

# 1.Common-template

```
<!DOCTYPE
PE
html>

<html lang="en">
<head>
  <title>{% block title %}{% endblock %}</title>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-scale=1">
  <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css
" rel="stylesheet">
  <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.mi
n.js"></script>
  <style>
  .fakeimg {
    height: 200px;
    background: #aaa;
  }
</style>
</head>
<body>

<div class="p-5 bg-secondary text-white text-center">
  <h1>Customer Care System (CCS)</h1>
  <p>A future revolution system.</p>
</div>

<nav class="navbar navbar-expand-sm bg-light navbar-light">
  <div class="container-fluid">
    <ul class="navbar-nav">
      {% if session.user_type == 'user' %}
      <li class="nav-item">
        <a class="nav-link active" href="/dashboard">Dashboard</a>
      </li>
      <li class="nav-item">
        <a class="nav-link" href="/ticket/create">Create New Ticket</a>
      </li>
      <li class="nav-item">
        <a class="nav-link" href="/tickets/active">Active Ticket(s)</a>
      </li>
      <li class="nav-item">
        <a class="nav-link" href="/tickets/closed">Closed Ticket(s)</a>
      </li>
    </ul>
  </div>
</nav>
```

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    </li>
    {% elif session.user_type == 'agent' %}
    <li class="nav-item">
        <a class="nav-link active" href="/dashboard">Dashboard</a>
    </li>
    <li class="nav-item">
        <a class="nav-link" href="/inventory">Active Ticket(s)</a>
    </li>
    <li class="nav-item">
        <a class="nav-link" href="/low_inventory">Closed Ticket(s)</a>
    </li>
    {% elif session.user_type == 'admin' %}
    <li class="nav-item">
        <a class="nav-link active" href="/dashboard">Dashboard</a>
    </li>
    <li class="nav-item">
        <a class="nav-link" href="/tickets/active">Assign Agent to Ticket</a>
    </li>
    <li class="nav-item">
        <a class="nav-link" href="/tickets/closed">Closed Ticket(s)</a>
    </li>
    {% endif %}
    <li class="nav-item">
        <a class="nav-link" href="/logout">Logout</a>
    </li>
</ul>

    <span>Welcome <strong>{{session.name}}!</strong></span>
</div>
</nav>

<div class="container mt-5">

    {% with messages = get_flashed_messages(with_categories=true) %}
    {% if messages %}
    {% for category, message in messages %}
        <div class="flashes alert alert-{{category}}">
            <strong>{{ message }}</strong>
        </div>
    {% endfor %}

    {% endif %}
    {% endwith %}

    {% block content %}{% endblock %}
</div>

```

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<div class="mt-5 p-4 bg-light text-dark text-center">
  <p>Submitted By: bbelleyeston, Jacsi college of engineering</p>
</div>

</body>
</html>

```

## 2.Create complaint

```

{% extends
"common_template.html"
%}

{% block title %}Create Ticket{% endblock %}
{% block content %}
<section class="vh-100">
  <div class="container d-flex justify-content-center pt-0">
    <div class="card col-md-4 mb-4 mt-2">
      <div class="card-body">
        <h4 class="card-title">Create a Ticket</h4>

        <form method="post" action="/ticket/create">
          <input type="hidden" name="id"
value="{{ticket.ID}}">
          <div class="mb-3 mt-3">
            <label for="title" class="form-
label">Title:</label>
            <input type="title" class="form-control"
id="title" placeholder="Enter title" name="title" required
value="{{ticket.TITLE}}">
          </div>
          <div class="mb-3 mt-3">
            <label for="description" class="form-
label">Description:</label>
            <input type="text" class="form-control"
id="description" placeholder="Enter description"
name="description" required value="{{ticket.DESRIPTION}}">
          </div>

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        <div class="mb-3 mt-3">
            <label for="priority" class="form-
label">Priority:</label>
            <div class="dropdown">
                <select name="priority"
id="priority" class="form-control" required>
                    <option value="high" {%if
ticket.PRIORITY == 'high'%} selected='selected'
{%endif%}">High</option>
                    <option value="medium" {%if
ticket.PRIORITY == 'medium'%} selected='selected'
{%endif%}">Medium</option>
                    <option value="low" {%if
ticket.PRIORITY == 'low'%} selected='selected'
{%endif%}">Low</option>
                </select>
            </div>
        </div>
        {% if session.user_type == 'admin' %}
        <div class="mb-3 mt-3">
            <label for="agent_id" class="form-
label">Agent:</label>
            <div class="dropdown">
                <select name="agent_id"
id="agent_id" class="form-control" required>
                    <option value="">Select an
Agent</option>
                    {%for agent in agents%}
                    <option value="{{agent.ID}}"
{%if ticket.AGENT_ID == agent.ID %} selected='selected'
{%endif%}">{{agent.NAME}}</option>
                    {%endfor%}
                </select>
            </div>
        </div>
        {% endif %}
        {% if session.user_type == 'agent' %}
        <div class="mb-3 mt-3">
            <label for="status" class="form-
label">Status:</label>
            <div class="dropdown">
                <select name="status" id="status"
class="form-control" required>
                    <option value="">Select
Status</option>

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                                <option value="0" {%if
ticket.STATUS == 0 %} selected='selected'
{%endif%}">OPEN</option>
                                <option value="1" {%if
ticket.STATUS == 2 %} selected='selected'  {%endif%}">READY TO
CLOSE</option>

                                </select>
                                </div>
                                </div>
                                {% endif %}

<button type="submit" class="btn btn-danger">Cancel</button>
<button type="submit" class="btn btn-success float-
end">Save</button>
                                </form>

                                </div>

                                </div>
</section>
{% endblock %}

