

1.style_css

```
*{
    margin: 0;
    padding: 0;
    font-family: 'Roboto', sans-serif;
}

:root{
    --nav-color: #212121;
    --body-bg-color: white;
    --online-green-color: #00FF00;
    --white-color: white;
    --black-color: black;
    --link-color: blue;
    --line-grey-color: #D3D3D3;
    --input-bg-color: #efefef;
    --nice-whole-bg: #454545;
}

body{
    background-color: white;
    min-height: 100%;
    max-width: 100%;
    width: 100%;
}

/*
***** */
.bg-main-div{
    min-height: 100%;
    max-width: 100%;
    width: 100%;
    background-color: white;
}

.login-section{
    width: 40%;
    padding: 100px 0;
    margin: auto;
}
```

```
.extra {
  padding: 150px 0;
}

.login-div{
  width: 70%;
  margin: 0 auto;
  padding: 15px 0;
  border: 1px solid var(--line-grey-color);
  border-radius: 5%;
}

.login-header{
  text-align: center;
}

.login-header h2, .no-show-header{
  font-weight: 400;
}

.login-header p{
  margin: 10px 0;
  font-size: 16px;
}

.login-img, .no-show-img{
  width: 100px;
  text-align: center;
}

.login-form{
  width: 70%;
  margin: 10px auto;
}

label{
  display: block;
  margin-top: 15px;
}

.login-form input{
  width: 100%;
  height: 50px;
  border: none;
  background-color: var(--input-bg-color);
}
```

```
        border-radius: 3px;
        font-size: 15px;
        text-indent: 15px;
    }

    .role-div{
        align-items: center;
        display: flex;
        margin-top: 10px;
    }

    .role-div > p{
        align-items: center;
        align-self: center;
    }

    .role-div > div{
        display: flex;
        font-size: 16px;
        margin-left: 10px;
        align-items: center;
        align-self: center;
    }

    .role-div > div > div{
        display: flex;
        align-items: center;
        align-self: center;
        margin-right: 15px;
        margin-top: -8px;
    }

    .role-div > div > div > input{
        width: 15px;
        height: 15px;
        margin-right: 8px;
        cursor: pointer;
    }

    .submit-btn{
        width: 100%;
        height: fit-content;
        padding: 15px;
        margin-top: 15px;
        background-color: var(--nav-color);
        color: var(--white-color);
    }
```

```

        font-size: 16px;
        border: none;
        border-radius: 8px;
        cursor: pointer;
    }

    .submit-btn:hover{
        background-color: var(--online-green-color);
        color: var(--black-color);
    }

    .login-form > div{
        margin-top: 15px;
    }

    .login-form > div > div{
        margin-top: 15px;
    }

    .links{
        color: var(--link-color);
        font-size: 15px;
    }

    /*
    ***** */
    .register-section{
        width: 50%;
        margin: 120px auto;
        display: flex;
        padding: 15px;
        border: 1px solid var(--line-grey-color);
        border-radius: 10px;
    }

    .register-left{
        flex-basis: 60%;
        padding: 15px;
    }

    .register-left h1{
        font-size: 25px;
        font-weight: 400;
    }

```

```

.reg-left-input-div{
    display: flex;
    width: 100%;
    margin-top: 10px;
}

.reg-left-input-div > div{
    height: 40px;
    flex-basis: 50%;
    height: fit-content;
}

.reg-left-input-div > div > input, .email-reg > input{
    width: 80%;
    height: 45px;
    margin-top: 5px;
    text-indent: 8px;
    font-size: 15px;
    background-color: var(--input-bg-color);
    border: none;
}

.register-left > .email-reg{
    margin: 25px 0;
}

.email-reg > p, .register-left > form > p, .change-password-div > form > p{
    margin: 5px 0;
    font-size: 13px;
    color: var(--nav-color);
}

.show-pass-div{
    display: flex;
    margin: 10px 0;
}

.show-pass-div > input{
    width: 30px;
    margin-right: 5px;
    cursor: pointer;
}

.show-pass-div > p{
    font-size: 16px;
}

```

```

}

.sign-instead-div{
    width: 95%;
    margin: 10px auto;
    display: flex;
    justify-content: space-between;
}

.submit-1{
    width: 100px;
}

.register-right{
    flex-basis: 40%;
    align-self: center;
    text-align: center;
}

.register-right > img{
    width: 250px;
    margin-top: -20px;
}

.register-right > h1{
    font-size: 17px;
    font-weight: 400;
    margin-top: -20px;
}

.cust-link{
    color: var(--link-color);
    text-decoration: none;
    font-size: 16px;
    font-style: italic;
    align-self: center;
}

/*
***** */
.dashboard-div{
    width: 65%;
    margin: 0 auto;
    min-height: 100vh;
    position: relative;

```

```
        background-color: white;
    }

    nav, .details-nav{
        width: 100%;
        background-color: var(--nav-color);
    }

    .dash-nav{
        background-color: var(--nav-color);
        padding: 20px 40px;
        display: flex;
        justify-content: space-between;
        cursor: pointer;
        height: 50px;
        align-items: center;
    }

    .img-in-nav{
        width: 50px;
    }

    .dash-img-text{
        display: flex;
        justify-content: space-between;
        align-items: center;
        align-self: center;
    }

    .dash-img-text > a{
        text-decoration: none;
        color: white;
    }

    .dash-img-text > a > i{
        color: white;
        font-size: 20px;
        margin-right: 10px;
    }

    .dash-img-text > h3{
        color: white;
        font-size: 20px;
        margin-left: 8px;
        font-weight: 400;
    }
}
```

```
.online-div{
  position: relative;
}

.settings-menu{
  position: absolute;
  width: 200px;
  height: fit-content;
  background-color: #fff;
  box-shadow: 0 0 10px rgba(0, 0, 0, 0.4);
  border-radius: 4px;
  top: 100px;
  right: 0%;
  padding: 15px;
  z-index: 3;
}

.logout-btn{
  width: 100%;
  margin: 10px auto;
  background-color: var(--nav-color);
  color: white;
  font-size: 17px;
  padding: 10px 20px;
  border-radius: 8px;
  cursor: pointer;
  border: none;
}

.logout-btn:hover{
  background-color: red;
}

.online-div::after{
  content: '';
  width: 8px;
  height: 8px;
  border-radius: 50%;
  background: var(--online-green-color);
  border: 2px solid var(--white-color);
  position: absolute;
  top: 0;
  right: 0;
}
```



```

.dash-body{
  width: 100%;
  display: flex;
}

.dash-left{
  flex-basis: 30%;
  min-height: calc(100vh - 90px);
}

.dash-right{
  flex-basis: 70%;
  min-height: calc(100vh - 90px);
}

.links-left-div{
  margin: 20px;
  cursor: pointer;
}

.links-left-div > ul{
  list-style: none;
}

.links-left-div > ul li{
  padding: 15px 0;
  color: black;
}

.links-left-div > ul li:hover{
  background-color: #f2f2f2;
  border-top-right-radius: 12px;
  border-bottom-right-radius: 12px;
  border-top-left-radius: 5px;
  border-bottom-left-radius: 5px;
}

.active{
  background-color: var(--line-grey-color);
  border-top-right-radius: 12px;
  border-bottom-right-radius: 12px;
  border-top-left-radius: 5px;
  border-bottom-left-radius: 5px;
}

.links-left-div > ul > li > a{

```

```
    text-decoration: none;
    color: black;
}

.link-items{
    display: flex;
    justify-content: flex-start;
    align-items: center;
}

.link-items > div{
    flex-basis: 13%;
    text-align: center;
    margin-right: 10px;
}

.link-items > div > i{
    font-size: 25px;
}

.link-items > h3{
    font-size: 18px;
    font-weight: 300;
}

.profile-div{
    margin: 50px;
    position: relative;
}

.prof-table {
    width: 70%;
    cursor: pointer;
}

.prof-table-th{
    border: 1px solid #ddd;
    padding: 15px;
    color: white;
    background-color: var(--nav-color);
}

.prof-table, .prof-table td{
    margin-top: 20px;
    border: 1px solid #ddd;
    padding: 15px;
}
```

```
        border-collapse: collapse;
        font-size: 18px;
    }

    .prof-table tr:nth-child(odd){
        background-color: #f2f2f2;
    }

    .prof-table tr:hover{
        background-color: #ddd;
    }

    .new-t-div{
        margin-top: 20px;
    }

    .new-t-div > p{
        font-size: 19px;
        max-width: 90%;
        line-height: 1.5;
        color: grey;
    }

    .new-t-div > form > p{
        color: red;
        font-size: 14px;
        margin: 10px 0;
    }

    .ticket-area{
        width: 90%;
        height: 200px;
        margin-top: 15px;
        text-indent: 10px;
        padding: 10px;
        font-size: 17px;
        resize: none;
        border: 1px solid var(--nav-color);
        border-radius: 10px;
    }

    .agent-no-show{
        width: 50%;
        margin: 150px auto;
        text-align: center;
        padding: 15px;
```

```
        border: 1px solid var(--line-grey-color);
        border-radius: 10px;
    }

```

```
.agent-no-show > form > p{
    color: red;
    font-size: 18px;
    margin: 10px 0;
}

```

```
.agent-no-show > form > button{
    width: 250px;
}

```

```
.agents-table{
    border-collapse: collapse;
    margin: 10px 0;
    cursor: pointer;
}

```

```
.agents-table tr:hover{
    background-color: #ddd;
}

```

```
.agents-table-heading, .agents-table-element{
    padding: 15px;
    text-align: center;
    border: #ddd;
}

```

```
.agents-table-heading{
    color: white;
    background-color: var(--nav-color);
}

```

```
.agents-table tr:nth-child(odd){
    background-color: #f2f2f2;
}

```

```
.accept-close-div{
    width: 80%;
    margin: 0 auto;
    display: flex;

```

```

        justify-content: space-between;
        cursor: pointer;
    }

    .accept-close-div > div{
        text-align: center;
    }

    .accept-close-div > div > i{
        font-size: 20px;
        color: var(--nav-color);
    }

    .agree:hover{
        color: #00FF00;
        font-size: 25px;
    }

    .deny:hover{
        color: red;
        font-size: 25px;
    }

    .open-ticket{
        padding: 5px;
        color: black;
        background-color: var(--online-green-color);
        border: none;
        border-radius: 5px;
        font-weight: 400;
    }

    .closed-ticket{
        background-color: red;
        color: white;
    }

    .view-query{
        border: none;
        color: blue;
        background-color: none;
        text-decoration: underline;
        cursor: pointer;
        font-size: 16px;
        background-color: transparent;
    }

