# PROJECT REPORT

| Team ID | PNT2022TMID20299 |
|---|---|
| Project Name | Customer Care Registry |

# 1.INTRODUCTION:

# 1.1 PROJECT OVERVIEW:

This Application has been developed to help the customer in processing their complaints. The customers can raise the ticket with a detailed description of the issue. An Agent will be assigned to the Customer to solve the problem. Whenever the agent is assigned to a customer they will be notified with an email alert. Customers can view the status of the ticket till the service is provided.

Admin : The main role and responsibility of the admin are to take care of the whole process. Starting from Admin login followed by the agent creation and assigning the customer's complaints. Finally, He will be able to track the work assigned to the agent and a notification will be sent to the customer.

User: They can register for an account. After the login, they can create the complaint with a description of the problem they are facing. Each user will be assigned with an agent. They can view the status of their complaint.

# 1.2 PURPOSE:

An online comprehensive Customer Care Solution is to manage customer interaction and complaints with the ServiceProviders over phone or throughand e-mail. The system shouldhave capability to integrate with any Service Provider from any domain or industry like Banking, Telecom Insurance etc. It is also known as Client Service is the provision of service to customers Its significance varies by product industry and domain. In many cases customer services is more important if the information relates to a service as opposed to as Customer. Customer Service may be provided by a Service Representatives Customer Service is normally an integral part of a company's customer value proposition. This Application mainly developed to help the customer in processing their complaints and issues. It is a process of examining customer tickets, which should be carried out in a systematic and orderly manner. This practice is primarily aimed at minimizing consumerdissatisfaction with the purchased products,increasing service satisfaction, and ensuring quality.It allows companies to respond to customer inquiries, provides support, and improves the handling of tickets at the appointed time.

# 2.LITERATURE SURVEY:
# 2.1 REFERENCES

# PAPER 1

**TITLE OF THE PAGE:**

A Systematic Literature Review onCloud ComputingSecurity: Threats and Mitigation Strategies

**AUTHOR:**BADER ALOUFFI,MUHAMMAD HASNAIN,ABDULLAH ALHARBI,WAEL ALOSAIMI,HASHEMALYAMI,AND MUHAMMAD AYAZ
**PUBLISHED:**April 14,2021

**ABSTRACT:**Cloud computing has becomea widely exploited research area in academia and industry. Cloud computing benefits both cloud services providers (CSPs)and consumers. The security challenges associated with cloud computing have been widely studied in the literature. This systematic literature review (SLR) is aimed to review the existing research studies on cloud computing security, threats, and challenges. Other identified security risks were associated with the data intrusion and data storage in the cloud computingenvironment. This SLR's results also indicated thatconsumers' data outsourcing remains a challenge for both CSPs and cloud users. . Our survey paper identified the blockchain as a partnering technology to alleviate securityconcerns.

# PAPER 2

**TITLE OF THE PAGE:**

Building Web Application using Cloud Computing

**AUTHOR:**Prashant Tyagi, Satyam Singh, Ravi Prakash Chaudhary, Praveen Kumar Singh
**PUBLISHED:**05 May 2020

**ABSTRACT:**There is a buzz about Cloud Computing in the IT industry. Most of the industries, irrespective of their size are moving towards Cloud-based solutions. Cloud computing has been buzzing around the industry because of its characteristics such as low- cost storage, on-demand computing resources, pay as you use, availability of data at any time and any place and ease in maintenance, etc. Cloud technology provides high availability, scalability, elasticity, pay as you

go, and on-demand Here, we are using AWS as a cloud service provider and apply a different approach to develop a web portal, which is different from the traditional approach.

# PAPER 3

**TITLE OF THE PAGE:**

A Compact Analytical Survey on Task Scheduling in Cloud Computing Environment

**AUTHOR:**Prashant Tyagi, Satyam Singh, Ravi Prakash Chaudhary,
Praveen Kumar Singh
**PUBLISHED:**February 2021

**ABSTRACT:**A computing environment is conveyed    by     Cloud computing in which diverse resources are being conveyed via the internet as services to the users or the numerous occupants. In a         cloud computing environment, task scheduling is said to be the basic as well as the most significant one. The task scheduling is mainly utilized to designate certain  assignments to specific resources at a specific time occasion. Numerous strategies have been proposed to take care of the     issues of task scheduling in the cloud Environment. The performance evaluation of different task scheduling techniques is analyzed, and finally, the research gaps and challenges of different task scheduling models
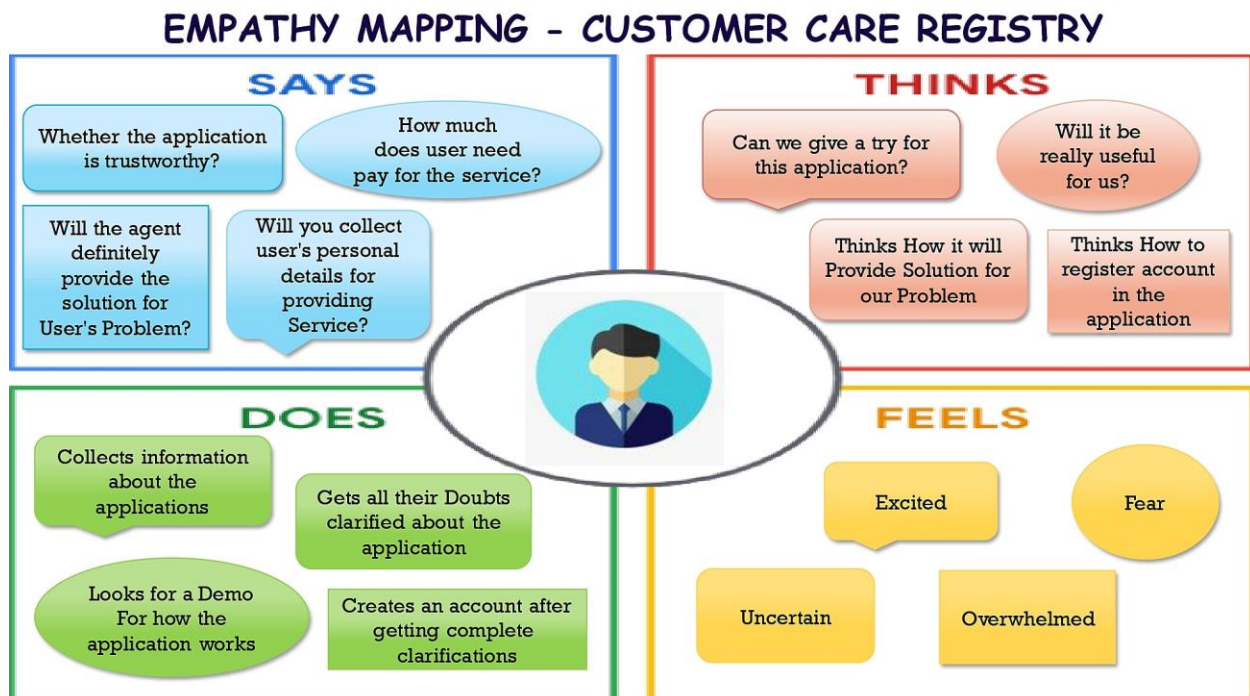
## 2.2 Problem Statement Definition:

| Problem Statement (PS) | I am (Customer) | I'm tryingto | But | Because | Which makes mefeel |
|---|---|---|---|---|---|

| PS-1 | User | Ticket Booking | Time Delay | Agent Not Responding | Sad |
|------|------|----------------|------------|----------------------|-----|
| PS-2 | User(Agent) | Solve Proble m | Customer Not Respondin g | Customer Unavailable | Frustrated |
| PS-3 | User(Admin) | Backup Data | Data Loss | System Failure | Anxiety |
| PS-4 | User | Looking forStatus | Status Unavailabl e | Agent NotUpdate d | Stressed |

