i['USERNAME'] }}
                </td>
                <td>
                    {{ i['TITLE'] }}
                </td>
                <td>
                    {{ i['COMPLAINT'] }}
                </td>
                <td>
                    {{ i['SOLUTION'] }}
                </td>
                <td>
                    {% if i['STATUS'] == 1 %}
                    Completed
                    {% else %}
                    Not Completed
                    {% endif %}
                </td>
            </tr>
            {% endfor %}
        </tbody>

    </table>

    <br>
    <center>

        <div class="fordashboarddetails">
```

```
            <button type="button" class="collapsible">Solve an Issue!</button>
            <div class="content">
              <br>
              <form action="/updatecomplaint" method="post">
                <div class="forform">
                  <div class="textinformleft">
                    Complaint ID
                  </div>
                  <div class="textinformright">
                    <input type="name" name="cid">
                  </div>
                </div>
                <div class="forform">
                  <div class="textinformleft">
                    Solution
                  </div>
                  <div class="textinformright">
                    <input type="text" name="solution">
                  </div>
                </div>

                <br>
                <br>
                <div>
                  <button class="forbutton" type="submit"> Submit </button>
                </div>
              </form>
              <br>
            </div>


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

</div>

{% endblock %}
```

Agents.html

```
{% extends 'base.html' %}



{% block head %}

<title>
    Dashboard
```

```
</title>



{% endblock %}



{% block body %}


<!-- things

    div 1
welcome jetson,   sign out

    div 2
your complaints status

add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
  {{ i }}
{% endfor %}

<br>
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% endfor %}
<br>
{% endfor %} -->

<div class="fordashboardtop">
    <div class="fordashboardtopelements1">
        Welcome Admin!
    </div>
    <div class="fordashboardtopelements2">
        <a href="/login"><button class="forbutton">Sign out</button></a>
    </div>

</div>
<br>
<div class="outerofdashdetails">

    <div class="fordashboarddetails">
```

```
<br>
<!-- table of customers complaints -->
<table class="fortable">
    <thead>
        <th class="pad">Name</th>
        <th>Username</th>
        <th>Email</th>
        <th>Phone</th>
        <th>Domain</th>
        <th>Status</th>
    </thead>
    <tbody>
        {% for i in agents %}
        <tr>
            <td class="pad">
                {{ i['NAME'] }}
            </td>
            <td class="pad">
                {{ i['USERNAME'] }}
            </td>
            <td class="pad">
                {{ i['EMAIL'] }}
            </td>
            <td class="pad">
                {{ i['PHN'] }}
            </td>
            <td class="pad">
                {{ i['DOMAIN'] }}
            </td>
            <td class="pad">
                {% if i['STATUS'] == 1 %}
                Assigned to job
                {% elif i['STATUS'] == 0 %}
                not Available
                {% else %}
                Available
                {% endif %}
            </td>
        </tr>
        {% endfor %}
    </tbody>

</table>

<br>
<center>

    <div class="fordashboarddetails">
```

```
<button type="button" class="collapsible">Add new agent ➕ </button>
<div class="content">
  <br>
  <form action="/addnewagent" method="post">
    <div class="forform">
      <div class="textinformleft">
        Username
      </div>
      <div class="textinformright">
        <input type="name" name="username">
      </div>
    </div>
    <div class="forform">
      <div class="textinformleft">
        Name
      </div>
      <div class="textinformright">
        <input type="name" name="name">
      </div>
    </div>
    <div class="forform">
      <div class="textinformleft">
        Email
      </div>
      <div class="textinformright">
        <input type="name" name="email">
      </div>
    </div>
    <div class="forform">
      <div class="textinformleft">
        Phone
      </div>
      <div class="textinformright">
        <input type="name" name="phone">
      </div>
    </div>
    <div class="forform">
      <div class="textinformleft">
        Domain
      </div>
      <div class="textinformright">
        <input type="name" name="domain">
      </div>
    </div>
    <div class="forform">
      <div class="textinformleft">
        Password
```

```
                    </div>
                    <div class="textinformright">
                        <input type="password" name="password">
                    </div>
                </div>

                <br>
                <br>
                <div>
                    <button class="forbutton" type="submit"> Submit </button>
                </div>
            </form>
            <br>
        </div>