```

```
.agent-select{
  width: 100px;
  height: 25px;
  cursor: pointer;
}

.change-password-div{
  margin-top: 15px;
}

.change-pass-in{
  width: 50%;
  height: 50px;
  margin-top: 5px;
  text-indent: 10px;
  font-size: 15px;
  border: none;
  background-color: var(--input-bg-color);
}

.chat-body{
  width: 100%;
  min-height: calc(100vh - 90px);
  background-color: #eee;
}

.chat-input-div{
  width: 50%;
  position: absolute;
  bottom: 1%;
  left: 50%;
  transform: translate(-50%);
}

.chat-input-div > form{
  width: 100%;
  display: flex;
  justify-content: space-between;
  padding: 10px 15px;
  background-color: #5A5A5A;
  border-radius: 15px;
  align-items: center;
  align-self: center;
}
```

```
.chat-input-div > div{
    width: fit-content;
    margin: 0 auto;
    padding: 20px;
    background-color: red;
    color: white;
    text-align: center;
    border-radius: 10px;
}

.chat-input{
    width: 86%;
    height: 50px;
    border: none;
    font-size: 16px;
    text-indent: 10px;
    background-color: #212121;
    color: white;
    max-height: 50px;
    border-radius: 8px;
}

.chat-send{
    width: 10%;
    color: white;
    position: relative;
    height: 50px;
    background-color: var(--nav-color);
    border-radius: 100%;
    cursor: pointer;
    border: none;
}

.chat-send > i{
    position: absolute;
    top: 50%;
    font-size: 25px;
    left: 50%;
    transform: translate(-50%, -50%);
}

.chat-contents{
    position: relative;
    width: 80%;
    margin: 0 auto;
    padding: 10px;
```

```
        height: calc(100vh - 185px);
        overflow-y: scroll;
    }

    .message-sent{
        background-color: #00FF00;
        color: var(--nav-color);
        font-size: 16px;
        padding: 15px 10px;
        width: fit-content;
        border-radius: 10px;
        margin-left: auto;
        margin-top: 8px;
        cursor: pointer;
    }

    .received{
        background-color: #147efb;
        margin-left: 0;
        margin-right: auto;
        color: white;
    }

    .about-div{
        margin: 10px 0;
    }

    .about-div > ul{
        list-style-type: square;
        margin-left: 15px;
        margin-top: 20px;
    }

    .about-div > ul > li{
        margin-bottom: 20px;
        font-size: 18px;
    }

    .about-div > ul > li:last-child{
        margin-bottom: 40px;
    }

    .new-bol{
        text-decoration: none;
        width: 200px;
    }
```



```

.feed-div{
    margin-top: 15px;
}

.feedback-column{
    padding: 20px;
    width: 70%;
    max-width: 70%;
    border: 1px double var(--nav-color);
    border-radius: 8px;
    margin-bottom: 15px;
}

.feedback-text{
    font-size: 20px;
    font-weight: 500;
    max-width: 100%;
}

.feedback-by{
    margin-top: 10px;
    color: #808080;
}

```

2.pass_js

```

functionshowPassword(){
    var x = document.getElementById("password-input");
    x.type = x.type == "password" ? "text" : "password";

    var x = document.getElementById("password-input1");
    x.type = x.type == "password" ? "text" : "password";
}

```

```

        var x = document.getElementById("password-input2");
        x.type = x.type == "password" ? "text" : "password";
    }

```

3.js

```

FunctionshowPassword(
){
    var x =
document.getElementById("password-input");
    x.type = x.type == "password" ? "text"
: "password";

    var x =
document.getElementById("password-
input1");
    x.type = x.type == "password" ? "text"
: "password";

    var x =
document.getElementById("password-
input2");
    x.type = x.type == "password" ? "text"
: "password";
}

```

4. Dashboard-adminuser

```

apiVersion:
v1

kind: ServiceAccount
metadata:
  name: admin-user
  namespace: kubernetes-dashboard
---
apiVersion: v1
kind: Secret
metadata:
  name: admin-user-token
  namespace: kubernetes-dashboard
  annotations:
    kubernetes.io/service-account.name: admin-user
type: kubernetes.io/service-account-token

---
apiVersion: rbac.authorization.k8s.io/v1
kind: ClusterRoleBinding
metadata:
  name: admin-user
roleRef:
  apiGroup: rbac.authorization.k8s.io
  kind: ClusterRole
  name: cluster-admin
subjects:
- kind: ServiceAccount
  name: admin-user
  namespace: kubernetes-dashboard

```

5.flask-deployment

```

apiVersion:
apps/v1

kind: Deployment

```

```

metadata:
  name: phase-finallist

spec:
  replicas: 3
  selector:
    matchLabels:
      app: phase-finallist
  template:
    metadata:
      labels:
        app: phase-finallist

    spec:
      containers:
        - name: finaldeliverable
          image: rajkiranss/finaldeliverable
          imagePullPolicy: Never
          ports:
            - containerPort: 5000
              protocol: TCP

```

6.flask-ingress

```

apiVersion:
networking.k8s.io/v1

kind: Ingress
metadata:
  name: flask-app-ingress
  annotations:
    kubernetes.io/ingress.class: nginx
    nginx.ingress.kubernetes.io/ssl-redirect: "false"

spec:
  # ingressClassName: nginx
  rules:
    - http:
        paths:
          - backend:

```

```
service:
  name: phase-finallist
  port:
    number: 5000
  path: /
  pathType: Prefix
```

7.flask service

```
apiVersion:
v1

kind: Service
metadata:
  name: phase-finallist
spec:
  type: ClusterIP
  ports:
    - port: 5000
  selector:
    app: app-flask-deliverables
```

8.ibm_deployment

```
apiVersion:
apps/v1

kind: Deployment
metadata:
  name: phase-finallist

spec:
  replicas: 3
```

```

selector:
  matchLabels:
    app: phase-finallist
template:
  metadata:
    labels:
      app: phase-finallist

spec:
  containers:
    - name: finaldeliver
      image: jp.icr.io/finaldeliverable/finaldeliver
      imagePullPolicy: Always
      ports:
        - containerPort: 5000
          protocol: TCP

```

9.admin

```

{% extends
'base.html'
%}

```

```

{% block head %}
<title>Welcome</title>

```

```

{% endblock %}

```

```

{% block body %}

```

```

<body style="background-color:black;">

```

```

    <div class="container-md" style="padding-top: 100px;">

```

```

        <div class="row" style="height:100px;">

```

```

            <h1 class="page-header text-primary mx-auto">WELCOME TO <span
style="color:white;">ADMIN PAGE</span></h1>

```

```

</div>

<div class="row col-md-offset-3 col-md-5 ">
    {% with messages = get_flashed_messages(with_categories=true)
%}

    {% if messages %}
    {% for category,message in messages %}
    <div class="alert alert-{{category}} text-center"
style="color: red;">{{message}}</div>
    {% endfor %}
    {% endif %}
    {% endwith %}
</div>

</div>
<div class="row g-4 mb-4">

    <form action="{{ url_for('remove') }}" method="POST">
        <div class="col mb-3">
            <button type="submit" class="btn btn-primary"><span
                style="color:black; font-weight: bolder;
">Delect</span></button>
        </div>
        <div class="col-3 form-group ">
            <input type="text" style="color: white; width: 150px;"
class="form-control" id="otpv" name="otpv"
                placeholder="Verification Code" required>
        </div>

    </form>

    <div class="col">
        <a style="color: black; font-weight: bolder;"
href="{{url_for('home')}}"
            class="btn btn-primary ">Logout</a>
    </div>

</div>

</div>
<div class="container-md">

    <div id="accordion">

```

```

<div class="card">
  <div class="card-header" id="headingOne">
    <h5 class="mb-0">
      <button class="btn btn-link" data-
toggle="collapse" data-target="#collapseOne"
      aria-expanded="false" aria-
controls="collapseOne">
        <h2 style="color: black;">User Datatbase</h2>
      </button>
    </h5>
  </div>

  <div id="collapseOne" class="collapse " aria-
labelledby="headingOne" data-parent="#accordion">
    <div class="card-body">

      <div class="row mx-auto" style="height: 50px;">
        <input type="text" style="color: white; width:
min-content;" class="form-control"
          id="myInput" name="myInput"
onkeyup="myFunction()" placeholder="Search for Names">
        <div class="col" style="height:50px;">
          <h2 style="color: black;"> TOTAL NUMBER OF
USERS : <span
                                style="color: black; font-weight:
bolder; ">{{message}}</span></h2>
          </div>
        </div>

      <div class="row mx-auto ">
        <table class="table table-striped table-light"
id="myTable">
          <thead class="thead-dark ">
            <tr>
              <th scope="row"
onclick="sortTable(1)">DATE OF JOIN</th>
              <th scope="row"
onclick="sortTable(0)">ID</th>
              <th scope="row"
onclick="sortTable(1)">NAME</th>
              <th scope="row"
onclick="sortTable(0)">EMAIL</th>

```



```

                                <th scope="row"
onclick="sortTable(1)">PASSWORD</th>
                                <th scope="row"
onclick="sortTable(0)">PHONENUMBER</th>

                                <th scope="row">DELECT</th>
                                </tr>
                                </thead>
                                <tbody>
                                {% for row in users %}
                                <tr>
                                <td style="color:
black;">{{row['DATE']}}</td>
                                <td style="color:
black;">{{row['ID']}}</td>
                                <td style="color:
black;">{{row["NAME"]}}</td>
                                <td style="color:
black;">{{row["EMAIL"]}}</td>
                                <td style="color:
black;">{{row["PASSWORD"]}}</td>
                                <td style="color:
black;">{{row['PHONENUMBER']}}</td>

                                <td><a style="color: black;"
href="/delete/{{row['ID']}} "
                                class="btn btn-
primary">DELECT {{ row['ID']}}</a>
                                </td>
                                </tr>
                                {% endfor %}
                                </tbody>
                                </table>

                                </div>
                                </div>
                                </div>
                                </div>
                                <div class="card">
                                <div class="card-header" id="headingTwo">
                                <h5 class="mb-0">
                                <button class="btn btn-link collapsed" data-
toggle="collapse" data-target="#collapseTwo"
                                aria-expanded="false" aria-
controls="collapseTwo">
                                <h2 style="color: black;">AGENT DATABASE</h2>

```

```
        </button>
    </h5>
</div>
```

```
    <div id="collapseTwo" class="collapse" aria-
labelledby="headingTwo" data-parent="#accordion">
        <div class="card-body">
            <div class="row mx-auto" style="height: 50px;">
                <input type="text" style="color: white; width:
min-content;" class="form-control"
                    id="myInput" name="myInput"
onkeyup="myFunction()" placeholder="Search for Names">
                <div class="col" style="height:50px;">
                    <h2 style="color: black;"> TOTAL NUMBER OF
AGENT : <span
                                style="color: black; font-weight:
bolder; ">{{msgagent}}</span></h2>
                </div>
            </div>
        </div>
```

```
    <div class="row mx-auto ">
        <table class="table table-striped table-light
" id="myTable">
            <thead class="thead-dark ">
                <tr>
                    <th scope="row"
onclick="sortTable(1)">DATE</th>
                    <th scope="row"
onclick="sortTable(0)">ID</th>
                    <th scope="row"
onclick="sortTable(1)">NAME</th>
                    <th scope="row"
onclick="sortTable(0)">EMAIL</th>
                    <th scope="row"
onclick="sortTable(1)">PASSWORD</th>
                    <th scope="row"
onclick="sortTable(0)">PHONE NUMBER</th>
                    <th scope="row"
onclick="sortTable(1)">SERVICE_AGENT</th>
                    <th scope="row"
onclick="sortTable(0)">ADDRESS</th>
                    <th scope="row"
onclick="sortTable(1)">CITY</th>
                    <th scope="row"
onclick="sortTable(0)">STATE</th>
```

```

                                <th scope="row"
onclick="sortTable(1)">RESUME LINK</th>
                                <th scope="row">DELECT</th>
                                </tr>
                                </thead>
                                <tbody>
                                {% for row in agents %}
                                <tr>
                                <td style="color:
black;">{{row[ 'DATE' ]}}</td>
                                <td style="color:
black;">{{row[ 'ID' ]}}</td>
                                <td style="color:
black;">{{row[ "NAME" ]}}</td>
                                <td style="color:
black;">{{row[ "EMAIL" ]}}</td>
                                <td style="color:
black;">{{row[ "PASSWORD" ]}}</td>
                                <td style="color:
black;">{{row[ 'PHONENUMBER' ]}}</td>
                                <td style="color:
black;">{{row[ 'SERVICE_AGENT' ]}}</td>
                                <td style="color:
black;">{{row[ 'ADDRESS' ]}}</td>
                                <td style="color:
black;">{{row[ 'CITY' ]}}</td>
                                <td style="color:
black;">{{row[ 'STATE' ]}}</td>
                                <td style="color:
black;">{{row[ 'RESUME_LINK' ]}}</td>
                                <td><a style="color: black;"
href="/agentdelete/{{row[ 'ID' ]}} "
                                class="btn btn-
primary">DELECT {{row[ 'ID' ]}}</a>
                                </td>
                                </tr>
                                {% endfor %}
                                </tbody>
                                </table>

                                </div>

                                </div>
                                </div>

