1.Common-template

|  |
| --- |
| <!DOCTYPE html> |
|  | <html lang="en"> |
|  | <head> |
|  | <title>{% block title %}{% endblock %}</title> |
|  | <meta charset="utf-8"> |
|  | <meta name="viewport" content="width=device-width, initial-scale=1"> |
|  | <link href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css" rel="stylesheet"> |
|  | <script src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"></script> |
|  | <style> |
|  | .fakeimg { |
|  | height: 200px; |
|  | background: #aaa; |
|  | } |
|  | </style> |
|  | </head> |
|  | <body> |
|  |  |
|  | <div class="p-5 bg-secondary text-white text-center"> |
|  | <h1>Customer Care System (CCS)</h1> |
|  | <p>A future revolution system.</p> |
|  | </div> |
|  |  |
|  | <nav class="navbar navbar-expand-sm bg-light navbar-light"> |
|  | <div class="container-fluid"> |
|  | <ul class="navbar-nav"> |
|  | {% if session.user\_type == 'user' %} |
|  | <li class="nav-item"> |
|  | <a class="nav-link active" href="/dashboard">Dashboard</a> |
|  | </li> |
|  | <li class="nav-item"> |
|  | <a class="nav-link" href="/ticket/create">Create New Ticket</a> |
|  | </li> |
|  | <li class="nav-item"> |
|  | <a class="nav-link" href="/tickets/active">Active Ticket(s)</a> |
|  | </li> |
|  | <li class="nav-item"> |
|  | <a class="nav-link" href="/tickets/closed">Closed Ticket(s)</a> |
|  | </li> |
|  | {% elif session.user\_type == 'agent' %} |
|  | <li class="nav-item"> |
|  | <a class="nav-link active" href="/dashboard">Dashboard</a> |
|  | </li> |
|  | <li class="nav-item"> |
|  | <a class="nav-link" href="/inventory">Active Ticket(s)</a> |
|  | </li> |
|  | <li class="nav-item"> |
|  | <a class="nav-link" href="/low\_inventory">Closed Ticket(s)</a> |
|  | </li> |
|  | {% elif session.user\_type == 'admin' %} |
|  | <li class="nav-item"> |
|  | <a class="nav-link active" href="/dashboard">Dashboard</a> |
|  | </li> |
|  | <li class="nav-item"> |
|  | <a class="nav-link" href="/tickets/active">Assign Agent to Ticket</a> |
|  | </li> |
|  | <li class="nav-item"> |
|  | <a class="nav-link" href="/tickets/closed">Closed Ticket(s)</a> |
|  | </li> |
|  | {% endif %} |
|  | <li class="nav-item"> |
|  | <a class="nav-link" href="/logout">Logout</a> |
|  | </li> |
|  | </ul> |
|  |  |
|  | <span>Welcome <strong>{{session.name}}!</strong></span> |
|  | </div> |
|  | </nav> |
|  |  |
|  | <div class="container mt-5"> |
|  |  |
|  | {% with messages = get\_flashed\_messages(with\_categories=true) %} |
|  | {% if messages %} |
|  | {% for category, message in messages %} |
|  | <div class="flashes alert alert-{{category}}"> |
|  | <strong>{{ message }}</strong> |
|  | </div> |
|  | {% endfor %} |
|  |  |
|  | {% endif %} |
|  | {% endwith %} |
|  |  |
|  | {% block content %}{% endblock %} |
|  | </div> |
|  |  |
|  | <div class="mt-5 p-4 bg-light text-dark text-center"> |
|  | <p>Submitted By: bbelleyeston, Jacsi college of engineering</p> |
|  | </div> |
|  |  |
|  | </body> |
|  | </html> |