# 3.IDEATION & PROPOSED SOLUTION

## 3.1 Empathy Map



EMPATHY MAPPING - CUSTOMER CARE REGISTRY

## 3.2 Ideation & Brainstorming

# Proposed Solution

| S.No. | Parameter | Description |
|---|---|---|
| 1. | Problem Statement (Problem to be solved) | No Matter how frustrated or high pitched a customer might go at the time of conversing with a service agent, it does not give the rep the license to be rude to the customer in any way. Generally, such situations are handled by an experienced manager. |
| 2. | Idea / Solution description | Following these guidelines can help you tackle even a sticky situation such as this:<br>• You need a team of service personnel with a positive and can-do attitude against hiring people just on the basis of their experience<br>• Ensure that they are empathetic to customer needs, no matter how badly the customer behaves or speaks<br>• Invest time and effort to upskills your team, especially in soft skills, through ongoing training and development programs<br>For now, it may seem like a rather far fetched strategy to take care of a critical customer service problem and solution. In due course of time, you will see that it was worth the effort. |
| 3. | Novelty / Uniqueness | We should have **anaturally friendly disposition, an upbeat personality, and the ability to engage other in conversation.** Such enthusiasm should also be reflected in their work ethics, **e.g.,** the willingness to go the extra mile to deliver an outstanding customer service. |

| 4. | Social Impact / Customer Satisfaction | 1. **Create memorable customer experiences**<br>Unique customer experiences are a key element of **getting people to trust our brand and buy from us.**<br>2. **Address our customer by Name**<br>One of the best ways to offer a more personal customer experience is using the customer's name when talking with them-in person, over the phone, through email, or when coming up with customer surveys. A friendlier approach that doesn't feel forced **humanizes the consumer- business interaction.**<br>3. **Turn Customer mistakes Into unforgettable experience**<br>Sometimes, it's not the company that makes a mistake, but the customer. It happens, and even though it's the client fault, that doesn't mean you shouldn't try to come up with a solution. **It shows people how much our brand cares about consumers,** and it really takes the customers who made the mistake by surprise in a pleasant way. |
| --- | --- | --- |
| 5. | Business Model (Revenue Model) | ✓ **Experience**<br>✓ **Observation**<br>✓ **Resourcing**<br>✓ **Action**<br>This slide is 100% editable. Adapt it to your needs and capture your audience's attention. |
| 6. | Scalability of the Solution | Product or service that businesses use to gain a deeper understanding of their customer's needs and expectations. They work to streamline and improve customer communications, therefore increasing customer satisfaction. |

## Problem Solution fit

**Define CS, fit into** | **Explore AS.**

### 1. CUSTOMER SEGMENT(S)  `CS`
Who is your customer?

1) Customers who are not able to solve them Own complaints of what they are facing.
2) Customers who do not know the solution of their questions they get.

### 6. CUSTOMER  `CC`
What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.

1)This application will be supported by almost all the devices.
2)The solution we propose will have an alert via email feature, If expense exceed the given limit.
3) This solution also provides insights in a graphical way.

### 5. AVAILABLE SOLUTIONS  `AS`
Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking

1)By reading the guidelines properly.
2)offer a solution and give options whenever possible.
3)Address to issue within the company.
4)By communicating properly

**Focus on J&P, tap into BE, understand** | **Focus on J&P, tap into BE, understand**

### 2. JOBS-TO-BE-DONE / PROBLEMS  `J&P`
Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

1)The application allow the customers to find the solution for their queries.
2)They will able to categorize their expenses.
3)They will be also given option for the general questions .
4)They also get the free solution where we provide our agents.

### 9. PROBLEM ROOT CAUSE  `RC`
What is the real reason that this problem exists? What is the back story behind the need to do this job? i.e. customers have to do it because of the change in regulations.

1)Lot of customers don't know the guidelines for their problems.
2)Some customers have of lack of knowledge .
3)Not knowing the answer to a question.
4)not reading the guidelines properly

### 7. BEHAVIOUR  `BE`
What does your customer do to address the problem and get the job done? i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

1)Make sure he/she reads the guidelines properly.
2)Make sure they find a proper solution fot their queries.

**Identify strong TR & EM** | **Extract online & offline CH of BE**

### 3. TRIGGERS  `TR`
What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

1)Customers can know to solve their solutions.

### 4. EMOTIONS: BEFORE / AFTER  `EM`
How do customers feel when they face a problem or a job and afterwards? i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

1)Customers can get the from the help desk.

### 10. YOUR SOLUTION  `SL`
If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.
If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

1)To design a personal help desk using flask.
2)To provide insights on their queries in a graphical way.

### 8. CHANNELS of BEHAVIOUR  `CH`
**8.1 ONLINE**
What kind of actions do customers take online? Extract online channels from #7

1)All their data are secured and being updated to cloud storage

**8.2 OFFLINE**
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

1)Make sure they find the best solutions for their complaints.

# 4.REQUIREMENT ANALYSIS

Following are the functional requirements of the proposed solution.

| FR No. | Functional Requirement (Epic) | Sub Requirement (Story/Sub-Task |
|--------|-------------------------------|----------------------------------|
| FR-1 | User Registration | Registration through form<br>Registration through Gmail<br>Registration through LinkedIN |
| FR-2 | User Confirmation | Confirmation via Email<br>Confirmation via OTP |
| FR-3 | User Login | Login via Google with Email ID and Password |
| FR-4 | Admin Login | Login via Google with Email ID and Password |
| FR-5 | Query Form | Description of the issues contact form |
| FR-6 | Feedback | Customer Feedback |

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|-------------|
| NFR-1 | Usability | To provide a solution to a problem |
| NFR-2 | Security | Track of login authentication |
| NFR-3 | Reliability | Tracking of decade through email |
| NFR-4 | Performance | Effective development of web application |
| NFR-5 | Availability | 24/7 service |
| NFR-6 | Scalability | Agent scalability as per the customers |