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

</div>

{% endblock %}
```

Dashboard.html

```
{% extends 'base.html' %}



{% block head %}

<title>
   Dashboard
</title>



{% endblock %}



{% block body %}


<!-- things

   div 1
welcome jetson,   sign out
```

```
   div 2
your complaints status

add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
  {{ i }}
{% endfor %}

<br>
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
   {{ j }}
{% endfor %}
<br>
{% endfor %} -->

<div class="fordashboardtop">
   <div class="fordashboardtopelements1">
      Welcome {{ name }},
   </div>
   <div class="fordashboardtopelements2">
      <a href="/login"><button class="forbutton">Sign out</button></a>
   </div>

</div>
<br>
<div class="outerofdashdetails">

   <div class="fordashboarddetails">
      <br>
      <!-- table of customers complaints -->
      <table class="fortable">
         <thead>
            <th>Complaint ID</th>
            <th class="pad">Complaint Detail</th>
            <th>Assigned Agent</th>
            <th>Status</th>
            <th>Solution</th>
         </thead>
         <tbody>
            {% for i in complaints %}
            <tr>
               <td>
```

```
                {{ i['C_ID'] }}
            </td>
            <td class="pad">
                {{ i['TITLE'] }}
            </td>
            <td>
                {{ i['ASSIGNED_AGENT'] }}
            </td>
            <td>
                {% if i['STATUS'] == 1 %}
                Completed
                {% elif i['STATUS'] == 0 %}
                Not completed
                {% else %}
                In progress
                {% endif %}
            </td>
            <td>
                {{ i['SOLUTION'] }}
            </td>
        </tr>
        {% endfor %}
    </tbody>

</table>

<br>
<center>

    <div class="fordashboarddetails">

        <button type="button" class="collapsible">Add new complaint ➕</button>
        <div class="content">
            <br>
            <form action="/addnew" method="post">
                <div class="forform">
                    <div class="textinformleft">
                        Title
                    </div>
                    <div class="textinformright">
                        <input type="name" name="title">
                    </div>
                </div>

                <div class="forform">
                    <div class="textinformleft">
                        Complaint
                    </div>
```

```
                    <div class="textinformright">
                        <textarea name="des"
                            style="border-radius: 1rem;width: 90%;height: 150%;background-color:
black;color: white;"></textarea>
                    </div>
                </div>

                <br>
                <br>
                <div>
                    <button class="forbutton" type="submit"> Submit </button>
                </div>
            </form>
            <br>
        </div>


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

</div>

{% endblock %}
```

Login.html

```
{% extends 'base.html' %}



{% block head %}

<title>
   Login
</title>

{% endblock %}



{% block body %}


<div class="forpadding">

   <!-- for box of the signup form -->
   <div class="sign">
```

```
    <div>
      <p class="fortitle">
        Sign In
      </p>
      <hr>
      <form action="/login" method="post">
        <div class="forform">
          <div class="textinformleft">
            Username
          </div>
          <div class="textinformright">
            <input type="name" name="username">
          </div>
        </div>

        <div class="forform">
          <div class="textinformleft">
            Password
          </div>
          <div class="textinformright">
            <input type="password" name="pass">
          </div>
        </div>

        <br>
        <div>
          <button class="forbutton" type="submit"> Sign In >></button>
        </div>
      </form>
      <br>

      <div>
        New user? <a href="/signup">Sign up</a>
      </div>
      <br>
    </div>

  </div>
</div>

{% endblock %}
```

Signup.html

```
{% extends 'base.html' %}



{% block head %}
```

```
<title>
   Sign Up
</title>
{% endblock %}



{% block body %}

<div class="forpadding">

   <!-- for box of the signup form -->
   <div class="sign">
      <div>
         <p class="fortitle">
            Register Now!!
         </p>
         <hr>
         <form action="/signup" method="post">
            <div class="forform">
               <div class="textinformleft">
                  Username
               </div>
               <div class="textinformright">
                  <input type="name" name="username">
               </div>
            </div>
            <div class="forform">
               <div class="textinformleft">
                  Name
               </div>
               <div class="textinformright">
                  <input type="name" name="name">
               </div>
            </div>
            <div class="forform">
               <div class="textinformleft">
                  E - mail
               </div>
               <div class="textinformright">
                  <input type="name" name="email">
               </div>
            </div>
            <div class="forform">
               <div class="textinformleft">
                  Phone Number
               </div>
               <div class="textinformright">
```