2.Create complaint

|  |
| --- |
| {% extends "common\_template.html" %} |
|  | {% block title %}Create Ticket{% endblock %} |
|  | {% block content %} |
|  | <section class="vh-100"> |
|  | <div class="container d-flex justify-content-center pt-0"> |
|  | <div class="card col-md-4 mb-4 mt-2"> |
|  | <div class="card-body"> |
|  | <h4 class="card-title">Create a Ticket</h4> |
|  |  |
|  | <form method="post" action="/ticket/create"> |
|  | <input type="hidden" name="id" value="{{ticket.ID}}"> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="title" class="form-label">Title:</label> |
|  | <input type="title" class="form-control" id="title" placeholder="Enter title" name="title" required value="{{ticket.TITLE}}"> |
|  | </div> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="description" class="form-label">Description:</label> |
|  | <input type="text" class="form-control" id="description" placeholder="Enter description" name="description" required value="{{ticket.DESCRIPTION}}"> |
|  | </div> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="priority" class="form-label">Priority:</label> |
|  | <div class="dropdown"> |
|  | <select name="priority" id="priority" class="form-control" required> |
|  | <option value="high" {%if ticket.PRIORITY == 'high'%} selected='selected' {%endif%}">High</option> |
|  | <option value="medium" {%if ticket.PRIORITY == 'medium'%} selected='selected' {%endif%}">Medium</option> |
|  | <option value="low" {%if ticket.PRIORITY == 'low'%} selected='selected' {%endif%}">Low</option> |
|  | </select> |
|  | </div> |
|  | </div> |
|  | {% if session.user\_type == 'admin' %} |
|  | <div class="mb-3 mt-3"> |
|  | <label for="agent\_id" class="form-label">Agent:</label> |
|  | <div class="dropdown"> |
|  | <select name="agent\_id" id="agent\_id" class="form-control" required> |
|  | <option value="">Select an Agent</option> |
|  | {%for agent in agents%} |
|  | <option value="{{agent.ID}}" {%if ticket.AGENT\_ID == agent.ID %} selected='selected' {%endif%}">{{agent.NAME}}</option> |
|  | {%endfor%} |
|  | </select> |
|  | </div> |
|  | </div> |
|  | {% endif %} |
|  | {% if session.user\_type == 'agent' %} |
|  | <div class="mb-3 mt-3"> |
|  | <label for="status" class="form-label">Status:</label> |
|  | <div class="dropdown"> |
|  | <select name="status" id="status" class="form-control" required> |
|  | <option value="">Select Status</option> |
|  | <option value="0" {%if ticket.STATUS == 0 %} selected='selected' {%endif%}">OPEN</option> |
|  | <option value="1" {%if ticket.STATUS == 2 %} selected='selected' {%endif%}">READY TO CLOSE</option> |
|  | </select> |
|  | </div> |
|  | </div> |
|  | {% endif %} |
|  |  |
|  |  |
|  | <button type="submit" class="btn btn-danger">Cancel</button> |
|  | <button type="submit" class="btn btn-success float-end">Save</button> |
|  | </form> |
|  | </div> |
|  |  |
|  |  |
|  | </div> |
|  | </section> |
|  | {% endblock %} |

3.Dashboard

|  |
| --- |
| {% extends "common\_template.html" %} |
|  | {% block title %}Dashboard{% endblock %} |
|  | {% block content %} |
|  | <section class="vh-100"> |
|  | <div class="container"> |
|  | <div class="row d-flex justify-content-center align-items-center h-100"> |
|  | <div class="col-xl-9"> |
|  | <div class="card" style="border-radius: 15px;"> |
|  | <div class="card-body"> |
|  | <div class="row align-items-center pt-4 pb-3"> |
|  | <p>Welcome to Customer Care System (CCS)</p> |
|  | </div> |
|  | </div> |
|  | </div> |
|  | </div> |
|  | </section> |
|  | {% endblock %} |

4.email agent assigned

|  |
| --- |
| <div class="container d-flex justify-content-center pt-5"> |
|  | <div class="card col-md-4 mb-4 mt-5"> |
|  | Hi {{agent.NAME}}, <br><br> |
|  | Your have assigned to the ticket with following details. Please help the customer to solve this problem. <br><br> |
|  | <table border="1"> |
|  | <tr> |
|  | <th>Customer Name</th> |
|  | <td>{{user.NAME}}</td> |
|  | </tr> |
|  | <tr> |
|  | <th>Customer Mobile</th> |
|  | <td>{{user.MOBILE}}</td> |
|  | </tr> |
|  | <tr> |
|  | <th>Title</th> |
|  | <td>{{ticket.TITLE}}</td> |
|  | </tr> |
|  | <tr> |
|  | <th>Description</th> |
|  | <td>{{ticket.DESCRIPTION}}</td> |
|  | </tr> |
|  | <tr> |
|  | <th>Priority</th> |
|  | <td>{{ticket.PRIORITY}}</td> |
|  | </tr> |
|  | <tr> |
|  | <th>Status</th> |
|  | <td>{{ticket.STATUS == 1 and 'Closed' or 'Opened'}}</td> |
|  | </tr> |
|  | </table> |
|  | </div> |
|  | </div> |