```

### 3. Dashboard

```

{% extends
"common_template.html"
%}

{% block title %}Dashboard{% endblock %}
{% block content %}
<section class="vh-100">
    <div class="container">
        <div class="row d-flex justify-content-center align-items-
center h-100">
            <div class="col-xl-9">

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        <div class="card" style="border-radius: 15px;">
            <div class="card-body">
                <div class="row align-items-center pt-4 pb-3">
                    <p>Welcome to Customer Care System (CCS)</p>
                </div>
            </div>
        </div>
    </div>
</div>
</section>
{% endblock %}

```

#### 4.email agent assigned

```

<div
class="container
d-flex justify-
content-center
pt-5">

```

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        <div class="card col-md-4 mb-4 mt-5">
            Hi {{agent.NAME}}, <br><br>
            Your have assigned to the ticket with following details. Please
            help the customer to solve this problem. <br><br>
            <table border="1">
                <tr>
                    <th>Customer Name</th>
                    <td>{{user.NAME}}</td>
                </tr>
                <tr>
                    <th>Customer Mobile</th>
                    <td>{{user.MOBILE}}</td>
                </tr>
                <tr>
                    <th>Title</th>
                    <td>{{ticket.TITLE}}</td>
                </tr>
                <tr>
                    <th>Description</th>

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        <td>{{ticket.DESRIPTION}}</td>
    </tr>
    <tr>
        <th>Priority</th>
        <td>{{ticket.PRIORITY}}</td>
    </tr>
    <tr>
        <th>Status</th>
        <td>{{ticket.STATUS == 1 and 'Closed' or 'Opened'}}</td>
    </tr>
</table>
</div>
</div>

```

## 5.Email ticket closed

```

<div
class="container
d-flex justify-
content-center
pt-5">

```

```

<div class="card col-md-4 mb-4 mt-5">
Hi {{user.NAME}}, <br><br>
Your ticket with following details has been closed. <br><br>
<table border="1">
    <tr>
        <th>Title</th>
        <td>{{ticket.TITLE}}</td>
    </tr>
    <tr>
        <th>Description</th>
        <td>{{ticket.DESRIPTION}}</td>
    </tr>
    <tr>
        <th>Priority</th>
        <td>{{ticket.PRIORITY}}</td>
    </tr>
    <tr>

```

```

        <th>Status</th>
        <td>{{ticket.STATUS == 1 and 'Closed' or 'Opened'}}</td>
    </tr>
</table>
</div>
</div>

```

## 6.login

```

<html
>

    <head>
        <title>Customer Care System</title>
    <meta charset="utf-8">
        <meta name="viewport" content="width=device-width, initial-scale=1">
        <link
href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet">
        <script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.
js"></script>
        <script
src="https://ajax.googleapis.com/ajax/libs/jquery/3.6.0/jquery.min.js"></script
>
    <meta name="viewport" content="width=device-width, initial-scale=1">
    <link rel="stylesheet" type="text/css" href="style.css">
</head>
<body class=" bg-light">
<div class="container d-flex justify-content-center pt-5">