```

```

</div>

<div class="card">
  <div class="card-header" id="headingThree">
    <h5 class="mb-0">
      <button class="btn btn-link" data-
toggle="collapse" data-target="#collapseThree"
      aria-expanded="false" aria-
controls="collapseThree">
        <h2 style="color: black;">Complaint
Datatbase</h2>
      </button>
    </h5>
  </div>

  <div id="collapseThree" class="collapse " aria-
labelledby="headingThree" data-parent="#accordion">
    <div class="card-body">

      <div class="row mx-auto" style="height: 50px;">
        <input type="text" style="color: white; width:
min-content;" class="form-control"
          id="myInput" name="myInput"
onkeyup="myFunction()" placeholder="Search for Names">
        <div class="col" style="height:50px;">
          <h2 style="color: black;"> TOTAL NUMBER OF
COMPLAINT : <span
style="color: black; font-weight:
bolder; ">{{issue}}</span></h2>
        </div>
      </div>

      <div class="row mx-auto ">
        <table class="table table-striped table-light
" id="myTable">
          <thead class="thead-dark ">
            <tr>
              <th scope="row"
onclick="sortTable(0)">ID</th>
              <th scope="row"
onclick="sortTable(1)">CUSTOMER_ID</th>
              <th scope="row"
onclick="sortTable(0)">DATE</th>
              <th scope="row"
onclick="sortTable(1)">EMAIL</th>

```

```

                                <th scope="row"
onclick="sortTable(0)">PHONE_NUMBER</th>
                                <th scope="row"
onclick="sortTable(1)">TOPIC</th>
                                <th scope="row"
onclick="sortTable(0)">DESCRIPTION</th>
                                <th scope="row"
onclick="sortTable(1)">SERVICE_TYPE</th>
                                <th scope="row"
onclick="sortTable(0)">SERVICE_AGENT</th>
                                <th scope="row"
onclick="sortTable(1)">ADDRESS</th>
                                <th scope="row"
onclick="sortTable(0)">STATE</th>
                                <th scope="row"
onclick="sortTable(1)">IMAGE_LINK</th>
                                <th scope="row"
onclick="sortTable(0)">STATUS</th>
                                <th scope="row"
onclick="sortTable(1)">DELECT</th>
                                <th scope="row"
onclick="sortTable(0)">ALLOCATE</th>

                                </tr>
                                </thead>
                                <tbody>
                                {% for row in complaint %}
                                <tr>
                                <td style="color:
black;">{{row['ID']}}</td>
                                <td style="color:
black;">{{row["CUSTOMER_ID"]}}</td>
                                <td style="color:
black;">{{row["DATE"]}}</td>
                                <td style="color:
black;">{{row["EMAIL"]}}</td>
                                <td style="color:
black;">{{row['PHONENUMBER']}}</td>
                                <td style="color:
black;">{{row['TOPIC']}}</td>
                                <td style="color:
black;">{{row['DESCRIPTION']}}</td>
                                <td style="color:
black;">{{row['SERVICE_TYPE']}}</td>
                                <td style="color:
black;">{{row['SERVICE_AGENT']}}</td>

```

```

                                <td style="color:
black;">{{row[ 'ADDRESS' ]}}</td>

                                <td style="color:
black;">{{row[ 'STATE' ]}}</td>

                                <td style="color:
black;">{{row[ 'IMAGE_LINK' ]}}</td>

                                {% if 'Completed' == row.STATUS %}
                                <td style="color: black;"><button
type="button" class="btn btn-success text-white"> {{row[ 'STATUS' ]}}
</button></td>

                                {% elif 'Agent Alloted' ==
row.STATUS %}

                                <td style="color: black;"><button
type="button" class="btn btn-warning text-white"> {{row[ 'STATUS' ]}}
</button></td>

                                {% elif 'Processing' == row.STATUS
%}

                                <td style="color: black;"><button
type="button" class="btn btn-danger text-white"> {{row[ 'STATUS' ]}}
</button></td>

                                {% endif %}

                                <td><a style="color: white;"
href="/deletecomplaint/{{row[ 'ID' ]}} "
                                class="btn btn-
dark">DELECT {{row[ 'ID' ]}}</a>

                                </td>

                                <td><a style="color: black;"
href="/viewagent/{{row[ 'ID' ]}}" class="btn btn-primary">AGENT
{{row[ 'ID' ]}}</a>

                                </td>
                                </tr>
                                {% endfor %}
                                </tbody>
                                </table>

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

                                </div>

                                <script>

```

```

function myFunction() {
    var input, filter, table, tr, td, i, txtValue;
    input = document.getElementById("myInput");
    filter = input.value.toUpperCase();
    table = document.getElementById("myTable");
    tr = table.getElementsByTagName("tr");
    for (i = 0; i < tr.length; i++) {
        td = tr[i].getElementsByTagName("td")[1];
        if (td) {
            txtValue = td.textContent || td.innerText;
            if (txtValue.toUpperCase().indexOf(filter) > -1) {
                tr[i].style.display = "";
            } else {
                tr[i].style.display = "none";
            }
        }
    }
}

function sortTable(n) {
    var table, rows, switching, i, x, y, shouldSwitch, dir,
switchcount = 0;
    table = document.getElementById("myTable");
    switching = true;
    //Set the sorting direction to ascending:
    dir = "asc";
    /*Make a loop that will continue until
    no switching has been done:*/
    while (switching) {
        //start by saying: no switching is done:
        switching = false;
        rows = table.rows;
        /*Loop through all table rows (except the
        first, which contains table headers):*/
        for (i = 1; i < (rows.length - 1); i++) {
            //start by saying there should be no switching:
            shouldSwitch = false;
            /*Get the two elements you want to compare,
            one from current row and one from the next:*/
            x = rows[i].getElementsByTagName("TD")[n];
            y = rows[i + 1].getElementsByTagName("TD")[n];
            /*check if the two rows should switch place,
            based on the direction, asc or desc:*/
            if (dir == "asc") {
                if (x.innerHTML.toLowerCase() >
y.innerHTML.toLowerCase()) {

```


10.agent apply

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

{% block head %}
<title>Sign in page(AGENT)</title>
{% endblock %}

{% block body %}

<body style="background-color:black;" data-target="#pb-navbar" data-
offset="200" data-spy="scroll">

    <div class="container" style="padding-top:150px;">

        <div class="row mb-5">
            <h1 class="page-header text-primary mx-auto">COMPLAINT <span
style="color:white;">PAGE FOR CUSTOMER</span>
            </h1>
        </div>

        <div class="col-sm height: 100px; justify-content-center ">
            {% with messages = get_flashed_messages(with_categories=true)
%}

                {% if messages %}
                {% for category,message in messages %}
                <div class="alert alert-{{category}} " style="color:
red;">{{message}}</div>
                {% endfor %}
                {% endif %}

                {% endwith %}
            </div>

            <div class="row justify-content-center mx-auto">

                <div class="form-group">
                    <label for="exampleInputname">ID</label>
```

```

        <input type="text" style="color: black; width: 400px;"
class="form-control" value="{{id}}" name="idn"
        disabled />
    </div>

    <table class="table table-striped table-light " id="myTable">
        <thead class="thead-dark ">
            <tr>

                <th scope="row">NAME</th>
                <th scope="row">AGENT_ID</th>
                <th scope="row">SELECT</th>

            </tr>
        </thead>
        <tbody>
            {% for agent in agent %}
            <tr>

                <td style="color: black;">{{agent['NAME']}}</td>
                <td style="color: black;">{{agent['ID']}}</td>
                <td>
                    <a style="color: black;"
href="/updatethis/{{agent['ID']}}" " class="btn btn-primary">SELECT
                    {{agent['NAME']}}</a>
                </td>
            </tr>
            {% endfor %}
        </tbody>
    </table>

</div>

<div class="row d-flex">

    <a href="{{ url_for('admin') }}" class="btn btn-primary mx-
auto" role="button"><span
        style="color:black; font-weight: bolder;">Back</span>
    </a>

</div>

</div>

```

```

        {% endblock %}
    </body>

</html>

```

11.agent register

```

{% extends
'base.html'
%}

{% block head %}
<title>Sign in page(AGENT)</title>
{% endblock %}

{% block body %}

<body style="background-color:black;" data-target="#pb-navbar" data-
offset="200" data-spy="scroll">

    <div class="container" style="padding-top:150px;">

        <div class="row mb-5" >
            <h1 class="page-header text-primary mx-auto">REGISTER <span
style="color:white;">PAGE FOR AGENT</span></h1>
        </div>

        <div class="col-sm height: 100px; justify-content-center ">
            {% with messages = get_flashed_messages(with_categories=true)
%}

                {% if messages %}
                {% for category,message in messages %}
                <div class="alert alert-{{category}} " style="color:
red;">{{message}}</div>
                {% endfor %}
                {% endif %}

                {% endwith %}
            </div>

```

```

<div class="row justify-content-center" style="height: 1000px;">
  <form action="{{ url_for('agentform') }}" method="POST">

    <div class="form-group">
      <label for="exampleInputname">Name</label>
      <input type="text" style="color: white; width: 400px;"
class="form-control" id="name" name="name"
      placeholder="Enter Name" required>
    </div>

    <div class="form-group">
      <label for="exampleInputEmail">Email address</label>
      <input type="email" style="color: white; width:
400px;" class="form-control" id="email"
      name="email" placeholder="Enter email" required>
      <small id="emailHelp">We'll never share your email
with anyone else.</small>
    </div>

    <div class="form-group">
      <label for="exampleInputPassword">Password</label>
      <input type="password" style="color: white; width:
400px;" class="form-control" id="password"
      name="password" placeholder="Password" required>
    </div>

    <div class="form-group">
      <label for="exampleInputphoneNumber">Phone
Number</label>
      <input type="tel" style="color: white; width: 400px;"
class="form-control" id="phoneNumber"
      name="phoneNumber" placeholder="Enter phone
Number" pattern="[0-9]{10}" required>
    </div>

    <div class="form-group">
      <label for="exampleFormControlSelect1">Select
Service</label>
      <select class="form-control" placeholder="Choose
Service want to prefer"
      id="service" name="service">
        <option>Hardware</option>
        <option>Software</option>
        <option>Online services</option>
      </select>
    </div>
  </form>
</div>

```

```
        <div class="form-group">
            <label for="exampleInputname">Enter Your
Address</label>
            <input type="text" style="color: white; width: 400px;"
class="form-control" id="address" name="address"
placeholder="Enter Name" required>
        </div>
```

```
        <div class="form-group">
            <label for="exampleFormControlSelect1">Enter
City</label>
            <select class="form-control" placeholder="Choose
Service want to prefer"
id="city" name="city">
                <option>Chennai</option>
                <option>Bangalore</option>
                <option>Mumbai</option>
                <option>Cochi</option>
            </select>
        </div>
```

```
        <div class="form-group">
            <label for="exampleFormControlSelect1">Enter
State</label>
            <select class="form-control" placeholder="Choose
Service want to prefer"
id="state" name="state">
                <option>Tamil Nadu</option>
                <option>Karnataka</option>
                <option>Kerala</option>
                <option>Andhra Pradesh</option>
            </select>
        </div>
```

```
        <div class="form-group">
            <label for="exampleFormControlSelect1">Enter
Country</label>
            <select class="form-control" placeholder="Choose
Service want to prefer"
id="country" name="country">
                <option>Uk</option>
                <option>India</option>
            </select>
        </div>
```

```

        <div class="form-group">
            <label for="exampleInputname">Resume Link</label>
            <input type="text" style="color: white; width: 400px;"
class="form-control" id="link" name="link"
                placeholder="Enter Name" required>
            <small id="emailHelp">Please share your Resume with
drive option as anyone</small>
        </div>

        <button type="submit" class="btn btn-primary mx-
auto"><span
                style="color:black; font-weight:
bolder;">Submit</span></button>

    </form>
</div>

<div class="row d-flex">

    <a href="{{ url_for('home') }}" class="btn btn-primary mx-
auto" role="button"><span
        style="color:black; font-weight: bolder;">Back</span>
    </a>