```
                <input type="name" name="phn">
            </div>
        </div>
        <div class="forform">
            <div class="textinformleft">
                Password
            </div>
            <div class="textinformright">
                <input type="password" name="pass">
            </div>
        </div>
        <div class="forform">
            <div class="textinformleft">
                Re - enter Password
            </div>
            <div class="textinformright">
                <input type="password" name="repass">
            </div>
        </div>
        <br>
        <div>
            <button class="forbutton" type="submit"> Sign up >></button>
        </div>
    </form>
    <br>
    <div>
        {{msg}}
    </div>
    <br>
    <div>
        Already have an account? <a href="/login">Sign in</a>
    </div>
    <br>

  </div>

 </div>
</div>

{% endblock %}
```

Tickets.html

```
{% extends 'base.html' %}
```

```
{% block head %}

<title>
    Agent Dashboard
</title>



{% endblock %}



{% block body %}


<!-- things

    div 1
welcome jetson,   sign out

    div 2
your complaints status

add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
  {{ i }}
{% endfor %}

<br>
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% endfor %}
<br>
{% endfor %} -->

<div class="fordashboardtop">
    <div class="fordashboardtopelements1">
        Welcome Admin,
    </div>
    <div class="fordashboardtopelements2">
        <a href="/login"><button class="forbutton">Sign out</button></a>
    </div>

</div>
```

```
<br>
<div class="outerofdashdetails">

  <div class="fordashboarddetails">
    <br>
    <!-- table of customers complaints -->
    <table class="fortable">
      <thead>
        <th>Complaint ID</th>
        <th class="pad">Username</th>
        <th>Title</th>
        <th>Complaint</th>
        <th>Solution</th>
        <th>Status</th>
      </thead>
      <tbody>
        {% for i in complaints %}
        <tr>
          <td>{{ i['C_ID'] }}</td>
          <td class="pad">
            {{ i['USERNAME'] }}
          </td>
          <td>
            {{ i['TITLE'] }}
          </td>
          <td>
            {{ i['COMPLAINT'] }}
          </td>
          <td>
            {{ i['SOLUTION'] }}
          </td>
          <td>
            {% if i['STATUS'] == 1 %}
            Completed
            {% else %}
            Not Completed
            {% endif %}
          </td>
        </tr>
        {% endfor %}
      </tbody>

    </table>

    <br>
    <center>

      <div class="fordashboarddetails">
```

```
            <button type="button" class="collapsible">Assign an agent!</button>
            <div class="content">
              <br>
              <form action="/assignagent" method="post">
                <div class="forform">
                  <div class="textinformleft">
                    Complaint ID
                  </div>
                  <div class="textinformright">
                    <input type="name" name="ccid">
                  </div>
                </div>
                <div class="forform">
                  <div class="textinformleft">
                    <label for="agent">Choose an agent:</label>
                  </div>
                  <div class="textinformright">
                    <select name="agent" id="agent">
                      {% for i in freeagents %}
                      <option value={{ i['USERNAME'] }}>{{ i['USERNAME'] }}</option>
                      {% endfor %}
                    </select>
                  </div>
                </div>

                <br>
                <br>
                <div>
                  <button class="forbutton" type="submit"> Submit </button>
                </div>
              </form>
              <br>
            </div>


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

</div>

{% endblock %}
```

App.py

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

```
import re


app = Flask(__name__)


# for connection
# conn= ""

app.secret_key = 'a'
dsn_hostname = "0c77d6f2-5da9-48a9-81f8-
86b520b87518.bs2io90l08kqb1od8lcg.databases.appdomain.cloud" # e.g.: "54a2f15b-5c0f-46df-8954-
7e38e612c2bd.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud"
dsn_uid = "fbb91466"        # e.g. "abc12345"
dsn_pwd = "FCkG6iJmug58yjCR"      # e.g. "7dBZ3wWt9XN6$o0J"

dsn_driver = "{IBM DB2 ODBC DRIVER}"
dsn_database = "BLUDB"            # e.g. "BLUDB"
dsn_port = "31198"                # e.g. "32733"
dsn_protocol = "TCPIP"            # i.e. "TCPIP"
dsn_security = "SSL"              #i.e. "SSL"

dsn = (
    "DRIVER={0};"
    "DATABASE={1};"
    "HOSTNAME={2};"
    "PORT={3};"
    "PROTOCOL={4};"
    "UID={5};"
    "PWD={6};"
    "SECURITY={7};").format(dsn_driver, dsn_database, dsn_hostname, dsn_port, dsn_protocol, dsn_uid,
dsn_pwd,dsn_security)

conn = ibm_db.connect(dsn, "", "")

print("connection successful...")



