

CUSTOMER CARE REGISTRY

A PROJECT REPORT

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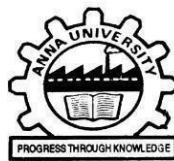
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1.INTRODUCTION

Today's development cycles for web-applications such as Portals and Marketplaces are short, and getting shorter with continuous improvements and enhancements as new requirements and features become apparent. On the other side, most of user's complaints are apparent when a system has inappropriate

communication between the organizations, their employees and customers (Citizens). Poor communication can result in poor services or products being provided by the organization. Whilst concentrating on the topic of complaint handling, organizations can achieve an efficient success factor by increasing their user satisfaction and their loyalty. Therefore each organization needs to develop its internal and external communication towards its staff and customers to achieve success. Although appropriate communication can reduce user dissatisfaction; it cannot eliminate complaint. For a Social Solidarity, there is a need for a Customer care registry in order to deal with complaints. Every day Citizens complaint to staff of the service department because of feeling dissatisfied. No matter direct or indirect accusation to any staff, such as face to face complaint, telephone complaint, complaint letter, and message on the web, all the complaints should be accepted and properly cared for. The resolution of the complaint might be economic compensation, improving service and so on. Also it should weight this complaints i.e., weak complaint or strong complaint and take respective measures in order to prioritize handling of complaint. However, many investigations have been done on the topic of eRecent Researches in Computer Science ISBN: 9781-61804-019-0 291 complaint system, only one researcher focused on in eComplaints System to improve relation between Citizens and Organizations. The Researcher believes in e-Complaint Systems can bring more flexibility for complaint departments to change their complaint services. In this paper the concept of e-CRM, e-complaint were explored first then a new model was presented afterwards the implementation of the new model was discussed.

1.1Project Overview

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

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

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

ADMIN: After the user successfully Registered their Admin has Quickly Response to the user.

1.2Purpose

The purpose of the customer care registry project is to develop a centralized database of customer service information that can be accessed by companies in order to improve customer service.

The registry will contain customer service records from a variety of companies, including contact information, customer service ratings, and comments. This information will be used to help companies improve their customer service practices and make informed decisions about customer service policies.

The purpose of this project is to develop a customer care registry for a company. This registry will help the company to track and manage customer care related information. It will also help the company to improve customer care services by providing better and more efficient care to customers.

2.LITERATURE SURVEY

A literature survey was conducted on customer care registry projects. The following is a summary of the findings: It was found that customer care registry projects are typically implemented to improve customer service and/or to reduce costs. In many cases, the registry project is used to streamline customer service

processes and/or to reduce the number of customer service calls. In some cases, the registry project is used to improve customer satisfaction scores. It was also found that customer care registry projects can be implemented using a variety of different technologies, including web-based applications, customer relationship management (CRM) systems, and enterprise resource planning (ERP) systems. In some cases, the registry project is implemented using a combination of different technologies. Finally, it was found that customer care registry projects can be successful if they are properly planned and implemented. However, if the project is not properly planned or implemented, it is likely to fail.

S.NO	Author	Title	Publis h Date	Findings
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1	Olutayo Boyinbode , Akure	E- Customer Care Service System for Benin Electricity Distribution Company	April 2015	Face to face customer contact is time consuming, since the consumers have to be physically present for both parties to meet before solution can be proffered. Telephone communication with BEDC enables the customers to call and make enquiries and receive responses about information or services required. The BEDC existing customer service system is saddled with limitations such as poor customer services and relations, high response time. This paper aims to eliminate these weaknesses by automating the process through an e-Customer Care Service System by which customer makes an enquiries and complaints on the services delivered by the company.
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S.NO	Author	Title	Publish Date	Findings
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2	D Riananingrum, R R S Hari, F Nursaori and WA Astuti	Integrated Information System for Customer Care	January 2021	The application of customer Facing and Ecosystem Facing is implied as computerization of customer data. The goal is to understand customers' needs and expectations to establish good relationships with customers. This study aims to determine Customer Facing and Ecosystem Facing services in the digital transformation business. The research method used a descriptive research method with a qualitative approach. Customer Facing and Ecosystem Facing is a technology that can increase the production process for business.
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S.NO	Author	Title	Publish Date	Findings
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3	Khalid Rababah, Haslina Mohd, and Huda Ibrahim	Customer Relationship Management (CRM) Processes from Theory to Practice: The Pre-implementation Plan of CRM System	April 2011	<p>This paper provides an extensive review of the literature regarding the CRM processes. This review aims to increase the understanding of the different perspectives and the various types and levels of CRM processes. This paper reveals that there are four major perspectives of CRM processes which are customer facing level</p> <p>processes, customer oriented processes, cross functional CRM processes, and CRM macro-level processes.</p>
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S.NO	Author	Title	Publish Date	Findings
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4	Mutegyeki, Walter	A mobile based customer communication management tool to improve customer care services in micro finance institutions	May 2016	This report document describes project design and development of a digital customer care communication solution that encompasses all major communication channels that will enable microfinance bank customers to conveniently communicate with their banks and also enable banks to manage and evaluate customer care and service delivery. The project followed a software development process that included software requirements specifications and requirements engineering, software design and development, verification & validation which constituted of dynamic testing of each individual core modules.
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2.1 Existing problem