5.Email ticket closed

|  |
| --- |
| <div class="container d-flex justify-content-center pt-5"> |
|  | <div class="card col-md-4 mb-4 mt-5"> |
|  | Hi {{user.NAME}}, <br><br> |
|  | Your ticket with following details has been closed. <br><br> |
|  | <table border="1"> |
|  | <tr> |
|  | <th>Title</th> |
|  | <td>{{ticket.TITLE}}</td> |
|  | </tr> |
|  | <tr> |
|  | <th>Description</th> |
|  | <td>{{ticket.DESCRIPTION}}</td> |
|  | </tr> |
|  | <tr> |
|  | <th>Priority</th> |
|  | <td>{{ticket.PRIORITY}}</td> |
|  | </tr> |
|  | <tr> |
|  | <th>Status</th> |
|  | <td>{{ticket.STATUS == 1 and 'Closed' or 'Opened'}}</td> |
|  | </tr> |
|  | </table> |
|  | </div> |
|  | </div> |

6.login

|  |
| --- |
| <html> |
|  | <head> |
|  | <title>Customer Care System</title> |
|  | <meta charset="utf-8"> |
|  | <meta name="viewport" content="width=device-width, initial-scale=1"> |
|  | <link href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css" rel="stylesheet"> |
|  | <script src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"></script> |
|  | <script src="https://ajax.googleapis.com/ajax/libs/jquery/3.6.0/jquery.min.js"></script> |
|  | <meta name="viewport" content="width=device-width, initial-scale=1"> |
|  | <link rel="stylesheet" type="text/css" href="style.css"> |
|  | </head> |
|  | <body class=" bg-light"> |
|  | <div class="container d-flex justify-content-center pt-5"> |
|  |  |
|  | <div class="card col-md-4 mb-4 mt-5"> |
|  |  |
|  | {% with messages = get\_flashed\_messages(with\_categories=true) %} |
|  | {% if messages %} |
|  | {% for category, message in messages %} |
|  | <div class="flashes alert alert-{{category}}"> |
|  | <strong>{{ message }}</strong> |
|  | </div> |
|  | {% endfor %} |
|  |  |
|  | {% endif %} |
|  | {% endwith %} |
|  |  |
|  | <div class="card-body"> |
|  | <h4 class="card-title">Login</h4> |
|  | <form method="post" action="/login"> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="user\_type" class="form-label">User Type:</label> |
|  | <div class="dropdown"> |
|  | <select name="user\_type" id="user\_type" class="form-control"> |
|  | <option value="user">User</option> |
|  | <option value="admin">Admin</option> |
|  | <option value="agent">Agent</option> |
|  | </select> |
|  | </div> |
|  | </div> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="email" class="form-label">Email:</label> |
|  | <input type="email" class="form-control" id="email" placeholder="Enter email" name="username"> |
|  | </div> |
|  | <div class="mb-3"> |
|  | <label for="pwd" class="form-label">Password:</label> |
|  | <input type="password" class="form-control" id="pwd" placeholder="Enter password" name="password"> |
|  | </div> |
|  | <div class="form-check mb-3"> |
|  | <label class="form-check-label"> |
|  | <input class="form-check-input" type="checkbox" name="remember"> Remember me |
|  | </label> |
|  | </div> |
|  | <button type="submit" class="btn btn-primary">Submit</button> <a href="/user/signup" class="float-end">Register</a> |
|  | </form> |
|  | </div> |
|  | </div> |
|  | </div> |
|  |  |
|  | </body> |
|  | </html> |