@app.route('/signup', methods=['GET', 'POST'])
def signup():
    global userid
    msg = ''
    if request.method == 'POST':
        username = request.form['username']
        name = request.form['name']
        email = request.form['email']
        phn = request.form['phn']
        password = request.form['pass']
```

```
        repass = request.form['repass']
        print("inside checking")
        print(name)
        if len(username) == 0 or len(name) == 0 or len(email) == 0 or len(phn) == 0 or len(password) == 0 or
len(repass) == 0:
            msg = "Form is not filled completely!!"
            print(msg)
            return render_template('signup.html', msg=msg)
        elif password != repass:
            msg = "Password is not matched"
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[a-z]+', username):
            msg = 'Username can contain only small letters and numbers'
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[^@]+@[^@]+\.[^@]+', email):
            msg = 'Invalid email'
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[A-Za-z]+', name):
            msg = "Enter valid name"
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[0-9]+', phn):
            msg = "Enter valid phone number"
            print(msg)
            return render_template('signup.html', msg=msg)

        sql = "select * from users where username = ?"
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, username)
        ibm_db.execute(stmt)
        account = ibm_db.fetch_assoc(stmt)
        print(account)
        if account:
            msg = 'Acccount already exists'
        else:
            userid = username
            insert_sql = "insert into users values(?,?,?,?,?)"
            prep_stmt = ibm_db.prepare(conn, insert_sql)
            ibm_db.bind_param(prep_stmt, 1, username)
            ibm_db.bind_param(prep_stmt, 2, name)
            ibm_db.bind_param(prep_stmt, 3, email)
            ibm_db.bind_param(prep_stmt, 4, phn)
            ibm_db.bind_param(prep_stmt, 5, password)
            ibm_db.execute(prep_stmt)
            print("successs")
```

```
            msg = "succesfully signed up"
        return render_template('dashboard.html', msg=msg, name=name)
    else:
        return render_template('signup.html')


@app.route('/dashboard')
def dashboard():
    return render_template('dashboard.html')

@app.route('/')
def base():
    return redirect(url_for('login'))

@app.route('/login', methods=["GET", "POST"])
def login():
    global userid
    msg = ''
    if request.method == 'POST':
        username = request.form['username']
        userid = username
        password = request.form['pass']
        if userid == 'admin' and password == 'admin':
            print("its admin")
            return render_template('admin.html')
        else:
            sql = "select * from agents where username = ? and password = ?"
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, username)
            ibm_db.bind_param(stmt, 2, password)
            ibm_db.execute(stmt)
            account = ibm_db.fetch_assoc(stmt)
            print(account)
            if account:
                session['Loggedin'] = True
                session['id'] = account['USERNAME']
                userid = account['USERNAME']
                session['username'] = account['USERNAME']
                msg = 'logged in successfully'

                # for getting complaints details
                sql = "select * from complaints where assigned_agent = ?"
                complaints = []
                stmt = ibm_db.prepare(conn, sql)
                ibm_db.bind_param(stmt, 1, username)
                ibm_db.execute(stmt)
                dictionary = ibm_db.fetch_assoc(stmt)
                while dictionary != False:
                    complaints.append(dictionary)
```

```
                dictionary = ibm_db.fetch_assoc(stmt)
            print(complaints)
            return render_template('agentdash.html', name=account['USERNAME'], complaints=complaints)

        sql = "select * from users where username = ? and password = ?"
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, username)
        ibm_db.bind_param(stmt, 2, password)
        ibm_db.execute(stmt)
        account = ibm_db.fetch_assoc(stmt)
        print(account)
        if account:
            session['Loggedin'] = True
            session['id'] = account['USERNAME']
            userid = account['USERNAME']
            session['username'] = account['USERNAME']
            msg = 'logged in successfully'

            # for getting complaints details
            sql = "select * from complaints where username = ?"
            complaints = []
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, username)
            ibm_db.execute(stmt)
            dictionary = ibm_db.fetch_assoc(stmt)
            while dictionary != False:
                # print "The ID is : ",  dictionary["EMPNO"]
                # print "The Name is : ", dictionary[1]
                complaints.append(dictionary)
                dictionary = ibm_db.fetch_assoc(stmt)

            print(complaints)
            return render_template('dashboard.html', name=account['USERNAME'], complaints=complaints)
        else:
            msg = 'Incorrect user credentials'
            return render_template('dashboard.html', msg=msg)
    else:
        return render_template('login.html')