# 5.PROJECT DESIGN

# Data Flow Diagrams
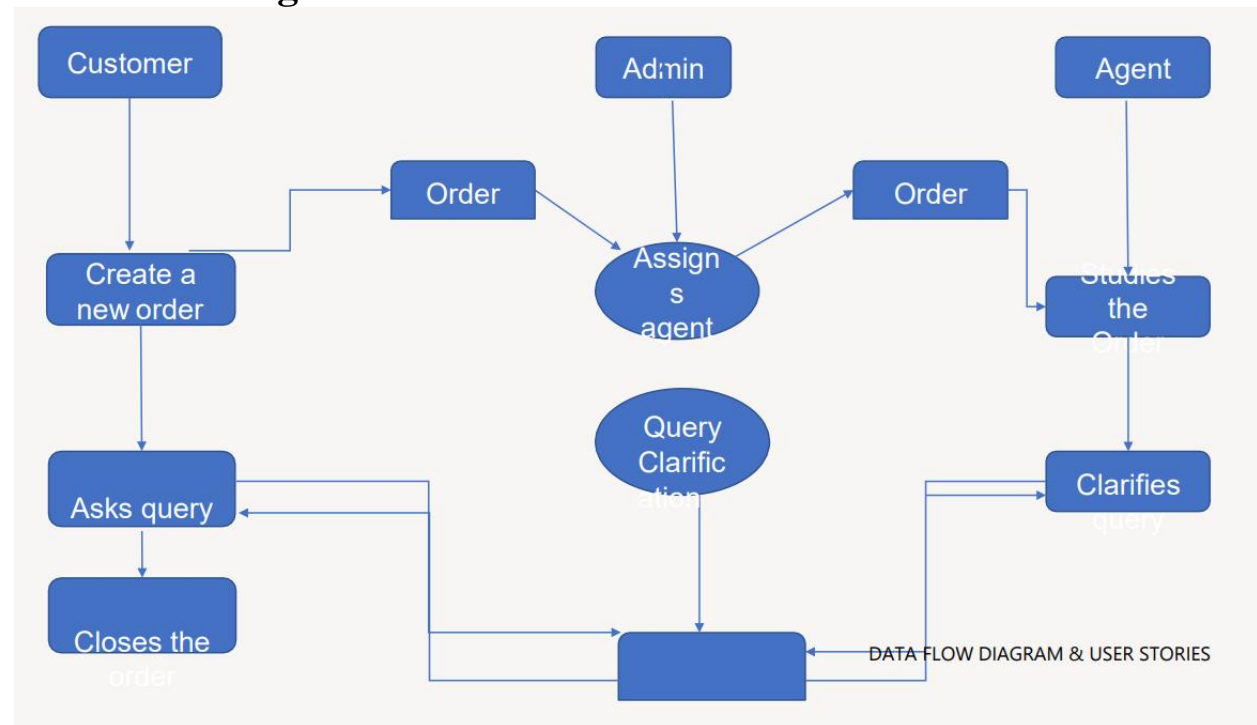


# Solution & Technical Architecture:
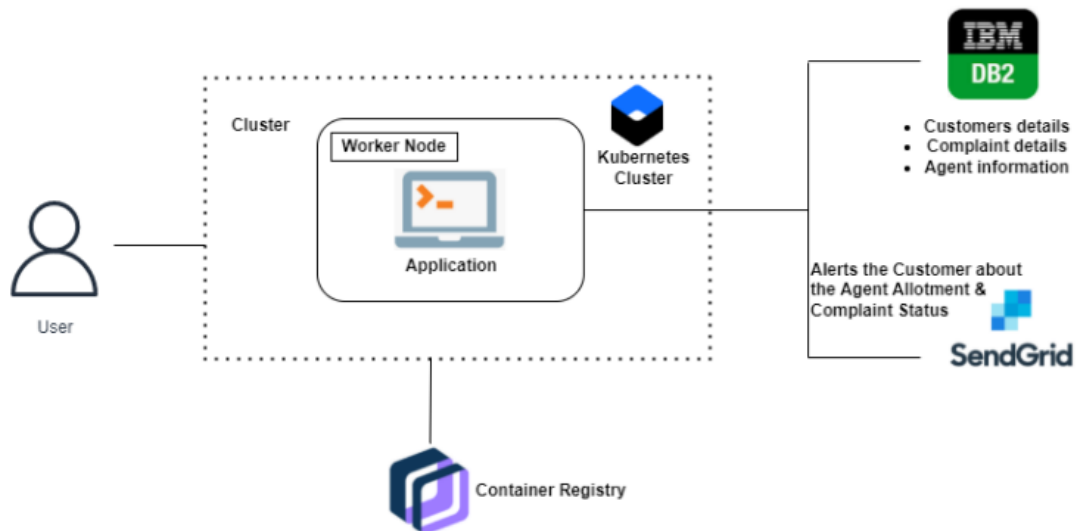
| S.NO | COMPONENT | DESCRIPTION | TECHNOLOGY |
|---|---|---|---|
| 1. | User Interface | How user interacts with application e.g. Web UI, Mobile App, Chatbot etc. | HTML, CSS, JavaScript / Angular Js / React Js |
| 2. | Application Logic-1 | Logic for a process in the application | Python |
| 3. | Application Logic-2 | Logic for a process in the application | IBM Watson STT service |
| 4. | Application Logic-3 | Logic for a process in the application | IBM Watson Assistant |
| 5. | Database | Data Type, Configurations etc. | MySQL etc |
| 6. | Cloud Database | Database Service on Cloud | IBM DB2, IBM Cloudant etc. |
| 7. | File Storage | File storage requirements | IBM Block Storage or Other Storage Service or Local Filesystem |
| 11. | Infrastructure (Server / Cloud) | Application Deployment on Local System / Cloud Local Server Configuration: Cloud Server Configuration : | Local, Cloud Foundry, Kubernetes, etc. |

| S.NO | Characteristics | Description | Technology |
|---|---|---|---|
| 1. | Open-source frameworks | List the open-source frameworks used | Python flask |
| 2. | Security implementations | List all the security / access controls implemented, use of firewalls etc. | E.G., Encryption, intrusion detection software, antivirus, firewalls |
| 3. | Scalable architecture | Justify the scalability of architecture (3 – tier, micro-Services) | Supports higher workloads without any Fundamental changes to it. |
| 4. | Availability | Justify the availability of application (e.G. Use of load balancers, distributed servers etc.) | High availability enables your IT infrastructure to continue functioning even when some of its components fail. |
| 5. | Performance | Design consideration for the performance of the application (number of requests per sec, use of cache, use of cdn's) etc. | Performance technology, therefore, is a field of practice that uses various tools, processes, and ideas in a scientific, systematic manner to improve the desired outcomes of individuals and organizations. |

# User Stories

Use the below template to list all the user stories for the product.

**User Stories**

Use the below template to list all the user stories for the product.

| User Type | Functional Requirement (Epic) | User Story Number | User Story / Task | Acceptancecriteria | Priority | Release |
|---|---|---|---|---|---|---|
| Customer (Mobile user) | Registration | USN-1 | As a customer, I can register for the application by entering my email, password, and confirming my password. | I can access my account / dashboard | High | Sprint-1 |
| | login | USN-2 | As a customer, I can login to the application by entering correct email and password. | I can access my account/dashboard. | High | Sprint-1 |
| | Dashboard | USN-3 | As a customer, I can see all the orders raised by me. | I get all the info needed in my dashboard. | Low | Sprint-2 |
| | Order creation | USN-4 | As a customer, I can place my order with the detailed description of my query | I can ask my query | Medium | Sprint-2 |
| | Address Column | USN-5 | As a customer, I can have conversations with the assigned agent and get my queries clarified | My queries are clarified. | High | Sprint-3 |
| | Forgot password | USN-6 | As a customer, I can reset my password by this option incase I forgot my old password. | I get access to my account again | Medium | Sprint-4 |
| | Order details | USN-7 | As a Customer ,I can see the current stats of order. | I get abetter understanding | Medium | Sprint-4 |
| Agent (web user) | Login | USN-1 | As an agent I can login to the application by entering Correct email and password. | I can access my account / dashboard. | High | Sprint-3 |
| | Dashboard | USN-2 | As an agent, I can see the order details assigned to me by admin. | I can see the tickets to which I could answer. | High | Sprint-3 |
| | Address column | USN-3 | As an agent, I get to have conversations with the customer and clear his/er dobuts | I can clarify the issues. | High | Sprint-3 |
| | Forgot password | USN-4 | As an agent I can reset my password by this option in case I forgot my old password. | I get access to my account again. | Medium | Sprint-4 |
| Admin (Mobile user) | Login | USN-1 | As a admin, I can login to the appliaction by entering Correct email and password | I can access my account/dashboard | High | Sprint-1 |
| | Dashboard | USN-2 | As an admin I can see all the orders raised in the entire system and lot more | I can assign agents by seeing those order. | High | Sprint-1 |
| | Agent creation | USN-3 | As an admin I can create an agent for clarifying the customers queries | I can create agents. | High | Sprint-2 |
| | Assignment agent | USN-4 | As an admin I can assign an agent for each order created by the customer. | Enable agent to clarify the queries. | High | Sprint-1 |
| | Forgot password | USN-5 | As an admin I can reset my password by this option in case I forgot my old password. | I get access to my account. | High | Sprint-1 |