7.Register

|  |
| --- |
| <html> |
|  | <head> |
|  | <title>Signup</title> |
|  | <meta charset="utf-8"> |
|  | <meta name="viewport" content="width=device-width, initial-scale=1"> |
|  | <link href="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/css/bootstrap.min.css" rel="stylesheet"> |
|  | <script src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js"></script> |
|  | <script src="https://ajax.googleapis.com/ajax/libs/jquery/3.6.0/jquery.min.js"></script> |
|  | <meta name="viewport" content="width=device-width, initial-scale=1"> |
|  | <link rel="stylesheet" type="text/css" href="style.css"> |
|  | </head> |
|  | <body class=" bg-light"> |
|  | <div class="container d-flex justify-content-center pt-5"> |
|  | <div class="card col-md-4 mb-4 mt-5"> |
|  | <div class="card-body"> |
|  | <h4 class="card-title">Register</h4> |
|  |  |
|  | <form method="post" action="/user/signup"> |
|  |  |
|  | <div class="mb-3 mt-3"> |
|  | <label for="user\_type" class="form-label">User Type:</label> |
|  | <div class="dropdown"> |
|  | <select name="user\_type" id="user\_type" class="form-control" required> |
|  | <option value="user">User</option> |
|  | <option value="admin">Admin</option> |
|  | <option value="agent">Agent</option> |
|  | </select> |
|  | </div> |
|  | </div> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="name" class="form-label">Name:</label> |
|  | <input type="name" class="form-control" id="name" placeholder="Enter name" name="name" required> |
|  | </div> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="mobile" class="form-label">Mobile:</label> |
|  | <input type="text" class="form-control" id="mobile" placeholder="Enter mobile" name="mobile" required> |
|  | </div> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="email" class="form-label">Email:</label> |
|  | <input type="email" class="form-control" id="email" placeholder="Enter email" name="email" required> |
|  | </div> |
|  | <div class="mb-3 mt-3"> |
|  | <label for="password" class="form-label">Password:</label> |
|  | <input type="password" class="form-control" id="password" placeholder="Enter password" name="password" required> |
|  | </div> |
|  |  |
|  | <button type="submit" class="btn btn-danger">Cancel</button> |
|  | <button type="submit" class="btn btn-success float-end"">Save</button> |
|  | </form> |
|  | </div> |
|  |  |
|  |  |
|  | </div> |
|  |  |
|  | </body> |
|  | </html> |

8.tickets

|  |
| --- |
| {% extends "common\_template.html" %} |
|  | {% block title %} {{title}} {% endblock %} |
|  | {% block content %} |
|  | <section class="vh-100"> |
|  | <div class="container"> |
|  | <div class="row"> |
|  | <div class="col-md-6"> |
|  | <h4 class="pull-left">{{title}}</h4> |
|  | </div> |
|  | <div class="col-md-6 d-flex flex-row-reverse"> |
|  | <a href="/ticket/create"><button class="btn btn-sm btn-success float-right">Add New Ticket</button></a> |
|  | </div> |
|  | </div> |
|  |  |
|  | <table class="table table-bordered"> |
|  | <tr> |
|  | <th>Title</th> |
|  | <th>Description</th> |
|  | <th>Priority</th> |
|  | <th>User</th> |
|  | <th>Agent</th> |
|  | <th>Note</th> |
|  | <th></th> |
|  | </tr> |
|  | {%if tickets | length == 0%} |
|  | <tr> |
|  | <td colspan="7"><em>No Data Found.</em></td> |
|  | </tr> |
|  | {%endif%} |
|  | {%for inv in tickets%} |
|  | <tr> |
|  | <td>{{inv['TITLE']}}</td> |
|  | <td>{{inv['DESCRIPTION']}}</td> |
|  | <td>{{inv['PRIORITY']}}</td> |
|  | <td>{{inv['USER\_NAME']}}</td> |
|  | <td>{{inv['AGENT\_NAME']}}</td> |
|  | <td>{{inv['NOTE']}}</td> |
|  | <td><a href="/ticket/edit/{{inv['ID']}}">Edit</a> |
|  | {%if session.user\_type == 'admin' and inv['STATUS'] != 1 %} |
|  | <a href="javascript:void(0)" onclick="if(confirm('Are you sure to close this ticket?')) window.location = '/ticket/close/{{inv['ID']}}'; ">Close</a> |
|  | {% endif %} |
|  | </td> |
|  | </tr> |
|  | {%endfor%} |
|  | </table> |
|  | </div> |
|  | </section> |
|  | {% endblock %} |