@app.route('/addnew', methods=["GET", "POST"])
def add():
    if request.method == 'POST':
        title = request.form['title']
        des = request.form['des']
        try:
            sql = "insert into complaints(username,title,complaint) values(?,?,?)"
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, userid)
```

```
            ibm_db.bind_param(stmt, 2, title)
            ibm_db.bind_param(stmt, 3, des)
            ibm_db.execute(stmt)
        except:
            print(userid)
            print(title)
            print(des)
            print("cant insert")
        sql = "select * from complaints where username = ?"
        complaints = []
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, userid)
        ibm_db.execute(stmt)
        dictionary = ibm_db.fetch_assoc(stmt)
        while dictionary != False:
            # print "The ID is : ",  dictionary["EMPNO"]
            # print "The Name is : ", dictionary[1]
            complaints.append(dictionary)
            dictionary = ibm_db.fetch_assoc(stmt)
        print(complaints)
        return render_template('dashboard.html', name=userid, complaints=complaints)


@app.route('/agents')
def agents():
    sql = "select * from agents"
    agents = []
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.execute(stmt)
    dictionary = ibm_db.fetch_assoc(stmt)
    while dictionary != False:
        agents.append(dictionary)
        dictionary = ibm_db.fetch_assoc(stmt)
    return render_template('agents.html', agents=agents)


@app.route('/addnewagent', methods=["GET", "POST"])
def addagent():
    if request.method == 'POST':
        username = request.form['username']
        name = request.form['name']
        email = request.form['email']
        phone = request.form['phone']
        domain = request.form['domain']
        password = request.form['password']
        try:
            sql = "insert into agents values(?,?,?,?,?,?,2)"
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, username)
```

```
            ibm_db.bind_param(stmt, 2, name)
            ibm_db.bind_param(stmt, 3, email)
            ibm_db.bind_param(stmt, 4, phone)
            ibm_db.bind_param(stmt, 5, password)
            ibm_db.bind_param(stmt, 6, domain)
            ibm_db.execute(stmt)
        except:
            print("cant insert")
        sql = "select * from agents"
        agents = []
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.execute(stmt)
        dictionary = ibm_db.fetch_assoc(stmt)
        while dictionary != False:
            agents.append(dictionary)
            dictionary = ibm_db.fetch_assoc(stmt)

        return render_template('agents.html', agents=agents)


@app.route('/updatecomplaint', methods=["GET", "POST"])
def updatecomplaint():
    if request.method == 'POST':
        cid = request.form['cid']
        solution = request.form['solution']
        try:
            sql = "update complaints set solution =?,status=1 where c_id = ? and assigned_agent=?"
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, solution)
            ibm_db.bind_param(stmt, 2, cid)
            ibm_db.bind_param(stmt, 3, userid)
            ibm_db.execute(stmt)
            sql = "update agents set status =3 where username=?"
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, userid)
            ibm_db.execute(stmt)
        except Exception as e:
            print(e)
            print("cant insert")
        sql = "select * from complaints where assigned_agent = ?"
        complaints = []
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, userid)
        ibm_db.execute(stmt)
        dictionary = ibm_db.fetch_assoc(stmt)
        while dictionary != False:
            complaints.append(dictionary)
            dictionary = ibm_db.fetch_assoc(stmt)
        # print(complaints)
```

```
        return render_template('agentdash.html', name=userid, complaints=complaints)


@app.route('/tickets')
def tickets():
    sql = "select * from complaints"
    complaints = []
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.execute(stmt)
    dictionary = ibm_db.fetch_assoc(stmt)
    while dictionary != False:
        complaints.append(dictionary)
        dictionary = ibm_db.fetch_assoc(stmt)

    sql = "select username from agents where status <> 1"
    freeagents = []
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.execute(stmt)
    dictionary = ibm_db.fetch_assoc(stmt)
    while dictionary != False:
        freeagents.append(dictionary)
        dictionary = ibm_db.fetch_assoc(stmt)
    print(freeagents)
    return render_template('tickets.html', complaints=complaints, freeagents=freeagents)


@app.route('/assignagent', methods=['GET', 'POST'])
def assignagent():
    if request.method == "POST":
        ccid = request.form['ccid']
        agent = request.form['agent']
        print(ccid)
        print(agent)
        try:
            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)
        except:
            print("cant update")
        return redirect(url_for('tickets'))

if __name__ == "__main__":
    app.run(debug=True)
```