# 6.PROJECT PLANNING& SCHEDULING

# Sprint Planning & Estimation

| TITLE | DESCRIPTION | DATE |
|---|---|---|
| **Literature Survey & Information Gathering** | Literature survey on the selected project & gatheringinformation by referring the,technical papers,research publications | 19 SEPTEMBER 2022 |
| **Prepare Empathy Map** | Prepare Empathy Map Canvasto capture the user Pains & Gains,Prepare list of problemstatements | 18 SEPTEMBER 2022 |
| **Ideation** | List the by organizing the brainstorming sessionand prioritize thetop 3 ideas basedon the feasibility & importance | 18 SEPTEMBER 2022 |
| **Proposed Solution** | Prepare the proposed solutiondocument, which includes thenovelty, feasibility of idea, businessmodel, social impact,scalability of solution, etc | 19 OCTOBER2022 |
| **Problem Solution Fit** | Prepare problemsolution fit document | 19 OCTOBER2022 |
| **Solution Architecture** | Preparesolution architecturedocument | 19 OCTOBER2022 |
| **Customer Journey** | Preparethe customer journey maps to understand the user interactions & experiences with the application | 19 OCTOBER 2022 |

| | | |
|---|---|---|
| **Functional Requirement** | Prepare the functional requirement document | 19 OCTOBER2022 |
| **Data FlowDiagrams** | Draw the data flow diagramsandsubmit for review | 19 OCTOBER2022 |
| **Technology Architecture** | Prepare the technology architecture diagram | 19 OCTOBER2022 |

| PrepareMilestone & ActivityList | Preparethe milestones &activity listof the project | 11 NOVEMBER 2022 |
|---|---|---|
| Project Development - Delivery of Sprint-1, 2, 3 , 4 | Develop & submit the developed code by testing it | IN PROGRESS. |

# Product Backlog, Sprint Schedule, and Estimation

| Sprint | Functional Requirement (Epic) | UserStory Number | User Story/ Task | Story Points | Priority | Team Members |
|---|---|---|---|---|---|---|
| Sprint-1 | User Panel | USN-1 | The user will login into the website and go through the servicesavailable on the webpage | 20 | High | BALAJI.V RAKASRI.R SRIRAM SUBASH.G KARTHICK.M SAMYUKTHA..R |
| Sprint-2 | Admin panel | USN-2 | The role of the admin is to check out the database aboutthe availability and have a track of all the thingsthat the usersare going to service | 20 | High | BALAJI.V RAKASRI.R SRIRAM SUBASH.G KARTHICK.M SAMYUKTHA.R |
| Sprint-3 | Chat Bot | USN-3 | The user can directlytalk to Chatbotregarding theservices. Get the recommendations based on information provided by the user. | 20 | High | BALAJI.V RAKASRI.R SRIRAM SUBASH.G KARTHICK.M SAMYUKTHA.R |
| Sprint-4 | final delivery | USN-4 | Container of applications using docker kubernetes anddeployment the application. creathe documentation and finalsubmit the application | 20 | High | BALAJI.V RAKASRI.R SRIRAM SUBASH.G KARTHICK.M SAMYUKTHA.R |

## Sprint Delivery Schedule

| Sprint | Total StoryPoints | Duration | Sprint StartDate | Sprint End Date(Planned) | Story Points Completed (as on Planned End Date) | Sprint ReleaseDate (Actual) |
|--------|-------------------|----------|------------------|--------------------------|------------------------------------------------|------------------------------|
| Sprint-1 | 20 | 6 Days | 8 NOV 2022 | 14 NOV 2022 | | 17 NOV 2022 |
| Sprint-2 | 20 | 6 Days | 9 NOV 2022 | 15 NOV2022 | | 17 NOV 2022 |
| Sprint-3 | 20 | 6 Days | 10 NOV 2022 | 16 NOV 2022 | | 17 NOV 2022 |
| Sprint-4 | 20 | 6 Days | 11 NOV 2022 | 17 NOV 2022 | | 17 NOV 2022 |

## Reports from JIRA:
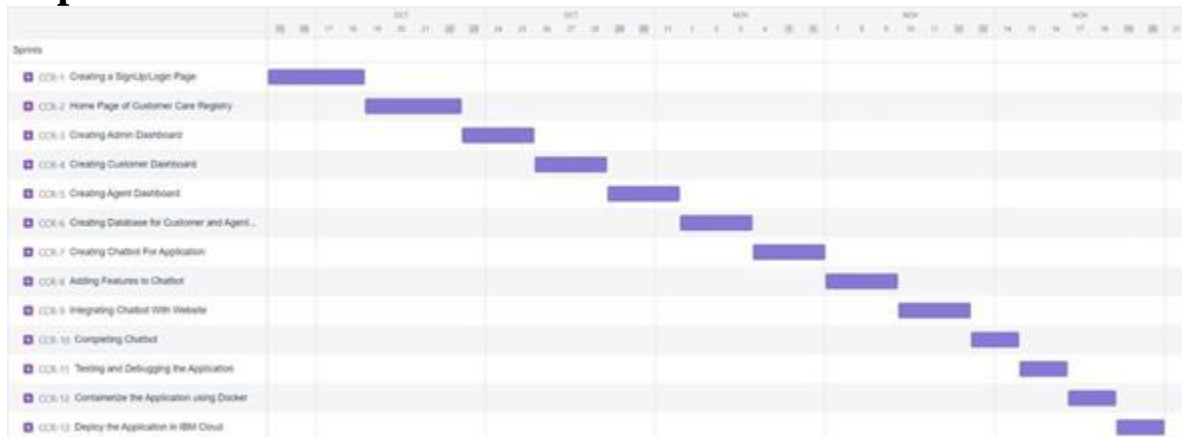


# 7.CODING & SOLUTIONING (Explainthe features added in the projectalong with code)

College graduates with prior programming expertise or technical degrees are recruitedand transitioned into professional positions with Alabama firms and organizations through the highlycompetitive Coding Solutionsjob accelerator andtalent refinement programme atno cost to the graduates. We provide a pool of varied, well-trained, techs-savvy individualsthat wants to launch and advance their career in Alabama.

The mission of veteran- and woman-owned Coding Solutions is to mobilize the next generation of IT talent and provide them the tools and resources they require to make your business successful. Innovative talent is necessary for innovative technologies. We wish to provide Coding Solutions prospects to assistyou expand your Alabamateam.

Our applicants are swiftly hiredat the top of the list by growing businesses forlucrative,long-term positions.

**Feature 1**

**7 Main types of customer needs:**

1. User-friendly
2. Empathy
3. Fairness
4. Control
5. Alternatives
6. Information

**Features**

1. Complaint Tracking
2. Email Alert
3. 24/7 Monitoring

# 8. TESTING
# 8.1 TEST CASES

| Test Case | Description | Test Step | Expected Result | Status |
|-----------|-------------|-----------|-----------------|--------|
| Sign Up | Sign Up as Admin /User | 1. Enter a valid Email and Password as an Admin / User<br>2. Verify your OTP from email | The Link will be taken to log in. | **Pass or Fail** |
| Login | Login as Admin/Agent/User | 1. Enter a Valid Email and Password to Validate | The Link will be redirected to the Dashboard Page | **Pass or Fail** |
| Forgot Password | Forget Passwords for All. | 1. Enter a Valid Email<br>2. Enter OTP and New Password to verify | The Password will be Updated and Allowed to Login | **Pass or Fail** |
| Raise a Ticket | Raise a Ticket for the Issues for All Users. | 1. Select Issue Type and Enter your name as well as Query<br>2. Submit the Query | Query will be Updated | **Pass or Fail** |

# 8.2 USER ACCEPTANCE TESTING
## Defect Analysis

| Resolution | Severity 1 | Severity 2 | Severity 3 | Severity 4 | Subtotal |
|------------|-----------|-----------|-----------|-----------|----------|

| | | | | | |
|---|---|---|---|---|---|
| By Design | 10 | 4 | 2 | 3 | 20 |
| Duplicate | 1 | 0 | 3 | 0 | 4 |
| External | 2 | 3 | 0 | 1 | 6 |
| Fixed | 11 | 2 | 4 | 20 | 37 |
| Not Reproduced | 0 | 0 | 1 | 0 | 1 |
| Skipped | 0 | 0 | 1 | 1 | 2 |
| Won't Fix | 0 | 5 | 2 | 1 | 8 |
| Totals | 24 | 14 | 13 | 26 | 77 |