    <div class="card col-md-4 mb-4 mt-5">

        {% with messages = get_flashed_messages(with_categories=true) %}
        {% if messages %}
        {% for category, message in messages %}
            <div class="flashes alert alert-{{category}}">
                <strong>{{ message }}</strong>

```



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        </div>
    {% endfor %}

    {% endif %}
    {% endwith %}

    <div class="card-body">
        <h4 class="card-title">Login</h4>
        <form method="post" action="/login">
            <div class="mb-3 mt-3">
                <label for="user_type" class="form-label">User
Type:</label>
                <div class="dropdown">
                    <select name="user_type" id="user_type" class="form-
control">
                        <option value="user">User</option>
                        <option value="admin">Admin</option>
                        <option value="agent">Agent</option>
                    </select>
                </div>
            </div>
            <div class="mb-3 mt-3">
                <label for="email" class="form-label">Email:</label>
                <input type="email" class="form-control" id="email" placeholder="Enter
email" name="username">
            </div>
            <div class="mb-3">
                <label for="pwd" class="form-label">Password:</label>
                <input type="password" class="form-control" id="pwd" placeholder="Enter
password" name="password">
            </div>
            <div class="form-check mb-3">
                <label class="form-check-label">
                    <input class="form-check-input" type="checkbox" name="remember"> Remember
me
                </label>
            </div>
            <button type="submit" class="btn btn-primary">Submit</button> <a
href="/user/signup" class="float-end">Register</a>
        </form>
    </div>
</div>
</div>

</body>
</html>

```

## 7.Register

```
<html
>
  <head>
    <title>Signup</title>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1">
    <link
href="https://cdn.jsdelivrivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css"
rel="stylesheet">
    <script
src="https://cdn.jsdelivrivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.
js"></script>
    <script
src="https://ajax.googleapis.com/ajax/libs/jquery/3.6.0/jquery.min.js"></script
>
    <meta name="viewport" content="width=device-width, initial-scale=1">
    <link rel="stylesheet" type="text/css" href="style.css">
  </head>
  <body class="bg-light">
    <div class="container d-flex justify-content-center pt-5">
      <div class="card col-md-4 mb-4 mt-5">
        <div class="card-body">
          <h4 class="card-title">Register</h4>

          <form method="post" action="/user/signup">

            <div class="mb-3 mt-3">
              <label for="user_type" class="form-label">User
Type:</label>

              <div class="dropdown">
                <select name="user_type" id="user_type" class="form-
control" required>

                  <option value="user">User</option>
                  <option value="admin">Admin</option>
                  <option value="agent">Agent</option>
```

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        </select>
    </div>
</div>
<div class="mb-3 mt-3">
    <label for="name" class="form-label">Name:</label>
    <input type="name" class="form-control" id="name"
placeholder="Enter name" name="name" required>
</div>
<div class="mb-3 mt-3">
    <label for="mobile" class="form-label">Mobile:</label>
    <input type="text" class="form-control" id="mobile"
placeholder="Enter mobile" name="mobile" required>
</div>
<div class="mb-3 mt-3">
    <label for="email" class="form-label">Email:</label>
    <input type="email" class="form-control" id="email"
placeholder="Enter email" name="email" required>
</div>
<div class="mb-3 mt-3">
    <label for="password" class="form-label">Password:</label>
    <input type="password" class="form-control" id="password"
placeholder="Enter password" name="password" required>
</div>

<button type="submit" class="btn btn-danger">Cancel</button>
<button type="submit" class="btn btn-success float-end">Save</button>
</form>

</div>

</div>

</body>
</html>

```

## 8.tickets

```

{% extends
"common_template.html"
%}

{% block title %} {{title}} {% endblock %}
{% block content %}
<section class="vh-100">
  <div class="container">
    <div class="row">
      <div class="col-md-6">
        <h4 class="pull-left">{{title}}</h4>
      </div>
      <div class="col-md-6 d-flex flex-row-reverse">
        <a href="/ticket/create"><button class="btn btn-sm btn-success float-right">Add New Ticket</button></a>
      </div>
    </div>

<table class="table table-bordered">
  <tr>
    <th>Title</th>
    <th>Description</th>
    <th>Priority</th>
    <th>User</th>
    <th>Agent</th>
    <th>Note</th>
    <th></th>
  </tr>
  {%if tickets | length == 0%}
  <tr>
    <td colspan="7"><em>No Data Found.</em></td>
  </tr>
  {%endif%}
  {%for inv in tickets%}
  <tr>
    <td>{{inv['TITLE']}}</td>
    <td>{{inv['DESCRIPTION']}}</td>
    <td>{{inv['PRIORITY']}}</td>
    <td>{{inv['USER_NAME']}}</td>
    <td>{{inv['AGENT_NAME']}}</td>
    <td>{{inv['NOTE']}}</td>
    <td><a href="/ticket/edit/{{inv['ID']}}">Edit</a>
      {%if session.user_type == 'admin' and inv['STATUS']
!= 1 %}
        <a href="javascript:void(0)"
onclick="if(confirm('Are you sure to close this ticket?'))
window.location = '/ticket/close/{{inv['ID']}}'; ">Close</a>

```

```
        {% endif %}
    </td>
</tr>
{%endfor%}
</table>
</div>
</section>
{% endblock %}
```