The existing system for the customer care registry project is a paper-based system. This system is used to track customer service requests and complaints. The system is cumbersome and time-consuming, and it is difficult to track and report on customer service issues. The customer care registry project is designed to replace the existing system with a new, web-based system. The new system will be easier to use and will provide more accurate and timely information on customer service issues. Out of the previous related work done concerning customer complaint, the most recent research was: Razali et al. (2011) [6] develop a new complaint management system called (e-Aduan) as a platform for UiTM Pahang's customers to complaint and comment regarding the services and facilities provided by the university. The researcher found out that the most appropriate to the research topic handling customer complaint using SOA was: Najar et al. (2010) [5] tried to improve relation between Citizens and Government by presenting a new model based on Service Oriented Architecture (SOA). With utilizing

the presented model in Government body on one hand Governments will have the ability to minimize Citizens' dissatisfaction and on the other hand it can encourage Citizens to participate in controlling Government body such as Governments' staffs and organizations.

2.2References

[1] Cho Y., Hiltz R., & Fjermestad J., “An Analysis of Online Customer Complaints: Implications for Web Complaint Management.” in Proceedings of the 35th Hawaii International Conference on System Sciences, Hawaii, (2002).

[5] Najar, A. S., Al-Sukhni, H. A., & Aghakhani, N., “The Application of Service-Oriented Architecture in E-complaint System.” Paper presented at (ICCSN '10) the Second International Conference on Communication Software and Networks, (2010, 2628 Feb. 2010).

[6] Razali R., Abd Halim K. N., & Jusoff K., “Quality Improvement of Services in Universiti Teknologi Mara Pahang from a Management Perspective.” Management Science & Engineering Vol.5, No.1, (2011), pp. 71-80.

2.3Problem Statement Definition

A Customer had occur a problem when they apply a ticket they need to recovery a solution or result .So the customer will contact a customer care for arise ths issue. After the customer complaint, the company could identify that problem and solved this issue. Now the company wants to avoid these kinds of problems and technical issues So the company needs the customer satisfaction. This customer care registry helps to solve the issues and its find customer satisfaction.

Defining the problem :

**Website isn't Showing
or Running**

Why this happens?	This issue often happens when the Web Browser is not compatible.
Who does the problem affect?	The user and the users who are using the Website
What is the issue?	This issue can be related to the incompatibility of the Browser
What is the solution?	To check and download the compatible version of the Website

Over Data Utilization on connecting to Desktop	
Why this happens?	This happens because the background windows update process is on.
Who does the problem affect?	The user and the users who are connected to the Desktop.
What is the issue?	This issue is over utilization of mobile data over connecting to the Desktop
What is the solution?	This issue can be solved by disabling the windows update option in settings

Customer wants to fix a blue screen of death?	
Who does the Problem Affect?	Customer who use the particular thing
What are the boundaries of the problem?	Customer who use the thing for their personal work, office work etc
What is the issue?	Failure of Hardware or driver sometimes it maybe in software

	too
When does the issue occur?	It frequently occurs after the customer installed new drivers or new piece of software
Where does the issue occur?	It often lies in the Hardware or one of the drivers
Why is it important that we fix the problem?	It is necessary to run the computer or Laptop to do their task or work in order to complete it.
What solution to solve this issue?	A quick reboot is sometimes enough to solve the problem
What methodology used to solve the issue?	By means of troubleshoot the process or resetting of the software and hardware

Customer wants to fix the Payment issue?	
Who does the Problem Affect?	Customer who use the particular thing

What is the solution to solve this issue temporarily?	Check payment method is up to date or Try another payment method
How the issue occurs?	Customer who has entered incorrect card information, payment gateway, or the bank institution issue
When does the issue occur?	It occurs when there is insufficient balance in bank

	account
Why is it important that we fix the problem?	For the welfare of the customer needs

3.IDEATION & PROPOSED SOLUTION 3.1Empathy Map Canvas




3.2Ideation & Brainstorming

Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate, helping each other develop a rich amount of creative solutions.