</div>

</div>

{% endblock %}
</body>

</html>

```

12.agent-welcome

```

{% extends
'base.html'
%}

{% block head %}
<title>Welcome</title>

{% endblock %}

{% block body %}

<body style="background-color:black;">

    <div class="container-lg" style="padding-top: 100px;">

        <div class="row" style="height:100px;">
            <h1 class="page-header text-primary mx-auto">WELCOME TO <span
style="color:white;">HOME PAGE</span></h1>
        </div>

        <div class="row col-md-offset-3 col-md-5 ">
            {% with messages = get_flashed_messages(with_categories=true)
%}

                {% if messages %}
                {% for category,message in messages %}
                <div class="alert alert-{{category}} text-center"
style="color: red;">{{message}}</div>
                {% endfor %}
                {% endif %}
                {% endwith %}
            </div>

            <div class="row" style="height:100px;">
                <h1 class="page-header text-primary mx-auto">WELCOME AGENT
<span
                style="color:white;">{{session['name']}}</span>
            </h1>
        </div>

        <div class="row g-4 mb-4 ">
            <div class="col">

```

```

        <a style="color: black;" href="{{url_for('home')}}"
class="btn btn-primary ">Logout</a>
    </div>
</div>

<div id="accordion">
    <div class="card">
        <div class="card-header" id="headingOne">
            <h5 class="mb-0">
                <button class="btn btn-link" data-
toggle="collapse" data-target="#collapseOne"
                aria-expanded="false" aria-
controls="collapseOne">
                    <h2 style="color: black;">SHOW ISSUE</h2>
                </button>
            </h5>
        </div>

        <div id="collapseOne" class="collapse " aria-
labelledby="headingOne" data-parent="#accordion">

            <div class="card-body ">

                <div class="row mx-auto" style="height: 50px;">
                    <div class="col" style="height:50px;">
                        <h2 style="color: black;"> TOTAL NUMBER OF
COMPLAINT : <span
                                style="color: black; font-weight:
bolder; ">{{message}}</span></h2>
                    </div>
                </div>

                {% for post in agent %}
                <div class="progress text-center">

                    {% if 'Completed' == post.STATUS %}
                    <div class="progress-bar progress-bar-striped
progress-bar-animated bg-success"
                        role="progressbar" aria-valuenow="75"
                        aria-valuemin="0" aria-valuemax="100"
                        style="width: 100%; height:50px;"></div>

                    {% elif 'Agent Alloted' == post.STATUS %}

```



```

                                <div class="progress-bar progress-bar-striped
progress-bar-animated"
                                role="progressbar" aria-valuenow="75" aria-
valuemin="0" aria-valuemax="100"
                                style="width: 50%; height:50px;"></div>

```

```

                                {% elif 'Processing' == post.STATUS %}
                                <div class="progress-bar progress-bar-striped
progress-bar-animated bg-warning"
                                role="progressbar" aria-valuenow="75" aria-
valuemin="0" aria-valuemax="100"
                                style="width: 25%; height:50px;"></div>

                                {% endif %}

```

```

                                </div>
                                <div class="card text-white mb-3 container-lg"
style="background-color: black;">

```

```

                                <div class="container-lg card-header text-
center rounded-pill border border-secondary ">

```

```

                                <div class="hstack gap-3 mb-3 ">

                                <div class="row mb-3">
                                    <div class="col-sm">
                                        <h4><span class="text-
primary"> ID : </span>{{post['ID']}}</h4>
                                    </div>
                                    <div class="col-sm">
                                        <h4><span class="text-
primary"> TOPIC : </span>{{post['TOPIC']}}</h4>
                                    </div>
                                    <div class="col-sm">
                                        <h4><span class="text-
primary"> DATE : </span> {{post['DATE']}}</h4>
                                    </div>
                                    <div class="col-sm">
                                        <h4><span class="text-
primary"> CUSTOMER ID : </span>

```

```
{{post['CUSTOMER_ID']}}</h4>

        </div>
    </div>
    <div class="row mb-3">
        <div class="col-sm">
            <h4><span class="text-
primary"> CUSTOMER NAME : </span>{{post['NAME']}}</h4>
        </div>
        <div class="col-sm">
            <h4><span class="text-
primary"> PHONENUMBER : </span>{{post['PHONENUMBER']}}
            </h4>
        </div>
    </div>

    <div class="row mb-3 d-flex justify-
content-center">
        <h4><span class="text-primary">
TICKET STATUS : </span>{{post['STATUS']}}
        </h4>
    </div>
</div>

<div class="container card-header d-flex
justify-content-center ">
    <div class="hstack gap-3 ">
        <div class="row">

            <h4><span class="text-primary">
SERVICE AGENT : </span>
                {{post['SERVICE_AGENT']}}</h4>
        </div>
        <div class="row">
            <h4><span class="text-primary">
SERVICE TYPE :
</span>{{post['SERVICE_TYPE']}}</h4>
        </div>
        <div class="row">
            <h4><span class="text-primary">
ADDRESS :
```


13.base

```
<!DOCTYPE
E html>

<html lang="en">

<head>
    <title>Customer Care Registry</title>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1,
shrink-to-fit=no">
    <link rel="stylesheet" href="https://finalphase.s3.jp-tok.cloud-
object-storage.appdomain.cloud/static/animate.css">
    <link rel="stylesheet" href="https://finalphase.s3.jp-tok.cloud-
object-storage.appdomain.cloud/static/flexslider.css">
    <link rel="stylesheet" href="https://finalphase.s3.jp-tok.cloud-
object-storage.appdomain.cloud/static/fonts/icomoon/style.css">

    <link href="https://finalphase.s3.jp-tok.cloud-object-
storage.appdomain.cloud/static/assets/favicon.ico" rel="icon">
    <link rel="stylesheet"
href="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/4.7.0/css/font-
awesome.min.css">
    <link rel="shortcut icon" href="{{ url_for('static',
filename='favicon.ico') }}">
    <script
src="https://ajax.googleapis.com/ajax/libs/jquery/3.5.1/jquery.min.js"></scr
ipt>
    <link rel="stylesheet" href="https://finalphase.s3.jp-tok.cloud-
object-storage.appdomain.cloud/static/bootstrap.css">
    <link rel="stylesheet" href="https://finalphase.s3.jp-tok.cloud-
object-storage.appdomain.cloud/static/style.css">
    <link
href="https://fonts.googleapis.com/css2?family=Permanent+Marker&display=swap
" rel="stylesheet">
    <link
href="https://fonts.googleapis.com/css?family=Nunito+Sans:200,300,400,700"
rel="stylesheet">
    <link
href="https://fonts.googleapis.com/css2?family=Audiowide&display=swap"
rel="stylesheet">
    <script src="https://cdn.jsdelivr.net/npm/sweetalert2@10"></script>

</head>
```

```

<!-- Include a polyfill for ES6 Promises (optional) for IE11 -->

{% block head %} {% endblock %}

</head>

<body data-spy="scroll" data-target="#pb-navbar" data-offset="200">

    <nav class="navbar navbar-expand-lg site-navbar navbar-light bg-
light" id="pb-navbar">

        <div class="container">

            <button class="navbar-toggler" type="button" data-
toggle="collapse" data-target="#navbarsExample09" aria-
controls="navbarsExample09" aria-expanded="false" aria-label="Toggle
navigation">

                <span class="navbar-toggler-icon"></span>
            </button>

            <div class="collapse navbar-collapse justify-content-
md-center" id="navbarsExample09">

                <ul class="navbar-nav">

                    <li><a class="nav-link" style="color:
black;" href="/home">Home</a></li>

                    <li><a class="nav-link" style="color:
black;" href="#section-portfolio">Our Top Agents</a></li>

                    <li><a class="nav-link" style="color:
black;" href="#section-resume">Resume</a></li>

                    <li><a class="nav-link" style="color:
black;" href="#section-about">About</a></li>

                    <li><a class="nav-link" style="color:
black;" href="#section-contact">Contact</a></li>

                    <li><a class="nav-link " style="color:
black;" href="#section-sign">Sign in</a></li>

                </ul>

            </div>

        </div>

    </nav>

```

{% block body %}

{% endblock %}

{% block footer %}

{% endblock %}

<footer class="site-footer">

<div class="container">

<div class="row mb-5">

<p class="col-12 text-center">

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Copyright ©

<script>document.write(new Date().getFullYear());</script> All rights reserved | This template is

made with <i class="fa fa-heart" style="font-size:36px;color:red" aria-hidden="true"></i> by RAJKIRAN SS

<!-- Link back to Colorlib can't be removed. Template is licensed under CC BY 3.0. -->

</p>

</div>

<div class="row mb-5">

<div class="col-md-12 text-center">

<p>

14.complaint

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

{% block head %}
<title>Sign in page(AGENT)</title>
{% endblock %}

{% block body %}

<body style="background-color:black;" data-target="#pb-navbar" data-
offset="200" data-spy="scroll">

    <div class="container" style="padding-top:150px;">

        <div class="row mb-5" >
            <h1 class="page-header text-primary mx-auto">COMPLAINT <span
style="color:white;">PAGE FOR CUSTOMER</span></h1>
        </div>

        <div class="col-sm height: 100px; justify-content-center ">
            {% with messages = get_flashed_messages(with_categories=true)
%}

                {% if messages %}
                {% for category,message in messages %}
                <div class="alert alert-{{category}} " style="color:
red;">{{message}}</div>
                {% endfor %}
                {% endif %}

                {% endwith %}
            </div>

            <div class="row justify-content-center" style="height: 1000px;">
                <form action="{{ url_for('complaintform') }}" method="POST">

                    <div class="form-group">
                        <label for="exampleInputname">CUSTOMER ID</label>
```



```

        <input type="text" style="color: white; width: 400px;"
class="form-control" id="id" name="id" value="{{msg}}"
        placeholder="Enter Name" required>
    </div>

```

```

    <div class="form-group">
        <label for="exampleInputEmail">Email address</label>
        <input type="email" style="color: white; width:
400px;" class="form-control" id="email"
            name="email" placeholder="Enter email" required>
        <small id="emailHelp">We'll never share your email
with anyone else.</small>
    </div>

```

```

    <div class="form-group">
        <label for="exampleInputphoneNumber">Phone
Number</label>
        <input type="tel" style="color: white; width: 400px;"
class="form-control" id="phoneNumber"
            name="phoneNumber" placeholder="Enter phone
Number" pattern="[0-9]{10}" required>
    </div>

```

```

    <div class="form-group">
        <label for="exampleFormControlSelect1">Select
Service</label>
        <select class="form-control" placeholder="Choose
Service want to prefer" style="color: white;" id="service" name="service">
            <option selected>Select one of these...</option>
            <option>Hardware</option>
            <option>Software</option>
            <option>Online</option>
        </select>
    </div>

```

```

    <div class="form-group">
        <label for="exampleInputname">Enter topic</label>
        <input type="text" class="form-control text-white"
id="topic" name="topic" placeholder="Enter Name" required>
    </div>

```

```

    <div class="form-group">
        <label
for="exampleFormControlsTextarea1">Description</label>

```

```
        <textarea class="form-control text-white"
id="exampleFormControlTextarea1" id="description" name="description"
rows="3"></textarea>
    </div>
```

```
    <div class="form-group">
        <label for="exampleInputname">Enter Your
Address</label>
        <input type="text" style="width: 400px;" class="form-
control text-white" id="address" name="address"
placeholder="Enter address" required>
    </div>
```

```
    <div class="form-group">
        <label for="exampleFormControlSelect1">Enter
State</label>
        <select class="form-control text-white"
placeholder="Choose Service want to prefer"
id="state" name="state">
            <option>Tamil Nadu</option>
            <option>Karnataka</option>
            <option>Kerala</option>
            <option>Andhra Pradesh</option>
        </select>
    </div>
```

```
    <div class="form-group">
        <label for="exampleInputname">IMAGE Link</label>
        <input type="text" style="color: white; width: 400px;"
class="form-control" id="link" name="link"
placeholder="Enter Name" required>
        <small id="emailHelp">Please share your Resume with
drive option as anyone</small>
    </div>
```

```
    <button type="submit" class="btn btn-primary mx-
auto"><span
style="color:black; font-weight:
bolder;">Submit</span></button>
```

```
    </form>
</div>
```

```
<div class="row d-flex">

    <a href="{ { url_for('welcome') } }" class="btn btn-primary mx-
auto" role="button"><span
        style="color:black; font-weight: bolder;">Back</span>
    </a>

</div>

</div>

{% endblock %}
</body>

</html>
```