## Test Case Analysis

| Section | Total Cases | Not Tested | Fail | Pass |
|---|---|---|---|---|
| Print Engine | 7 | 0 | 0 | 7 |
| ClientApplication | 51 | 0 | 0 | 51 |
| Security | 2 | 0 | 0 | 2 |
| Outsource Shipping | 3 | 0 | 0 | 3 |
| Exception Reporting | 9 | 0 | 0 | 9 |
| Final ReportOutput | 4 | 0 | 0 | 4 |
| Version Control | 2 | 0 | 0 | 2 |

# 9. RESULTS
# 9.1 PERFORMANCE METRICS

# 10.ADVANTAGES &DISADVANTAGES

### ADVANTAGES:

- It retains the customer

- Gets you more references

- Increases profitability

- Gives you and your employees confidence

- Creates a holisticmarketing scenario

- Competitive advantage

- Boost Customer Loyalty

- Enhance Brand Reputation

- Improve Products, Services, Procedures and Staff

## DISADVANTAGES:

- Higher staff wages from hiring employees who are experts in customer service.

- Paying for staff training

- The extra services offered, such as refreshments

- Higher wage costs from the extra time staff take to providepost-sales service.

- It can be particularly difficult for small businesses to cope with these costs

## 11.CONCLUSION

In conclusion, customercare, involves the use of basic ethics and any companywho wants to havesuccess and grow, needs to remember, that in order to do so, it must begin with establishing a code of ethics in regards to how each employee is to handle the dealing with customers. Customers are at the heart of the company and its growth or decline. Customer care involves, the treatment, care, loyalty, trust the employee should extend to the consumer, as well in life.

## 12.FUTURE SCOPE

Machine learning (ML), emerging customer service trends 2022 can help businesses in improving overall CX. Chat applications powered by AI are trending. Large companies, as well as startups, are leveraging this to reduce costs and improve service for customers.

Predictive analytics has particularly proved to be very useful. Through this, quarries that willresult in a call for assistance can be predicted easily. Implementing ML in customerservice trends willgive you a significant difference in business growth.

## 13.APPENDIX

## Source Code

## home.html:

```
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <title>Customer care Registry</title>
    <link rel="stylesheet" href="bootstrap.min.css"
type="text/css" />
    <link rel="shortcut icon" type="image/jpg"
href="img3.jpg">
    <link
href="https://use.fontawesome.com/releases/v5.11.2/c
ss/all.css" rel="stylesheet" />
    <link
href="https://fonts.googleapis.com/css2?family=Poppi
ns:wght@400;600;700;900&display=swap"
rel="stylesheet">
    <link rel="stylesheet" href="home.css">
</head>
<body style="background-color:rgb(19, 75, 103) ;">
    <nav class="navbar navbar-expand-sm bg-
transparent navbar-white fixed-top">
        <div class="container-fluid">
            <div class="logo">
                <img src="{{url_for('static',filename='#')}}"
alt="">
            </div>

        <ul class="nav navbar-nav navbar-centre">

          <li>
```

```
        <button class="btn "id="nav"><a
href="agentlogin.html" target="_blank" class="btn
btn-white btn-sm" >
            <i class="fas fa-light fa-user-tie-hair-
long"style="color:white"></i> <span
style="color:white ;font-size: 18px;">Agent</span>
         </a></button>
      </li>
        <li>
         <button class="btn "id="nav"><a
href="admin.html" target="_blank" class="btn btn-
white btn-sm" >
            <i class="fas fa-
user"style="color:white;"></i> <span
style="color:white ;font-size: 18px;">Admin</span>
         </a></button>
      </li>
      <li>
         <button class="btn "id="nam"><a
href="registertemp.html" target="_blank" class="btn
btn-white btn-sm">
         <i class="fas fa-user-
plus"style="color:white;"></i> <span
style="color:white ;font-size: 18px;">Register</span>
      </a></button>
      </li>
        <li>
        <button class="btn "id="na"><a
href="login.html" target="_blank" class="btn btn-
white btn-sm">
```

```
                <i class="fas fa-sign-in-
    alt"style="color:white;"></i>  <span
    style="color:white ;font-size: 18px;">Login</span>
            </a></button>
         </li>
         </ul>
         </div>
         </nav>
    <div class="welcome-text">
         <h1><span>Customer Care
    Registry</span></h1>
       </div>
       <div class="quote">
         <h1>The more helpful you are<br>more
    pleasent the Customer is....</h1>
         </div>
  </body>
</html>
```

**home.css**
```
.logo{
 width: 25px;
 height: 5px;
}
#nav{
 margin: 25px;
 padding-left: 50px;
 padding-right: 50px;
 border-width: 1px;
 border-color: #ed4828;
 border-radius: 25px;
```

```css
    margin-left: 45px;
    font-family: 'Times New Roman', Times, serif;
    font-style: italic;


}
#na{
  margin: 25px;
  padding-left: 50px;
  padding-right: 50px;
  border-width: 1px;
  border-color: #ed4828;
  border-radius: 25px;
  margin-left: 45px;
  font-family: 'Times New Roman', Times, serif;
  font-style: italic;


}
#nam{
  margin: 25px;
  padding-left: 50px;
  padding-right: 50px;
  border-width: 1px;
  border-color:#ed4828;
  border-radius: 25px;
  margin-left: 45px;
  font-family: 'Times New Roman', Times, serif;
  font-style: italic;
```

```
}

.welcome-text {
 position: absolute;
 width: 600px;
 height: 300px;
 margin: 20% 30%;
 text-align: center;
}
.welcome-text h1 {
 text-align: center;
 color: #fff;
 text-transform: uppercase;
 font-size: 40px;
 font-family: Cambria, Cochin, Georgia, Times, 'Times New
Roman', serif;
font-style: italic;
}
.welcome-text h1 span {
 color: #ed4828;
}
.quote {
 position: absolute;
 width: 600px;
 height: 200px;
 margin: 30% 30%;
 text-align: center;
}
.quote h1 {
 text-align: center;
 color:white;
```

```
  text-transform: uppercase;
  font-size: 20px;
    animation: text 3s 50;
}
@keyframes text{
 0%{
      color: white;
      margin-bottom: -30px;
 }
 30%{
      letter-spacing: 25px;
      margin-bottom: -30px;
 }
 85%{
      letter-spacing: 8px;
      margin-bottom: -30px;
 }

}


@media (max-width:600px) {
 .wrapper {
      width: 100%;
 }
 .logo {
      float: none;
      width: 50%;
      text-align: center;
      margin: auto;
```

```
    }
    .nav-area {
        float: none;
        margin-top: 0;
    }
    .nav-area li a {
        padding: 5px;
        font-size: 11px;
    }
    .nav-area {
        text-align: center;
    }
    .welcome-text {
        width: 100%;
        height: auto;
        margin: 30% 0;
    }
    .welcome-text h1 {
        font-size: 30px;
    }
}
```

**login.html**

```html
<!DOCTYPE html>
<html lang="en">
<head>
        <meta charset="UTF-8">
        <title>user login</title>

    <meta http-equiv="X-UA-Compatible" content="IE=edge">
```

```html
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <link rel="stylesheet" href="login.css">
</head>
<body>
    <div class="container" >
            <div class="row">
                    <div class="column1">
                </div>
                    <div class="column2">
                        <div class="contact-form">
                                <img  src="a1.jpg" alt="" class="avatar">
                                <h2> User login</h2>
                                <form action="/logindata" method="POST">
                                    <p>Username</p><input placeholder="Enter username" type="text" name="username">
                                    <p>Password</p><input placeholder="Enter Password" type="password" name="password">
                                    <h3 class="S"><a href="form.html">SIGN IN</a></h3>
                                </form>
                                <div class="links">
                                    <p>Not yet registered..?? <a href="registertemp.html"> Click here</a></p>
                                </div>
                        </div>
                    </div>

                </div>
            </div>
```

```
        </div>
    </body>
    </html>
```