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

Step-1: Team Gathering, Collaboration and Select the Problem Statement

Template



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

🕒 10 minutes to prepare
🕒 1 hour to collaborate
👤 2-8 people recommended

[Share template feedback](#)

➔

Before you collaborate

A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

🕒 10 minutes

A Team gathering

Define who should participate in the session and send an invite. Share relevant information pre-work ahead.

B Set the goal

Think about the problem you'll be focusing on solving in the brainstorming session.

C Learn how to use the facilitation tools

Use the Facilitator Subscriptor to run a highly productive session.

[Open article](#) ➔

1

Define your problem statement

What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

🕒 5 minutes

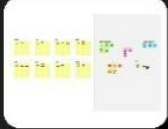
PROBLEM

How might we [your problem statement]?

Key rules of brainstorming

to ensure smooth and productive sessions

- 🕒 Stay on topic.
- 💡 Encourage wild ideas.
- 👂 Defer judgment.
- 👂 Listen to others.
- 🗣️ Go for volume.
- 👁️ If possible, be visual.



Need some inspiration?

See a virtual session of how to make the most of your ideas.

[View example](#) ➔

Step-2: Brainstorm, Idea Listing and Grouping

2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

10 minutes

TAMIL MURASU R

Goal: Increase productivity

Challenge: Limited resources

Solution: Automate repetitive tasks

Impact: 20% increase in productivity

Goal: Improve customer satisfaction

Challenge: Long wait times

Solution: Implement a chatbot for initial queries

Impact: 15% reduction in wait times

Goal: Reduce operational costs

Challenge: High energy consumption

Solution: Optimize server usage and switch to renewable energy

Impact: 10% reduction in operational costs

KAMALESHWARAN J

Goal: Enhance data security

Challenge: Increasing cyber threats

Solution: Implement multi-factor authentication and regular security audits

Impact: Zero data breaches in the last 6 months

Goal: Streamline the hiring process

Challenge: Manual resume screening

Solution: Use AI-powered resume screening tools

Impact: 30% faster hiring process

Goal: Increase employee engagement

Challenge: Lack of communication

Solution: Introduce regular team meetings and a suggestion box

Impact: 25% increase in employee engagement

SEBASTIAN JOHN PAUL A

Goal: Optimize supply chain

Challenge: Unpredictable demand

Solution: Implement a just-in-time inventory system

Impact: 12% reduction in inventory costs

Goal: Improve product quality

Challenge: Human error in production

Solution: Automate quality control checks

Impact: 5% reduction in product defects

Goal: Expand market reach

Challenge: Limited distribution network

Solution: Partner with local distributors in new regions

Impact: 18% increase in sales in new markets

MICHAEL RAJ A

Goal: Enhance website performance

Challenge: Slow loading times

Solution: Optimize code and use a content delivery network

Impact: 40% faster page load times

Goal: Increase social media presence

Challenge: Low engagement

Solution: Collaborate with influencers and post consistently

Impact: 35% increase in social media followers

Goal: Implement a new software

Challenge: Employee resistance to change

Solution: Provide training and communicate the benefits

Impact: Successful implementation of new software

TIP

You can select a sticky note with the most votes to confirm your idea is strong!

3

Group ideas

Take turns sharing your ideas while clustering similar or related topics as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

20 minutes

CUSTOMER'S EXPECTATIONS

Customers expect faster service

Customers expect personalized recommendations

Customers expect seamless integration with other services

Customers expect high-quality products

Customers expect transparent pricing

Customers expect easy returns and refunds

SECURITY

Protect customer data

Secure transactions

Prevent fraud and identity theft

Ensure system uptime

SERVICES

Providing excellent customer service

Offering personalized recommendations

Providing fast and reliable delivery

Offering flexible return policies

TIP

Add a sticky note to each cluster to describe the cluster. Use a sticky note to label the cluster. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

1

Problem Statement

How can we improve our customer service and reduce operational costs?

2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

3

Group ideas

Take turns sharing your ideas while clustering similar or related topics as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

4

Implement

Implement the ideas that you have grouped and see if you can achieve your goals.

5

Review

Review the results of your implementation and see if you can make any improvements.

3.3Proposed Solution

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	To solve customer issues using CloudApplication Development.
2.	Idea / Solution description	Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific Email. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer.Regular data retrieval in the form of retrieving lost data.
3.	Novelty / Uniqueness	Assigned Agent Routing, Automated Ticket Closure, Status Shown to the Customer, and Backup data in case of failures.
4.	Social Impact / Customer Satisfaction	Customer Satisfaction, Customer can track their status and Easy agent
		communication.