15.forgot

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

{% block head %}
<title>Welcome</title>

{% endblock %}

{% block body %}

<body style="background-color:black; padding-top: 100px;">

    <div class="container" style="padding-top:100px; text-align: center;">

        <div class="row height: 200px; ">
            {% with messages = get_flashed_messages(with_categories=true)
%}

                {% if messages %}
                {% for category,message in messages %}
                    <div class="alert alert-{{category}} mx-auto" style="color:
red; ">{{message}}</div>
```

```

        {% endfor %}
        {% endif %}
        {% endwith %}
    </div>

    <div class="row mb-3">

        <h1 class="page-header text-primary mx-auto">FORGOT <span
style="color:white;">PAGE</span></h1>
    </div>

    <div class="container border border-primary mb-3">
        <div class="row mb-3">
            <h1 class="page-header text-primary mx-auto">CUSTOMER</h1>
        </div>

        <div class="row ">
            <div class="col" style="height: 200px;">

                <form action="{{ url_for('forgot') }}" method="POST">

                    <div class="form-group" style="padding-left:
60px;">

                        <label for="exampleid">Id</label>
                        <input type="tel" style="color: white; width:
400px; " class="form-control " id="ida"
                            name="custid" placeholder="Enter Id"
required>

                    </div>

                    <div class="row justify-content-center">
                        <button type="submit" id="otp" class="btn btn-
primary btn-md " style="color: black; font-weight: bolder;" >Send
Email</button>
                    </div>
                </form>
            </div>

            <div class="col " style="height: 200px;">
                <form action="{{ url_for('otp') }}" method="POST">

                    <div class="form-group" style="padding-left:
60px;">

```

```

        <label for="exampleid">Enter your verification
number</label>

        <input type="tel" style="color: white; width:
400px; padding-right:30px;"
            class="form-control " id="otp" name="otp"
placeholder="Enter otp" required>

    </div>
    <div class="row justify-content-center">
        <button type="submit" class="btn btn-primary
btn-md " style="color: black; font-weight: bolder;">verify OTP</button>
    </div>
</form>
</div>

</div>
</div>

<div class="container border border-primary mb-3">
    <div class="row mb-3">
        <h1 class="page-header text-primary mx-auto">AGENT</h1>
    </div>

    <div class="row ">
        <div class="col" style="height: 200px;">

            <form action="{{ url_for('agentforgot') }}"
method="POST">

                <div class="form-group" style="padding-left:
60px;">

                    <label for="exampleid">Id</label>
                    <input type="tel" style="color: white; width:
400px; " class="form-control " id="ida"
                        name="custid" placeholder="Enter Id"
required>

                </div>
                <div class="row justify-content-center">
                    <button type="submit" id="otp" class="btn btn-
primary btn-md " style="color: black; font-weight: bolder;">Send
Email</button>
                </div>
            </form>
        </div>
    </div>

```

```

        <div class="col " style="height: 200px;">
            <form action="{{ url_for('agentotp') }}"
method="POST">

                <div class="form-group" style="padding-left:
60px;">

                    <label for="exampleid">Enter your verification
number</label>

                    <input type="tel" style="color: white; width:
400px; padding-right:30px;"
                        class="form-control " id="otp" name="otp"
placeholder="Enter otp" required>

                </div>

                <div class="row justify-content-center">
                    <button type="submit" class="btn btn-primary
btn-md "style="color: black; font-weight: bolder;">verify OTP</button>
                </div>
            </form>
        </div>

    </div>
</div>
<div class="row justify-content-center">
    <a href="{{ url_for('home') }}" class="btn btn-primary mx-
auto" role="button"><span
        style="color:black; font-weight: bolder;">Back</span>
    </a>
</div>

</div>

{% endblock %}

</body>

```

16.index

```

{% extends
'base.html'
%}

```

```
{% block body %}
```

```
<body data-spy="scroll" data-target="#pb-navbar" data-offset="200">
```

```
    <section class="site-hero" style="background-color: black;"
    id="section-home">
```

```
        <div class="container p-3 mb-2 bg-primary rounded mx-auto "
        style="height:1000px; width:800px;">
```

```
            <div class="row text-center" style="padding-
            top:300px;">
```

```
                <h1 class="section-heading text-center col-
                md-16"><span style="color:skyblue;">C</span>USTOMER <span
                style="color:skyblue;">C</span>ARE <span
                style="color:skyblue;">R</span>EGISTRY ! </h1>
                </div>
```

```
            </div>
```

```
        </section>
```

```
<!-- section -->
```

```
<section class="site-section" id="section-sign">
```

```
    <div class="container" style="width: 200 px; height:500px">
```

```
        <h2 style="color:white;" class="text-
        center">{{mes}}</h2>
```

```
            <div class="row text-center mx-auto">
```

```
                <h1 class="section-heading text-center col-
                md-12 mb-6">Get your <strong> Account
```

```
                Now!</strong> </h1>
```

```
            </div>
```

```
            <div class="row text-center mx-auto mb-3">
```

```
                <h2 class="section-heading text-center col-
                md-12">Get your <strong> User
```

```
                Account!</strong> </h2>
```

```
            </div>
```

```

        <div class="row text-center mx-auto mb-3 ">
            <a href="{{ url_for('signinpage') }}"
class="btn btn-primary btn-block " role="button"><span
                style="color:black; font-
weight: bolder; height: 100px;">Sign in</span> </a>
        </div>
        <div class="row text-center mx-auto mb-5 ">
            <a href="{{ url_for('signuppge') }}"
class="btn btn-primary btn-block" role="button"><span
                style="color:black; font-
weight: bolder; height: 100px;">Sign up</span></a>
        </div>

```

```

        <div class="row text-center mx-auto">
            <h2 class="section-heading text-center col-
md-12">Get your <strong> Agent
                Account!</strong> </h2>
        </div>

```

```

        <div class="row text-center mx-auto mb-3 ">
            <a href="{{ url_for('agentsignin') }}"
class="btn btn-primary btn-block " role="button"><span
                style="color:black; font-
weight: bolder;">Sign in</span> </a>
        </div>

```

```

        <div class="row text-center mx-auto mb-3 ">
            <a href="{{ url_for('agentRegister') }}"
class="btn btn-primary btn-block " role="button"><span
                style="color:black; font-
weight: bolder;">Sign up</span> </a>
        </div>

```

```

    </div>

```

```

</section>

```



```

        <section class="site-section" id="section-portfolio">
            <div class="container">
                <div class="row">
                    <div class="section-heading text-center col-
md-12">
                        <h2>Our <strong>Top
Agents</strong></h2>
                    </div>
                </div>
                <div class="filters">
                    <ul>
                        <li class="active" data-
filter="*">All</li>
                        <li data-filter=".packaging">Hardware
Services</li>
                        <li data-filter=".mockup">Software
Services</li>
                        <li data-filter=".typography">Both
Services</li>
                        <li data-filter=".photography">Online
Services</li>
                    </ul>
                </div>
                <div class="filters-content">
                    <div class="row grid">
                        <div class="single-portfolio col-sm-4
all mockup">
                            <div class="relative">
                                <div class="thumb">
                                    <div
class="overlay overlay-bg"></div>
                                    
                                </div>
                                <a
href="https://finalphase.s3.jp-tok.cloud-object-
storage.appdomain.cloud/static/assets/images/p3.png" class="img-pop-up">
                                    </a>
                                </div>
                                <div class="p-inner">
                                    <a
href="https://github.com/ssrajkiran">

```

```

<h4>RAJKIRAN S
S</h4>

<div
class="cat">SOFTWARE SERVICE</div>

</a>
</div>
</div>
<div class="single-portfolio col-sm-4
all mockup">

<div class="relative">
<div class="thumb">
<div
class="overlay overlay-bg"></div>


</div>
<a
href="https://finalphase.s3.jp-tok.cloud-object-
storage.appdomain.cloud/static/assets/images/p2.png" class="img-pop-up">
<div
class="middle">

<div
class="text align-self-center d-flex"></div>
</div>
</a>
</div>
<div class="p-inner">
<h4>KAMALESUWARAN
D</h4>

<div
class="cat">SOFTWARE SERVICE</div>

</div>
</div>
<div class="single-portfolio col-sm-4
all packaging">

<div class="relative">
<div class="thumb">
<div
class="overlay overlay-bg"></div>



```

```

</div>
<a
href="https://finalphase.s3.jp-tok.cloud-object-
storage.appdomain.cloud/static/assets/images/p3.png" class="img-pop-up">
<div
class="middle">
<div
class="text align-self-center d-flex"></div>
</div>
</a>
</div>
<div class="p-inner">
<h4>SRIGOVINDH</h4>
<div
class="cat">HARDWARE SERVICE</div>
</div>
</div>
<div class="single-portfolio col-sm-4
all packaging">
<div class="relative">
<div class="thumb">
<div
class="overlay overlay-bg"></div>

</div>
<a
href="https://finalphase.s3.jp-tok.cloud-object-
storage.appdomain.cloud/static/assets/images/p4.jpeg" class="img-pop-up">
<div
class="middle">
<div
class="text align-self-center d-flex"></div>
</div>
</a>
</div>
<div class="p-inner">
<h4>LOKESH </h4>

```

```

<div
class="cat">HARDWARE SERVICE</div>

</div>
</div>
<div class="single-portfolio col-sm-4
all typography">

<div class="relative">
<div class="thumb">
&ltdiv
class="overlay overlay-bg"></div>


</div>
<a
href="https://finalphase.s3.jp-tok.cloud-object-
storage.appdomain.cloud/static/assets/images/p4.jpeg" class="img-pop-up">
<div
class="middle">

<div
class="text align-self-center d-flex"></div>
</div>
</a>
</div>
<div class="p-inner">
<h4>NANDHEESH</h4>
<div

class="cat">HARDWARE AND SOFTWARE</div>

</div>
</div>
<div class="single-portfolio col-sm-4
all photography">

<div class="relative">
<div class="thumb">
&ltdiv
class="overlay overlay-bg"></div>


</div>
<a
href="https://finalphase.s3.jp-tok.cloud-object-
storage.appdomain.cloud/static/assets/images/p6.jfif" class="img-pop-up">

```

```

<div
class="middle">
<div
class="text align-self-center d-flex"></div>
</div>
</a>
</div>
<div class="p-inner">
<a
href="https://www.youtube.com/" target="_blank">
<h4>RAM</h4>
<div
class="cat">ONLINE SERVICE</div>
</a>
</div>
</div>
</div>
</div>
</div>
</section>
<!-- .section -->

<section class="site-section " id="section-resume">
<div class="container">
<div class="row">
<div class="col-md-12 mb-5">
<div class="section-heading text-
center">
<h2>Our
<strong>Features</strong></h2>
</div>
</div>
<div class="col-md-6">
<div class="resume-item mb-4">
<span class="date"><span
class="fa fa-check-square-o" style="font-size:36px"></span><h2>TOP
TICKETING FEATURES </h2></span>
<h3>EMAIL BASED TICKET</h3>
<p>
Convert all incoming
customer support emails <br>

```

into tickets and respond to them via email.