**login.css**

```css
body {
        margin: 0;
        padding: 0;
        font-family: 'Poppins', sans-serif;
        background-color: rgb(88, 34, 34);

}
.row{


        height: 700px;
        width: 1300px;
        margin-top: 10px;


        border-radius: 20px;
}
.column1{
        float: left;
        width: 900px;



        height: 650PX;
        background-image:url(../static/login.svg);


        background-repeat: no-repeat;
```

```css
        background-attachment: fixed;
    object-fit: cover;
        background-position: left;




}
.column2{
        float: right;
        width: 50%;

}

.hello {
        position: fixed;
        width: 100vw;
        height: 100vh;
        background-position: center center;
        background-repeat: no-repeat;
        background-attachment: fixed;
        -webkit-background-size: cover;
        background-size: cover;
        -webkit-filter: blur(10px);
        -moz-filter: blur(10px);
        z-index: -1;

}
.contact-form {
```

```css
        position: absolute;
        top: 50%;
        left: 50%;
        transform: translate(-50%, -50%);
        width: 300px;
        height: 350px;
        padding: 80px 40px;
        background: rgba(0, 0, 0, 0.3);
        border-width: 1px;
        border-color: #ed4828;
        border-style: solid;
        border-radius: 20px;
        margin-left: 400px;
        box-shadow: 0 0 8px 0 rgb(234, 13, 13);
}
.avatar {
        position: absolute;
        width: 90px;
        height: 80px;
        border-radius: 50%;
        overflow: hidden;
        top: calc(-80px/2);
        left: 150px;
}
.contact-form h2 {
        margin: 0;
        padding: 0 0 20px;
        color: #fff;
```

```css
        text-align: center;
        text-transform: uppercase;
}
.contact-form p {
        margin: 0;
        padding: 0;
        font-weight: bold;
        color: #fff;
}
.contact-form input {
        width: 100%;
        margin-bottom: 20px;
}
 .contact-form input[type="password"] {
        border: none;
        border-bottom: 1px solid #fff;
        background: transparent;
        outline: none;
        height: 40px;
        color: #fff;
        font-size: 16px;
}
.contact-form input[type="text"]{
   border: none;
        border-bottom: 1px solid #fff;
        background: transparent;
        outline: none;
        height: 40px;
```

```css
        color: #fff;
        font-size: 16px;
}
.contact-form input[type="password"]:focus{
        border-color: black;


}
.contact-form input[type="text"]:focus{
        border-color: black;


}


.contact-form input[type=submit] {
        height: 30px;
        color: #fff;
        font-size: 15px;
        background:#ed4828;
        cursor: pointer;
        border-radius: 25px;
        border: none;
        outline: none;
        margin-top: 15%;
}
.contact-form input[type=submit]:hover{
    background-color:rgb(251, 116, 116) ;
        transition: 1s ease;


}
```

```css
.alert {
    width:100%;
    height:40px;
    color: white;
    padding: 5px 10px;
    border-radius: 10px;
    font-size:14px;

}
.success {
    color:green;
    font-weight:bold;
    border: 2px solid green;
}

.failure {
    color:red;
    font-weight:bold;
    border: 2px solid red;
}
.links a{
        color: #ed4828;

}
.S{
    display: inline-block;
        width:95%;
        color: black;
```

```
        background-color: rgb(246, 116, 16);
                text-align: center;


        border-radius: 15%;
                text-shadow: #fff;
                style:color #fff;
}
```

**admin.html**

```html
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <title>Admin</title>
    <link
href="https://fonts.googleapis.com/css2?family=Poppins:wght@400;600
;700;900&display=swap" rel="stylesheet">
    <link href="admin.css" rel="stylesheet">

</head>
<body>
    <div class="float-container">
        <div class="float-child1">
            <div class="contact-form">
                <img alt="" class="avatar"
src="https://i.postimg.cc/zDyt7KCv/a1.jpg">
                <h2>Admin login</h2>
                <form action="/adminlog" method="POST">
                    <p>Email</p><input placeholder="Enter
Email" type="email" name="email" required>
```

```html
                    <p>Password</p><input
placeholder="Enter Password" type="password"
name="password"required>

                         <p><input type="checkbox">Remember
Me</p>

                         <input type="submit" value="Sign in">
                         {{a}}
                    </form>
               </div>
          </div>


     </div>
     <div class="float-child2">
    <centre><h1 style="padding-top: 250px;padding-left:20px;font-
size:50px;font-style:italic;margin-right: 100px;"><em>"WELCOME!
"</em></h1></centre>
     </div>
     </div>
</body>
</html>
```

**admin.css**

```css
body {
     margin: 0;
     padding: 0;
     font-family: 'Poppins', sans-serif;
     background-color: rgb(134, 125, 56);
}
.contact-form {
     position: absolute;
```

```css
        margin-top: 90px;
        margin-left: 250px;
            width: 300px;
        height: 350px;
        padding: 80px 40px;
        background: rgba(0, 0, 0, 0.5);
        border-style: solid;
        border-radius: 20px;
        border-color: #ed4828;
        box-shadow: 0 0 8px 0 rgb(234, 13, 13);
        }
.avatar {
        position: absolute;
        width: 90px;
        height: 80px;
        border-radius: 50%;
        overflow: hidden;
        top: calc(-80px/2);
        left: 150px;
}
.contact-form h2 {
        margin: 0;
        padding: 0 0 20px;
        color: #fff;
        text-align: center;
        text-transform: uppercase;
}
.contact-form p {
```

```css
        margin: 0;
        padding: 0;
        font-weight: bold;
        color: #fff;
}
.contact-form input {
        width: 100%;
        margin-bottom: 20px;
}
.contact-form input[type=email], .contact-form input[type=password] {
        border: none;
        border-bottom: 1px solid #ed4828 ;
        background: transparent;
        outline: none;
        height: 40px;
        color: #fff;
        font-size: 16px;
}
.contact-form input[type=email], .contact-form
input[type=password]:focus{
        border-color: #ed4828;
        }
.contact-form input[type=submit] {
        height: 30px;
        color: #fff;
        font-size: 15px;
        background:#28edd9;
        cursor: pointer;
```

```css
        border-radius: 25px;
        border: none;
        outline: none;
        margin-top: 15%;
}
.contact-form a {
        color: #fff;
        font-size: 14px;
        font-weight: bold;
        text-decoration: none;
}
input[type=checkbox] {
        width: 20%;
}
.contact-form input[type=submit]:hover{
        background-color: #f4684c;
        transition: 1s ease;
}
.float-container{
        height: 700px;
        width: 1300px;
        margin-top: 10px;
        border-radius: 20px;
        display: inline;
        }
.float-child1{
        float: left;
        width: 800px;
```

```css
        height: 650PX;
        }
.float-child2{
        float: right;
        width: 700px;
        margin-top: 10px;
        }
.float-child2 h1{
        font-size: 50px;
          text-align: center;
          font-weight: bold;
  -webkit-animation: glow 2s ease-in-out infinite alternate;
  -moz-animation: glow 2s ease-in-out infinite alternate;
  animation: glow 2s ease-in-out infinite alternate;
}
@keyframes glow {
    from {
     color: #fff;
    text-shadow: 0 0 10px #ed4828, 0 0 20px #ed4828, 0 0 30px #ed4828,
0 0 40px #ed4828, 0 0 50px #ed4828, 0 0 60px #ed4828, 0 0 70px
#ed4828, 0 0 90px #ed4828;
  }
   to {
    color: gray;
    text-shadow: 0 0 20px #e92424, 0 0 30px #ed1e1e, 0 0 40px #ed2424,
0 0 50px #f72e2e, 0 0 60px #f02b2b, 0 0 70px #ef2a2a, 0 0 80px
#f43535, 0 1 90px #ed2020;
  }
}
```