```

                                </p>
                                <span class="school">Create
and respond to email tickets.</span>
                                </div>

```

```
<div class="resume-item mb-4">
    <span class="date"><span
class="fa fa-check-square-o" style="font-size:36px"></span> <h2>KNOWLEDGE
BASE SOFTWARE</h2></span>
```

```

<h3>WORKFLOW</h3>
<p>
    Design and manage your
documentation <br>
    publishing process.
    Create unlimited
knowledge base articles. <br>

```

```
</p>
<span class="school"> For
different brands and products</span>
</div>
```

```
<div class="resume-item mb-4">  
    <span class="date"><span  
class="fa fa-check-square-o" style="font-size:36px"></span><h2> ORGANISE  
YOUR CONTACT DATA</h2></span>
```

INFORMATION

```
<p> Track modifications with a  
profile history.<br>
```

contact-specific information.</p>

</p>
Block a
contact to prevent the creation of spam tickets.

</div>

```
<div class="col-md-6">
```

class="fa fa-check-square-o" style="font-size:36px;">

TICKETS & SOLVE PROBLEMS

TICKET INTERACTION

Customer portal software enables customers to track and send tickets through an easy-to-use interface.

Technology

Organization-wide tickets

class="fa fa-check-square-o" style="font-size:36px;">

TICKETING SOFTWARE

POWERFUL , USER-FRIENDLY TOOLS

Manage all of your support requests, convert emails to tickets, automate ticket assignments, customize support forms.

set your own SLA

class="fa fa-check-square-o" style="font-size:36px;">

TICKET INSIGHTS

MESSAGE TAG

Ticket insights provide metrics for each ticket, such as response, SLA, assignment, and status.

Allows your team to refine support operations

```

        </div>
    </section> <!-- .section -->

    <section class="site-section" id="section-about">
        <div class="container">
            <div class="row mb-5 align-items-center">
                <div class="row">
                    <div class="section-heading">
                        <h2>About
<strong>Us</strong></h2>
                    </div>
                    <p> Syncfusion, the company behind
BoldDesk, has been helping developers worldwide build powerful line-of-
business
                        software for over 20 years. Our
flagship component suite includes over 1,700 UI widgets and frameworks
that help
                        reduce time and complexity when
developing mobile, web, and desktop applications. </p>

                    <p>Over the past two decades, we have
learned quite a bit about providing an optimal support experience on a
global
                        scale for complex use cases.
Our support system is backed by software systems that track every detail
accurately.
                        Nothing is left to chance.
Customers appreciate that every detail is tracked to completion.
                        Such actions let them know
that we care not just with words in a support policy but in actual
practice,
                        day after day, year after
year.</p>
                </div>
            </div>
        </div>
    </section>

    <section class="site-section pb-0" id="section-services">
        <div class="container">
            <div class="row mb-4">
                <div class="col-md-12">

```



```

<div class="section-heading text-center">
    <h2>My
<strong>Services</strong></h2>
</div>
</div>
<div class="row">
    <div class="col-md-6 col-lg-4 text-center mb-5">
        <div class="site-service-item site-animate" data-animate-effect="fadeIn">
            <span class="icon">
                <span class="fa fa-clock-o" style="font-size:46px"></span>
            </span>
            <h3 class="mb-4">Get started
in minutes</h3>
            <p>Start supporting your
customers in no time without requiring an expensive onboarding plan or
excessive hand-holding.</p>
        </div>
    </div>
    <div class="col-md-6 col-lg-4 text-center mb-5">
        <div class="site-service-item site-animate" data-animate-effect="fadeIn">
            <span class="icon">
                <span class="fa fa-group" style="font-size:46px" ></span>
            </span>
            <h3 class="mb-4">Keep your
team on the same page
            </h3>
            <p>Enable 1:1 or group
discussions and collaborate within your team or across other teams from
within Freshdesk</p>
        </div>
    </div>
    <div class="col-md-6 col-lg-4 text-center mb-5">

```

```

        <div class="site-service-item site-
animate" data-animate-effect="fadeIn">
            <span class="icon">
                <span class="fa fa-
angle-up" style="font-size:46px"></span>
            </span>
            <h3 class="mb-4">Increase your
capabilities</h3>
            <p>Boost your support strategy
by integrating with 650+ apps on the Marketplace and resolve tickets more
efficiently. </p>

```

```

        </div>
    </div>

```

```

    </div>
</div>
</section>

```

```

<section class="site-section" id="section-contact">
    <div class="container">
        <div class="row">
            <div class="col-md-12 mb-5">
                <div class="section-heading text-
center">
                    <h2>Get <strong>In
Touch</strong></h2>
                </div>
            </div>
            <div class="col-md-7 mb-5 mb-md-0">
                <form action="{
url_for('getintouch') }}" class="site-form" method="post">
                    <h3 class="mb-5">Get In
Touch</h3>
                    <div class="form-group">
                        <input name="name"
type="text" class="form-control px-3 py-4" id = "name" name= "name"
placeholder="Your Name">
                    </div>
                    <div class="form-group">
                        <input name="email"
type="email" class="form-control px-3 py-4" id="email" name="email"
placeholder="Your Email">

```

```

        </div>
        <div class="form-group mb-5">
            <textarea
name="message" class="form-control px-3 py-4" cols="30" rows="10"
name="msg" id="msg"

                placeholder="Write a Message"></textarea>
            </div>
            <div class="form-group">
                <input type="submit"
style="color: black; font-weight: bolder; " class="btn btn-primary px-4
py-3" value="Send Message">

            </div>
        </form>
        <script>

            function test() {
                Swal.fire('Thanks For
Contacting Us..')

                window.scrollTo(0,
document.body.scrollHeight);

            }
            { { code } }
        </script>
    </div>
    <div class="col-md-5 pl-md-5">
        <h3 class="mb-5">My Contact
Details</h3>

        <ul class="site-contact-details">
            <li>
                <span class="text-
uppercase">Email</span>

                ibmdemo6@yahoo.com
            </li>
            <li>
                <span class="text-
uppercase">Phone</span>

                +91 XXXXXXXXXX
            </li>
            <li>
                <span class="text-
uppercase">Address</span>

                89 , OMR ROAD <br>
                PADUR <br>

```

```

India, TAMIL NADU
</li>
</ul>
</div>
</div>
</div>
</section>

{% endblock %}
</body>

</html>

```

17.signin page

```

{% extends
'base.html'
%}

{% block head %}
<title>Sign in page</title>
{% endblock %}

{% block body %}

<body data-spy="scroll" data-target="#pb-navbar" data-offset="200"
style="background-color:black;">

</section>
<div class="container1">

<div class="row" style="height:250px; padding-top: 150px;">
<h1 class="page-header text-primary mx-auto">LOGIN FOR<span
style="color:white;"> CUSTOMER</span></h1>
</div>

<div class="row height: 100px; ">
{% with messages = get_flashed_messages(with_categories=true) %}
{% if messages %}
{% for category,message in messages %}

```

```

        <div class="alert alert-{{category}} mx-auto" style="color: red;
">{{message}}</div>
        {% endfor %}
        {% endif %}
        {% endwith %}
    </div>

```

```

<div class="row justify-content-center" style="height: 350px;">

```

```

    <form action="{{ url_for('login') }}" method="POST">

```

```

        <div class="form-group text-center">
            <label for="exampleInputid"><span style="color:
white;">Id</span></label>
            <input type="tel" style="color: white; width:400px;"
class="form-control" id="id" name="idn"
                placeholder="Enter Id" pattern="[0-9]{4}" required>
            <small id="emailHelp">We'll never share your Password with
anyone else.</small>

```

```

        </div>
        <div class="form-group text-center">
            <label for="exampleInputPassword1"><span style="color:
white;">Password</span></label>
            <input style="color: white;" type="password" class="form-
control" id="password" name="password"
                placeholder="Password" required>
        </div>

```

```

            <button type="submit" class="btn btn-primary"><span
style="color:black; font-weight: bolder; ">
                Submit</span></button>

```

```

        </form>
    </div>

```

```

    <div class="row mb-6" >
        <h1 class="page-header text-primary mx-auto">FORGOT YOUR<span
style="color:white;"> ID!</span></h1>
    </div>

```

```

<div class="row justify-content-center" style="height: 350px;">

```

```

    <form action="{{ url_for('verifyemail') }}" method="POST">

```

```

        <div class="form-group text-center">

```

```
        <label for="exampleInputemail"><span style="color: white;">Email  
ID</span></label>
```

```
        <input type="email" style="color: white; width:400px;"  
class="form-control" id="verifyemail"  
        name="verifyemail" placeholder="Enter Email Id" required>  
    </div>
```

```
        <button type="submit" class="btn btn-primary"><span  
style="color:black; font-weight: bolder; "> Send  
        Email</span></button>
```

```
    </form>  
</div>
```

```
    <div class="row d-flex bg-primary justify-content-center ">  
        <a href="{{ url_for('forgotpass') }}" class="btn btn-primary"  
role="button"><span  
            style="color:black; font-weight: bolder">Forgot Password</span>  
</a>
```

```
        <a href="{{ url_for('home') }}" class="btn btn-primary "  
role="button"><span  
            style="color:black; font-weight: bolder; ">Back</span> </a>
```

```
        <a href="{{ url_for('signuppage') }}" class="btn btn-primary "  
role="button"><span  
            style="color:black; font-weight: bolder; ">Create an  
Account</span> </a>
```

```
    </div>
```

```
</div>
```

```
{% endblock %}
```

```
</body>
```

```
</html>
```

18.signinpageagent

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

{% block head %}
<title>Sign in page</title>
{% endblock %}

{% block body %}

<body data-spy="scroll" data-target="#pb-navbar" data-offset="200"
style="background-color:black;">

</section>
<div class="container1">

    <div class="row" style="height:250px; padding-top: 150px;">
        <h1 class="page-header text-primary mx-auto">LOGIN FOR<span
style="color:white;"> AGENT</span></h1>
    </div>

    <div class="row height: 100px; ">
        {% with messages = get_flashed_messages(with_categories=true) %}
        {% if messages %}
        {% for category,message in messages %}
            <div class="alert alert-{{category}} mx-auto" style="color: red;
">{{message}}</div>
        {% endfor %}
        {% endif %}
        {% endwith %}
    </div>

    <div class="row justify-content-center" style="height: 350px;">

        <form action="{{ url_for('loginagent') }}" method="POST">

            <div class="form-group text-center">
                <label for="exampleInputid"><span style="color:
white;">Id</span></label>
```

```

        <input type="tel" style="color: white; width:400px;"
class="form-control" id="id" name="idn"
        placeholder="Enter Id" pattern="[0-9]{4}" required>
        <small id="emailHelp">We'll never share your Password with
anyone else.</small>
    </div>
    <div class="form-group text-center">
        <label for="exampleInputPassword1"><span style="color:
white;">Password</span></label>
        <input style="color: white;" type="password" class="form-
control" id="password" name="password"
        placeholder="Password" required>
    </div>

    <button type="submit" class="btn btn-primary"><span
style="color:black; font-weight: bolder; ">
        Submit</span></button>

</form>
</div>

```

```

<div class="row mb-6" >
    <h1 class="page-header text-primary mx-auto">FORGOT YOUR<span
style="color:white;"> ID!</span></h1>
</div>

```

```

<div class="row justify-content-center" style="height: 350px;">

    <form action="{{ url_for('agentverifyemail') }}" method="POST">

        <div class="form-group text-center">
            <label for="exampleInputemail"><span style="color: white;">Email
ID</span></label>
            <input type="email" style="color: white; width:400px;"
class="form-control" id="verifyemail"
            name="verifyemail" placeholder="Enter Email Id" required>
        </div>

        <button type="submit" class="btn btn-primary"><span
style="color:black; font-weight: bolder; "> Send
            Email</span></button>

    </form>
</div>

```



```

        <div class="row d-flex bg-primary justify-content-center ">
            <a href="{{ url_for('forgotpass') }}" class="btn btn-primary"
role="button"><span
                style="color:black; font-weight: bolder">Forgot Password</span>
</a>

            <a href="{{ url_for('home') }}" class="btn btn-primary "
role="button"><span
                style="color:black; font-weight: bolder; ">Back</span> </a>

            <a href="{{ url_for('signuppge') }}" class="btn btn-primary "
role="button"><span
                style="color:black; font-weight: bolder; ">Create an
Account</span> </a>

        </div>

</div>

{% endblock %}

</body>

</html>

```

19.signup page

```

{% extends
'base.html'
%}

{% block head %}
<title>Sign in page</title>
{% endblock %}

```

```
{% block body %}
```

```
<body style="background-color:black;" data-target="#pb-navbar" data-  
offset="200" data-spy="scroll">
```

```
<div class="container" style="padding-top:150px;">
```

```
<div class="row" style="height:100px;">
```

```
<h1 class="page-header text-primary mx-auto">REGISTER <span  
style="color:white;">PAGE FOR CUSTOMER</span></h1>
```

```
</div>
```

```
<div class="col-sm height: 100px; justify-content-center ">
```

```
{% with messages = get_flashed_messages(with_categories=true) %}
```

```
{% if messages %}
```

```
{% for category,message in messages %}
```

```
<div class="alert alert-{{category}}" style="color:  
red;">{{message}}</div>
```

```
{% endfor %}
```

```
{% endif %}
```

```
{% endwith %}
```

```
</div>
```

```
<div class="row justify-content-center" style="height: 500px;">
```

```
<form action="{{ url_for('register') }}" method="POST">
```

```
<div class="form-group">
```

```
<label for="exampleInputname">Name</label>
```

```
<input type="text" style="color: white; width: 400px;"  
class="form-control" id="name" name="name" placeholder="Enter Name"  
required>
```

```
</div>
```

```
<div class="form-group">
```

```
<label for="exampleInputEmail">Email address</label>
```

```
<input type="email" style="color: white; width: 400px;"  
class="form-control" id="email" name="email"  
placeholder="Enter email" required>  
<small id="emailHelp">We'll never share your email with anyone  
else.</small>
```

```
</div>
```

```

        <div class="form-group">
            <label for="exampleInputPassword">Password</label>
            <input type="password" style="color: white; width: 400px;"
class="form-control" id="password" name="password"
            placeholder="Password" required>
        </div>

        <div class="form-group">
            <label for="exampleInputphoneNumber">Phone Number</label>
            <input type="tel" style="color: white; width: 400px;"
class="form-control" id="phoneNumber" name="phoneNumber"
            placeholder="Enter phone Number" pattern="[0-9]{10}" required>
        </div>

        <button type="submit" class="btn btn-primary mx-auto"><span
            style="color:black; font-weight: bolder;">Submit</span></button>

    </form>
</div>

<div class="row d-flex">

    <a href="{{ url_for('home') }}" class="btn btn-primary mx-auto"
role="button"><span
        style="color:black; font-weight: bolder;">Back</span>
    </a>

</div>

</div>

{% endblock %}

</body>

</html>

```

20.welcome

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

```
{% block head %}
<title>Welcome</title>
```

```
{% endblock %}
```

```
{% block body %}
```

```
<body style="background-color:black;">
```

```
    <div class="container-lg" style="padding-top: 100px;">
```

```
        <div class="row" style="height:100px;">
```

```
            <h1 class="page-header text-primary mx-auto">WELCOME TO <span
style="color:white;">HOME PAGE</span></h1>
```

```
        </div>
```

```
        <div class="row col-md-offset-3 col-md-5 ">
```

```
            {% with messages = get_flashed_messages(with_categories=true)
```

```
%}
```

```
            {% if messages %}
```

```
            {% for category,message in messages %}
```

```
                <div class="alert alert-{{category}} text-center"
style="color: red;">{{message}}</div>
```

```
            {% endfor %}
```

```
            {% endif %}
```

```
            {% endwith %}
```

```
        </div>
```

```
        <div class="row" style="height:100px;">
```

```
            <h1 class="page-header text-primary mx-auto">WELCOME <span
style="color:white;">{{session['name']}}</span>
```

```
            </h1>
```

```
        </div>
```

```
        <div class="row g-4 mb-4 ">
```

```
            <div class="col">
```

```
                <a style="color: black;" href="{{url_for('welcome')}}"
class="btn btn-primary ">Home</a>
```

```
                <a style="color: black;"
href="/newissue/{{session['name']}}" class="btn btn-primary">New Issue</a>
```

```

        <a style="color: black;" href="{{url_for('home')}}"
class="btn btn-primary ">Logout</a>
    </div>
</div>

```

```

<div id="accordion">
    <div class="card">
        <div class="card-header" id="headingOne">
            <h5 class="mb-0">
                <button class="btn btn-link" data-
toggle="collapse" data-target="#collapseOne"
                aria-expanded="false" aria-
controls="collapseOne">
                    <h2 style="color: black;">SHOW ISSUE</h2>
                </button>
            </h5>
        </div>
    </div>

```

```

        <div id="collapseOne" class="collapse " aria-
labelledby="headingOne" data-parent="#accordion">
            <div class="card-body">

                <div class="row mx-auto" style="height: 50px;">
                    <div class="col" style="height:50px;">
                        <h2 style="color: black;"> TOTAL NUMBER OF
COMPLAINT : <span
                                style="color: black; font-weight:
bolder; ">{{message}}</span></h2>
                    </div>
                </div>
                {% for post in agent %}

                    <div class="progress text-center">

                        {% if 'Completed' == post.STATUS %}
                            <div class="progress-bar progress-bar-striped
progress-bar-animated bg-success"
                                role="progressbar" aria-valuenow="75"
                                aria-valuemin="0" aria-valuemax="100"
                                style="width: 100%; height:50px;"></div>

                            {% elif 'Agent Alloted' == post.STATUS %}

```

```

                                <div class="progress-bar progress-bar-striped
progress-bar-animated" role="progressbar"
                                aria-valuenow="75" aria-valuemin="0" aria-
valuemax="100"
                                style="width: 50%; height:50px;"></div>

```

```

                                {% elif 'Processing' == post.STATUS %}
                                <div class="progress-bar progress-bar-striped
progress-bar-animated bg-warning"
                                role="progressbar" aria-valuenow="75"
aria-valuemin="0" aria-valuemax="100"
                                style="width: 25%; height:50px;"></div>

                                {% endif %}

```

```

                                </div>
                                <div class="card mb-3 text-white"
style="background-color: black;">

```

```

                                <div class="container-lg card-header text-
center rounded-pill border border-secondary ">

```

```

                                <div class="hstack gap-3 mb-3 ">

                                <div class="row mb-3">
                                    <div class="col-sm">
                                        <h4><span class="text-
primary"> ID : </span>{{post['ID']}}</h4>
                                    </div>
                                    <div class="col-sm">
                                        <h4><span class="text-
primary"> TOPIC : </span>{{post['TOPIC']}}</h4>
                                    </div>
                                    <div class="col-sm">
                                        <h4><span class="text-
primary"> DATE : </span> {{post['DATE']}}</h4>
                                    </div>
                                </div>

```

```

                                <div class="row mb-3 d-flex justify-
content-center">

```

```

                                <h4><span class="text-primary">
TICKET STATUS : </span>{{post['STATUS']}}
                                </h4>

                                </div>
                            </div>

                        </div>

                    <div class="container card-header d-flex
justify-content-center ">
                        <div class="hstack gap-3 ">
                            <div class="row">

                                <h4><span class="text-primary">
SERVICE AGENT : </span>
                                {{post['SERVICE_AGENT']}}</h4>
                            </div>
                            <div class="row">
                                <h4><span class="text-primary">
SERVICE TYPE :
                                </span>{{post['SERVICE_TYPE']}}</h4>
                            </div>
                            <div class="row mb-3">

                                <h4><span class="text-primary">
DESCRIPTION : </span>{{post['DESCRIPTION']}}
                                </h4>
                            </div>

                        </div>

                    </div>

                <div class="card-footer text-muted d-flex
justify-content-center ">
                    <div class="row">
                        <a style="color: black;"
href="/custdelet/{{post['ID']}}"
                        class="btn btn-
primary">DELECT(AFTER COMPLETED ONLY CAN DELECT)</a>
                    </div>

                </div>

```

```

        </div>

    </div>

</div>

{% endfor %}

</div>
</div>

</div>

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

```

21.dockerfile

```

FROM
python:3.10.4
    WORKDIR /app
    COPY requirements.txt ./
    RUN pip install -r requirements.txt
    COPY . .
    EXPOSE 5000
    CMD ["python", "./app.py"]

```

22.app

```

from
__future__
_ import

```



```
print_fun  
ction
```

```
from audioop import add  
import datetime  
from unicodedata import name  
from sib_api_v3_sdk.rest import ApiException  
from pprint import pprint  
from flask import Flask, render_template, request, redirect, url_for,  
session, flash  
from markupsafe import escape  
from flask import *  
import ibm_db  
import datetime  
  
conn =  
ibm_db.connect("DATABASE=;HOSTNAME=;PORT=;SECURITY=SSL;SSLServerCertificate  
=;UID=;PWD=", '', '')  
print(conn)  
print("connection successful...")  
  
app = Flask(__name__)  
app.secret_key = 'your secret key'  
  
@app.route('/')  
def home():  
    message = "TEAM ID : PNT2022TMID05042" +" "+" BATCH ID : B3-3M5E "  
    return render_template('index.html',mes=message)  
  
@app.route('/home', methods=['POST', 'GET'])  
def index():  
    return render_template('index.html')  
  
@app.route('/signinpage', methods=['POST', 'GET'])  
def signinpage():  
    return render_template('signinpage.html')  
  
@app.route('/agentsignin', methods=['POST', 'GET'])  
def agentsignin():  
  
    return render_template('signinpageagent.html')
```

```
@app.route('/signuppage', methods=['POST', 'GET'])
def signuppage():
    return render_template('signuppage.html')
```

```
@app.route('/agentRegister', methods=['POST', 'GET'])
def agentRegister():
    return render_template('agentregister.html')
```

```
@app.route('/forgotpass', methods=['POST', 'GET'])
def forgotpass():
    return render_template('forgot.html')
```

```
@app.route('/newissue/<name>', methods=['POST', 'GET'])
def newissue(name):
    name = name
    return render_template('complaint.html',msg=name)
```

```
@app.route('/forgot', methods=['POST', 'GET'])
def forgot():

    try:
        global randomnumber
        ida = request.form['custid']
        print(ida)
        global id
        id = ida
        sql = "SELECT EMAIL,NAME FROM Customer WHERE id=?"
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, ida)
        ibm_db.execute(stmt)
        emailf = ibm_db.fetch_both(stmt)
        while emailf != False:
            e = emailf[0]
            n = emailf[1]
```

```

        break

configuration = sib_api_v3_sdk.Configuration()
configuration.api_key['api-key'] = "null"

api_instance = sib_api_v3_sdk.TransactionalEmailsApi(
    sib_api_v3_sdk.ApiClient(configuration))
subject = "Verification for Password"
html_content = "<html><body><h1>Your verification Code is : <h2>" +
\
    str(randomnumber)+"</h2> </h1> </body></html>"
sender = {"name": "IBM CUSTOMER CARE REGISTRY",
          "email": "ibmdemo6@yahoo.com"}
to = [{"email": e, "name": n}]
reply_to = {"email": "ibmdemo6@yahoo.com", "name": "IBM"}
headers = {"Some-Custom-Name": "unique-id-1234"}
params = {"parameter": "My param value",
          "subject": "Email Verification"}
send_smtp_email = sib_api_v3_sdk.SendSmtpEmail(
    to=to, reply_to=reply_to, headers=headers,
html_content=html_content, params=params, sender=sender, subject=subject)

api_response = api_instance.send_transac_email(send_smtp_email)

pprint(api_response)
message = "Email send to:"+e+" for password"
flash(message, "success")

except ApiException as e:
    print("Exception when calling SMTPApi->send_transac_email: %s\n" %
e)
    flash("Error in sending mail")
except:
    flash("Your didn't Signin with this account")
finally:
    return render_template('forgot.html')

@app.route('/agentforgot', methods=['POST', 'GET'])
def agentforgot():

    try:
        global randomnumber
        ida = request.form['custid']
        print(ida)
        global id
        id = ida