**agentlogin.html**

```html
<html lang="en">
  <head>
    <meta charset="UTF-8">
    <title>Agent Login Form</title>
    <link rel="stylesheet" href="agentlogin.css">
  </head>
<body>
    <div class="box">
        <div class="form">
            <form action="agentcom.html" method="POST">
            <h2>Agent Login</h2>
          <div class="inputBox">
            <input type="text"
name="username"required="required">
            <span>Email</span>
            <i></i>
          </div>
          <div class="inputBox">
            <input type="password"
name="password"required="required">
            <span>Password</span>
            <i></i>
          </div>

          <input type="submit" value="Login">
          </form>
     </div>
     </div>
</body>
</html>
```

**agentlogin.css**

```css
@import url('https://fonts.googleapis.com/css2?
family=Poppins:wght@300;400;500;600;700;800;900&
display=swap');
*
{
   margin: 0;
   padding: 0;
   box-sizing: border-box;
   font-family: 'Poppins', sans-serif;
}

body
{
   display: flex;
   justify-content: center;
   align-items: center;
   min-height: 100vh;
   background: rgb(84, 234, 194);
}
.box
{
   position: relative;
   width: 380px;
   height: 420px;
   background: #2e2d2d;
   border-radius: 8px;
   overflow: hidden;
}

.box::before
```

```
{
    content: '';
    position: absolute;
    top: -50%;
    left: -50%;
    width: 380px;
    height: 420px;
    background: linear-gradient(0deg,transparent,
    transparent,#7209e3);
    animation: animate 6s linear infinite;
    transform-origin: bottom right;

}
.box::after
{
    content: '';
    position: absolute;
    top: -50%;
    left: -80%;
    width: 380px;
    height: 420px;
    background: linear-gradient(0deg,transparent,
    transparent,#ed7028);
    animation: animate 6s linear infinite;
    animation-delay: -3s;
    transform-origin: bottom right;

}

@keyframes animate
{
```

```css
    0%
    {
        transform: rotate(0deg);


    }
    100%
    {
        transform: rotate(360deg);
    }
}

.form
{
    position: absolute;
    inset: 2px;
    border-radius: 8px;
    background: orange;
    z-index: 10;
    padding: 50px 40px;
    display: flex;
    flex-direction: column;
}

.form h2
{
    color: #ed4828;
    font-weight: 500;
    text-align: center;
    letter-spacing: 0.1em;
}
```

```css
.inputBox
{
    position: relative;
    width: 300px;
    margin-top: 35px;
}

.inputBox input
{
    position: relative;
    width: 100%;
    padding: 20px 10px 10px;
    background: transparent;
    border: none;
    outline: none;
    color: #ed4828;
    font-size: 1em;
    letter-spacing: 0.05em;
    z-index: 10;
}

.inputBox span
{
    position: relative;
    left: 0;
    padding: 20px 0px 10px;
    font-size: 1em;
    color: #ed4828;
    pointer-events: none;
    letter-spacing: 0.05em;
    transition: 0.5s;
```

```css
}

.inputBox input:valid ~ span,
.inputBox input:focus ~ span
{
    color: #ed4828;
    transform: translateX(0px) translateY(-34px);
    font-size: 0.75em;
}

.inputBox i
{
    position: absolute;
    left: 0;
    bottom: 0;
    width: 100%;
    height: 2px;
    background: white
    ;
    border-radius: 4px;
    transition: 0.5s;
    pointer-events: none;
    z-index: 9;
}

.inputBox input:valid ~ i,
.inputBox input:focus ~ i
{
    height: 44px;
}
```

```css
.links
{
    display: flex;
    justify-content: space-between;
}

.links a
{
    margin: 10px 0;
    font-size: 0.75em;
    color: #ed4828;
    text-decoration: none;
}

.links a:hover,
.links a:nth-child(2)
{
    color: #ed4828;
}

input[type = "submit"]
{
    border: none;
    outline: none;
    background:#ed4828;
    padding: 11px 25px;
    width: 100px;
    margin-top: 40px;
    border-radius: 4px;
    font-weight: 600;
    cursor: pointer;
```

```css
}

input[type = "submit"]:active
{
    opacity: 0.8;

}
body{
    margin-top: 170px;
  font-family: Arial, Helvetica, sans-serif;
    background:
url("https://content.artofmanliness.com/uploads//2014/07/constellati
onsheader.jpg");


}
.f{
    width: 500px;
    background-color: rgb(0, 0, 0,.7);
    color: white;
    padding: 20px;
    margin: auto;
    font-size: large;
    border-radius: 20px;

}
h3{
    text-align: center;
    color: bisque;
}
.f label{
```

```css
        display: block;

    }
body input{
    font-size: 30px;
    width: 100%;
    border-radius: 10px;
    border: solid sandybrown;
    box-sizing: border-box;
    padding: 5px 5px;
    margin: auto;
}
body textarea{
    font-size: 30px;
    width: 100%;
    border-radius: 10px;
    border: solid sandybrown;
    box-sizing: border-box;
    padding: 5px 5px;
    margin: auto;
    text-align: center;
}
.r{
    accent-color: black;
}
.r label{
    margin-top: -25px;
    text-align: justify;
}
.r input{
    margin-top: 14px;
```

```css
    margin-left: -150px;
    margin-bottom: 5px;
}
input :focus{
    background-color: brown;
}
.b{
    text-align: center;
    border-radius: 2px;
    color: rgb(44, 44, 29);
    border-color: salmon;


}
.s{
    background-color: rgb(254, 240, 240);
}
.s:hover{
    color: rgb(79, 128, 0);
}
.s:active{
    color: green;
}
h2{
    text-align: center;
    color: yellowgreen;
}
h4{
    text-align: center;
    color: yellow;
}
.h{
```

```
    background:
url("https://content.artofmanliness.com/uploads//2014/07/constellati
onsheader.jpg");
}
.r#comp{
    text-align: center;
}
```

**form.html**

```
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta name="viewport" content="width=device-width, initial-
scale=1.0">
    <title>FORM</title>
    <link rel="stylesheet" href= "form.css">
</head>
<body></body>
    <form action="" class = "f">
        <div><h3>COMPLAIN</h3></div>
    <div>
    <label class = "n" for="name">NAME</label>
    <input type="text" name="NAME" id="name" required>
    </div>
    <div>
        <label class = "e" for="name">EMAIL</label>
        <input type="email" name="EMAIL" id="email" required>
        <label class="e">your complain</label>
```

```
        <textarea id="w3review" name="w3review" rows="4" cols="50"
placeholder="type your complain here........"></textarea>
    </div>
    <div class = "r">
        <input type="radio" name="male" id="male" value="male">
        <label for="male">MALE</label>
        <input type="radio" name="female" id="female"
value="male"></div>
        <label for="female">FEMALE</label>
    <div class = "b">
        <button class = "s"><a
href="sbmitted.html">SUBMIT</a></button>
        </div>
    </form>
</body>
</html>
```