```

```

sql = "SELECT EMAIL,NAME FROM AGENT WHERE id=?"
stmt = ibm_db.prepare(conn, sql)
ibm_db.bind_param(stmt, 1, ida)
ibm_db.execute(stmt)
emailf = ibm_db.fetch_both(stmt)
while emailf != False:
    e = emailf[0]
    n = emailf[1]
    break

configuration = sib_api_v3_sdk.Configuration()
configuration.api_key['api-key'] = "null"

api_instance = sib_api_v3_sdk.TransactionalEmailsApi(
    sib_api_v3_sdk.ApiClient(configuration))
subject = "Verification for Password"
html_content = "<html><body><h1>Your verification Code is : <h2>" +
\
    str(randomnumber)+"</h2> </h1> </body></html>"
sender = {"name": "IBM CUSTOMER CARE REGISTRY",
    "email": "ibmdemo6@yahoo.com"}
to = [{"email": e, "name": n}]
reply_to = {"email": "ibmdemo6@yahoo.com", "name": "IBM"}
headers = {"Some-Custom-Name": "unique-id-1234"}
params = {"parameter": "My param value",
    "subject": "Email Verification"}
send_smtp_email = sib_api_v3_sdk.SendSmtpEmail(
    to=to, reply_to=reply_to, headers=headers,
html_content=html_content, params=params, sender=sender, subject=subject)

api_response = api_instance.send_transac_email(send_smtp_email)

pprint(api_response)
message = "Email send to:"+e+" for OTP"
flash(message, "success")

except ApiException as e:
    print("Exception when calling SMTPApi->send_transac_email: %s\n" %
e)
    flash("Error in sending mail")
except:
    flash("Your didn't Signin with this account")
finally:
    return render_template('forgot.html')

```

```

@app.route('/admin', methods=['POST', 'GET'])
def admin():
    userdatabase = []
    sql = "SELECT * FROM customer"
    stmt = ibm_db.exec_immediate(conn, sql)
    dictionary = ibm_db.fetch_both(stmt)
    while dictionary != False:
        userdatabase.append(dictionary)
        dictionary = ibm_db.fetch_both(stmt)
    if userdatabase:
        sql = "SELECT COUNT(*) FROM customer;"
        stmt = ibm_db.exec_immediate(conn, sql)
        user = ibm_db.fetch_both(stmt)

    users = []
    sql = "select * from ISSUE"
    stmt = ibm_db.exec_immediate(conn, sql)
    dict = ibm_db.fetch_both(stmt)
    while dict != False:
        users.append(dict)
        dict = ibm_db.fetch_both(stmt)
    if users:
        sql = "SELECT COUNT(*) FROM ISSUE;"
        stmt = ibm_db.exec_immediate(conn, sql)
        count = ibm_db.fetch_both(stmt)

    agent = []
    sql = "SELECT * FROM AGENT"
    stmt = ibm_db.exec_immediate(conn, sql)
    dictionary = ibm_db.fetch_both(stmt)
    while dictionary != False:
        agent.append(dictionary)
        dictionary = ibm_db.fetch_both(stmt)

    if agent:
        sql = "SELECT COUNT(*) FROM AGENT;"
        stmt = ibm_db.exec_immediate(conn, sql)
        cot = ibm_db.fetch_both(stmt)

    return
    render_template("admin.html", complaint=users, users=userdatabase, agents=agent,
    t,message=user[0],issue=count[0],msgagent = cot[0])

```

```

@app.route('/remove', methods=['POST', 'GET'])
def remove():

    otp = request.form['otpv']
    if otp == 'C':
        try:
            insert_sql = f"delete from customer"
            prep_stmt = ibm_db.prepare(conn, insert_sql)
            ibm_db.execute(prepare_stmt)
            flash("deleted successfully the Customer", "success")
        except:
            flash("No data found in Customer", "danger")
        finally:
            return redirect(url_for('signuppage'))
    if otp == 'A':
        try:
            insert_sql = f"delete from AGENT"
            prep_stmt = ibm_db.prepare(conn, insert_sql)
            ibm_db.execute(prepare_stmt)
            flash("deleted successfully the Agents", "success")
        except:
            flash("No data found in Agents", "danger")
        finally:
            return redirect(url_for('signuppage'))

    if otp == 'C':
        try:
            insert_sql = f"delete from AGENT"
            prep_stmt = ibm_db.prepare(conn, insert_sql)
            ibm_db.execute(prepare_stmt)
            flash("deleted successfully the Complaints", "success")
        except:
            flash("No data found in Complaints", "danger")
        finally:
            return redirect(url_for('signuppage'))

@app.route('/login', methods=['GET', 'POST'])
def login():
    if request.method == 'POST':
        try:

            id = request.form['idn']
            global hello
            hello = id
            password = request.form['password']

```

```

        print(id, password)
        if id == '1111' and password == '1111':
            return redirect(url_for('admin'))

        sql = f"select * from customer where id='{escape(id)}' and
password='{escape(password)}'"
        stmt = ibm_db.exec_immediate(conn, sql)
        data = ibm_db.fetch_both(stmt)

        if data:
            session["name"] = escape(id)
            session["password"] = escape(password)
            return redirect(url_for("welcome"))

        else:
            flash("Mismatch in credetials", "danger")
    except:
        flash("Error in Insertion operation", "danger")

    return render_template('signinpage.html')

@app.route('/welcome', methods=['POST', 'GET'])
def welcome():
    try:
        id = hello
        sql = "SELECT
ID,DATE,TOPIC,SERVICE_TYPE,SERVICE_AGENT,DESCRIPTION,STATUS FROM ISSUE
WHERE CUSTOMER_ID =?"
        agent = []
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, id)
        ibm_db.execute(stmt)
        otpf = ibm_db.fetch_both(stmt)
        while otpf != False:
            agent.append(otpf)
            otpf = ibm_db.fetch_both(stmt)

        sql = "SELECT COUNT(*) FROM ISSUE WHERE CUSTOMER_ID = ?"
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, id)
        ibm_db.execute(stmt)
        t = ibm_db.fetch_both(stmt)

        return render_template("welcome.html",agent=agent,message=t[0])
    except:
        return render_template("welcome.html")

```

```

@app.route('/loginagent', methods=['GET', 'POST'])
def loginagent():
    if request.method == 'POST':
        try:
            global loginagent
            id = request.form['idn']
            loginagent = id
            password = request.form['password']

            sql = f"select * from AGENT where id='{escape(id)}' and
password='{escape(password)}'"
            stmt = ibm_db.exec_immediate(conn, sql)
            data = ibm_db.fetch_both(stmt)

            if data:
                session["name"] = escape(id)
                session["password"] = escape(password)
                return redirect(url_for("agentwelcome"))

            else:
                flash("Mismatch in credetials", "danger")
        except:
            flash("Error in Insertion operation", "danger")

    return render_template("signinpageagent.html")

@app.route('/delete/<ID>')
def delete(ID):
    sql = f"select * from customer where Id='{escape(ID)}'"
    print(sql)
    stmt = ibm_db.exec_immediate(conn, sql)
    student = ibm_db.fetch_row(stmt)
    if student:
        sql = f"delete from customer where id='{escape(ID)}'"
        stmt = ibm_db.exec_immediate(conn, sql)

        flash("Delected Successfully", "success")
        return redirect(url_for("admin"))

@app.route('/agentform', methods=['GET', 'POST'])
def agentform():
    if request.method == 'POST':

```



```

try:
    x = datetime.datetime.now()
    y = x.strftime("%Y-%m-%d %H:%M:%S")
    name1 = request.form['name']
    email = request.form['email']
    password = request.form['password']
    phonenumber = request.form['phonenumber']
    service = request.form['service']
    address = request.form['address']
    city = request.form['city']
    state = request.form['state']
    country = request.form['country']
    link = request.form['link']

    sql = "SELECT * FROM AGENT WHERE EMAIL = ?"
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, email)
    ibm_db.execute(stmt)
    account = ibm_db.fetch_assoc(stmt)

    if account:
        flash("Record Already found", "success")
    else:
        print("exec")
        insert_sql = "INSERT INTO AGENT
(NAME,EMAIL,PASSWORD,PHONENUMBER,SERVICE_AGENT,ADDRESS,CITY,STATE,COUNTRY,RESUME_LINK,DATE) VALUES(?,?,?,?,?,?,?,?,?,?,?)"
        prep_stmt = ibm_db.prepare(conn, insert_sql)
        ibm_db.bind_param(prepare_stmt, 1, name1)
        ibm_db.bind_param(prepare_stmt, 2, email)
        ibm_db.bind_param(prepare_stmt, 3, password)
        ibm_db.bind_param(prepare_stmt, 4, phonenumber)
        ibm_db.bind_param(prepare_stmt, 5, service)
        ibm_db.bind_param(prepare_stmt, 6, address)
        ibm_db.bind_param(prepare_stmt, 7, city)
        ibm_db.bind_param(prepare_stmt, 8, state)
        ibm_db.bind_param(prepare_stmt, 9, country)
        ibm_db.bind_param(prepare_stmt, 10, link)
        ibm_db.bind_param(prepare_stmt, 11, y)

        ibm_db.execute(prepare_stmt)
        flash("Record stored Successfully", "success")
        sql = "SELECT ID FROM AGENT WHERE email=?"
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, email)
        ibm_db.execute(stmt)

```

```

        hi = ibm_db.fetch_tuple(stmt)

        configuration = sib_api_v3_sdk.Configuration()
        configuration.api_key['api-key'] = "null"

        api_instance = sib_api_v3_sdk.TransactionalEmailsApi(
            sib_api_v3_sdk.ApiClient(configuration))
        subject = "Registering Account in Customer Care Registry"
        html_content = " <html><body><h1>Thanks for Registering
into Customer Care Registry</h1> <h2>Your Account Id is
:"+str(hi[0])+ "</h2><h2>With Regards:</h2><h3>Customer Care Registry</h3>
</body></html>"

        sender = {"name": "IBM CUSTOMER CARE REGISTRY",
            "email": "ibmdemo6@yahoo.com"}
        to = [{"email": email, "name": name1}]
        reply_to = {"email": "ibmdemo6@yahoo.com", "name": "IBM"}
        headers = {"Some-Custom-Name": "unique-id-1234"}
        params = {"parameter": "My param value",
            "subject": "Email Verification"}
        send_smtp_email = sib_api_v3_sdk.SendSmtpEmail(
            to=to, reply_to=reply_to, headers=headers,
html_content=html_content, params=params, sender=sender, subject=subject)

        api_response =
api_instance.send_transac_email(send_smtp_email)

        pprint(api_response)

    except:
        flash("Error in Insertion Operation", "danger")
    finally:
        return redirect(url_for("agentRegister"))
        con.close()

    return render_template('agentregister.html')

@app.route('/completed/<DESCRIPTION>', methods=['GET', 'POST'])
def completed(DESCRIPTION):
    status = "Completed"
    try:

        sql = "UPDATE ISSUE SET STATUS = ? WHERE DESCRIPTION =?"
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt,1,status)
        ibm_db.bind_param(stmt,2,DESCRIPTION)

```

```

        ibm_db.execute(stmt)

        flash("Successful","success")
        return redirect(url_for('agentwelcome'))
    except:
        flash("No record found","danger")
        return redirect(url_for('agentwelcome'))

@app.route('/deletecomplaint/<ID>')
def deletecomplaint(ID):
    sql = f"select * from ISSUE where ID='{escape(ID)}'"
    print(sql)
    stmt = ibm_db.exec_immediate(conn, sql)
    student = ibm_db.fetch_row(stmt)
    if student:
        sql = f"delete from ISSUE where ID='{escape(ID)}'"
        stmt = ibm_db.exec_immediate(conn, sql)
        users = []
        flash("Delected Successfully", "success")

        return redirect(url_for("admin"))

if __name__ == '__main__':
    app.run(host='0.0.0.0', port=5000, debug=True)

```

23.init

```

import
random

randomnumber = random.randint(0,100)
id =0
hello =0

```

24.requirement

```

flask
    ibm_db
    sib_api_v3_sdk

```