**form.css**

```
body{
   margin-top: 170px;
  font-family: Arial, Helvetica, sans-serif;
   background:
url("https://content.artofmanliness.com/uploads//2014/07/constellationshe
ader.jpg");


}
.f{
   width: 500px;
   background-color: rgb(0, 0, 0,.7);
```

```css
        color: white;
        padding: 20px;
        margin: auto;
        font-size: large;
        border-radius: 20px;


}
h3{
    text-align: center;
    color: bisque;
}
.f label{
    display: block;


}
body input{
    font-size: 30px;
    width: 100%;
    border-radius: 10px;
    border: solid sandybrown;
    box-sizing: border-box;
    padding: 5px 5px;
    margin: auto;
}
body textarea{
    font-size: 30px;
    width: 100%;
    border-radius: 10px;
```

```css
    border: solid sandybrown;
    box-sizing: border-box;
    padding: 5px 5px;
    margin: auto;
    text-align: center;
}
.r{
    accent-color: black;
}
.r label{
    margin-top: -25px;
    text-align: justify;
}
.r input{
    margin-top: 14px;
    margin-left: -150px;
    margin-bottom: 5px;
}
input :focus{
    background-color: brown;
}
.b{
    text-align: center;
    border-radius: 2px;
    color: rgb(44, 44, 29);
    border-color: salmon;

}
```

```css
.s{
    background-color: rgb(254, 240, 240);
}
.s:hover{
    color: rgb(79, 128, 0);
}
.s:active{
    color: green;
}
h2{
    text-align: center;
    color: yellowgreen;
}
h4{
    text-align: center;
    color: yellow;
}
.h{
    background:
url("https://content.artofmanliness.com/uploads//2014/07/constellationshe
ader.jpg");
}
.r#comp{
    text-align: center;
}
```

**registertemp.html**

```html
<html lang="en">
<head>
```

```html
    <meta charset="UTF-8">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta name="viewport" content="width=device-width, initial-
scale=1.0">
    <title>Registration</title>
    <link rel="shortcut icon" type="image/jpg" href="img3.jpg">
    <link rel="stylesheet" href="register.css">
</head>
<body>
    <div class="wrapper">

        <div class="registration_form">
            <div class="title">
                Registration Form
            </div>

            <form action="uploaddata" method="POST">
                <div class="form_wrap">
                    <div class="input_grp">
                        <div class="input_wrap">
                            <label for="firstname">First Name</label>
                            <input type="text" id="firstname" name="firstname">
                        </div>
                        <div class="input_wrap">
                            <label for="lastname">Last Name</label>
                            <input type="text" id="lastname" name="lastname">
                        </div>
                    </div>
```

```html
<div class="input_wrap">
  <label for="username">username</label>
  <input type="text" id="username" name="username">
</div>

<div class="input_wrap">
  <label for="email">Email</label>
  <input type="email" id="email" name="email">
</div>
<div class="input_wrap">
  <label for="password">Password</label>
  <input type="password" id="password" name="password">
</div>
<div class="input_wrap">
  <label for="address">Address</label>
  <input type="text" id="address" name="address">
</div>
<div class="input_wrap">
  <input type="submit" value="Register Now" id="ssubmit_btn">
  <button class = "amazon"></button><a href="login.html">submit</a></button>
</div>
</div>
</form>
<span class="alert {{indicator}}">{{a}}</span>
<div class="links" style="margin-top: 10px;">
```

```
        <p style="color: white; height: 2px;" >Already a member then
login.. <a href="login.html" style="text-decoration: none; color: rgb(238,
31, 31); border-bottom: 1px solid rgb(239, 20, 20);border-radius:
0px;">Click here</a></p>
        </div>
      </div>
    </div>
</body>
</html>
```

**register.css**

```
@import
url('https://fonts.googleapis.com/css2?family=Montserrat:wght@400;700
&display=swap');


*{
  margin: 0;
  padding: 0;
  box-sizing: border-box;
  list-style: none;
  font-family: 'Montserrat', sans-serif;
  background-color: rgb(31, 53, 142);



}

.wrapper{
  min-height: 100vh;
  display: flex;
```

```css
  justify-content: center;
  align-items: center;

}

.registration_form{
  padding: 25px;
    border-radius: 20px;
  width: 400px;
  box-shadow: 0 0 8px 0 rgb(234, 13, 13);

  border-style: solid;
  border-width: 1px;
  border-color: #ed4828;

}

.registration_form .title{
  text-align: center;
  font-size: 20px;
  text-transform: uppercase;
  color:white;
  letter-spacing: 5px;
  font-weight: 700;
}

.form_wrap{
  margin-top: 35px;
```

```
}

.form_wrap .input_wrap{
  margin-bottom: 15px;
}

.form_wrap .input_wrap:last-child{
  margin-bottom: 0;
}

.form_wrap .input_wrap label{
  display: block;
  margin-bottom: 3px;
  color:#ed4828;
}

.form_wrap .input_grp{
  display: flex;
  justify-content: space-between;
}

.form_wrap .input_grp  input[type="text"]{
  width: 165px;
}
.form_wrap .input_grp  input[type="email"]{
  width: 165px;
}
.form_wrap .input_grp  input[type="password"]{
```

```css
  width: 165px;
}
.form_wrap  input[type="text"]:focus{
  border-color:#ed4828;
  box-shadow: 0 0 8px 0 rgb(234, 13, 13);
  transition:1s ease;
}
.form_wrap  input[type="email"]:focus{
  border-color:#ed4828;
  box-shadow: 0 0 8px 0 rgb(234, 13, 13);
  transition:1s ease;
}
.form_wrap  input[type="password"]:focus{
  border-color:#ed4828;
  box-shadow: 0 0 8px 0 rgb(234, 13, 13);
  transition:1s ease;
}

.form_wrap  input[type="text"]{
  width: 100%;
  border-radius: 3px;
  border: 1px solid #ed4828;
  padding: 10px;
  outline: none;
  color:white;
}

.form_wrap  input[type="email"]{
```

```css
  width: 100%;
  border-radius: 3px;
  border: 1px solid #ed4828;
  padding: 10px;
  outline: none;
  color:white;
}
.form_wrap  input[type="password"]{
  width: 100%;
  border-radius: 3px;
  border: 1px solid #ed4828;
  padding: 10px;
  outline: none;
  color: white;
}

.form_wrap  input[type="text"]:focus{
  border-color: white;
}
.form_wrap  input[type="email"]:focus{
  border-color: #ebd0ce;
}
.form_wrap  input[type="password"]:focus{
  border-color: #ebd0ce;
}

.form_wrap ul{
  background: #fff;
```

```
  padding: 8px 10px;
  border-radius: 3px;
  display: flex;
  justify-content: center;
}

.form_wrap ul li:first-child{
  margin-right: 15px;
}

.form_wrap ul .radio_wrap{
  position: relative;
  margin-bottom: 0;
}

.form_wrap ul .radio_wrap .input_radio{
  position: absolute;
  top: 0;
  right: 0;
  opacity: 0;
}

.form_wrap ul .radio_wrap span{
  display: inline-block;
  font-size: 14px;
  padding: 3px 20px;
  border-radius: 3px;
  color: #ed4828;
```

```css
}

.form_wrap .input_radio:checked ~ span{
  background: #ebd0ce;
}

#ssubmit_btn{
  width: 100%;
  background: #ed4828;
  padding: 10px;
  border: 0;
  border-radius: 3px;
  text-transform: uppercase;
  letter-spacing: 3px;
  cursor: pointer;
}

 .submit_btn:hover{
  background: #fa4848;
  transition: 1s ease;
}

.alert {
    width:100%;
    height:20px;
    color: white;
    padding: 4px 10px;
```

```
    font-size:12px;


}
.success {
    color:green;
    font-weight:bold;
}

.failure {
    color:red;
    font-weight:bold;
    border: 2px solid red;
}
```

**sbmitted.html**

```
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>FORM SUBMITTED</title>
</head>
<link rel="stylesheet" href="form.css">
<body class ="h">
    <h2>YOU'RE RESPONSE HAS BEEN RECORDED</h2>
    <h4>Thank You For Your Co-operation..</h4>
```

&lt;/body&gt;

&lt;/html&gt;

**GitHub Link:** https://github.com/IBM-EPBL/IBM-Project-33127-1660214913

**Video Demo Link:**
**https://drive.google.com/file/d/1KXrzN19zreTQcZdH99qf5yXjHGyyGwUc/view?usp=sharing**