5.	Business Model (Revenue Model)	<ul style="list-style-type: none"> ◆ Key Partners are Thirdparty applications, agents, and customers. ◆ Activities held as Customer Service, System Maintenance. ◆ Key Resources support Engineers, Multichannel. ◆ Customer Relationship have 24/7 Email Support, Knowledgebased channel.
6.	Scalability of the Solution	<p>The real goal of scaling customer service is providing an environment that will allow your customer service specialists to be as efficient as possible. An environment where they will be able to spend less time on gruntwork and more time on actually resolving critical customer issues</p>

3.4 Problem Solution Fit

<p>1. CUSTOMER SEGMENT(S) CS</p> <p>Who is your customer?</p> <p>1) Customers who are not able to solve them Own complaints of what they are facing. 2) Customers who do not know the solution of their questions they get.</p>	<p>6. CUSTOMER CC</p> <p>What constraints prevent your customers from <u>take action</u> or limit their choices of solutions? <u>low</u> spending power, budget, no cash, network connection, available devices.</p> <p>1) This application will be supported by almost all the devices. 2) The solution we propose will have an alert via email feature, <u>if</u> expense exceed the given limit. 3) This solution also provides insights in a graphical way.</p>	<p>5. AVAILABLE SOLUTIONS AS</p> <p>Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? <u>low</u> pen and paper is an alternative to digital notetaking</p> <p>1) By reading the guidelines properly. 2) offer a solution and give options whenever possible. 3) Address to issue within the company. 4) By communicating properly</p>
<p>2. JOBS-TO-BE-DONE / PROBLEMS J&P</p> <p>Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.</p> <p>1) The application <u>allow</u> the customers to find the solution for their queries. 2) They <u>will</u> able to categorize their expenses. 3) They will be also given option for the general <u>questions</u>. 4) They also get the free solution where we provide our agents.</p>	<p>9. PROBLEM ROOT CAUSE RC</p> <p>What is the real reason that this problem exists? What is the back story behind the need to do this job? <u>low</u> customers have to do it because of the change in regulations.</p> <p>1) Lot of customers don't know the guidelines for their problems. 2) Some customers have of lack of <u>knowledge</u>. 3) Not knowing the answer to a question. 4) not reading the guidelines properly</p>	<p>7. BEHAVIOUR BE</p> <p>What does your customer do to address the problem and get the job done? <u>low</u> directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greengoose)</p> <p>1) Make sure he/she reads the guidelines properly. 2) Make sure they find a proper solution <u>for</u> their queries.</p>
<p>3. TRIGGERS TR</p> <p>What triggers customers to act? <u>low</u> seeing their <u>neighbor</u> installing solar panels, reading about a more efficient solution in the news.</p> <p>1) Customers can know to solve their solutions.</p> <p>4. EMOTIONS: BEFORE / AFTER EM</p> <p>How do customers feel when they face a problem or a job and afterwards? <u>low</u> lost, insecure > confident, in control - use it in your communication strategy & design.</p> <p>1) Customers can get the from the help desk.</p>	<p>10. YOUR SOLUTION SL</p> <p>If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer <u>behaviors</u>.</p> <p>1) To design a personal help desk using flask. 2) To provide insights on their queries in a graphical way.</p>	<p>8. CHANNELS of BEHAVIOUR CH</p> <p>8.1 ONLINE: What kind of actions do customers take online? Extract online channels from #7</p> <p>1) All their data are secured and being updated to cloud storage</p> <p>8.2 OFFLINE: What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.</p> <p>1) Make sure they find the best solutions for their complaints.</p>

4. REQUIREMENT ANALYSIS

Requirements analysis, also called requirements engineering, is the process of determining user expectations for a new or modified product. These features, called requirements, must be quantifiable, relevant and detailed. In software engineering, such requirements are often called functional specifications. The main types of requirements analysis include business, customer, product, functional, and

nonfunctional requirements. Each one represents a stakeholder or stage of the project and communicates the project needs.

4.1 Functional Requirements

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Form Registration through Gmail Registration through LinkedIn Register with valid mobile number
FR-2	User Confirmation	Confirmation via Email Confirmation via OTP Two step verification for new device login.
FR-3	Agent Registration	Registration through Form Registration through Gmail Registration through LinkedIn Register with valid mobile number

FR-4	Agent Confirmation	Confirmation via Email Confirmation via OTP Two step verification for new device login.
FR-5	Admin	Admin have both user details and agent detail. Admin maintain agent allotment to the user based on problem's category.

4.2Non-functional Requirements:

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	To provide optimal usability for our proposed solution we have mainly concentrated on easier navigation throughout our website. For user, they can easily login with their credentials and also they can register by themselves either with unique valid email id or with their mobile number if they don't have any prior account. After good navigation we have concentrated on visual clarity and developed web

		<p>application which looks pleasant and simple thus making easier accessible to any aged person. For the first time users, Guide tour will also be available in order to provide better user satisfaction. Also, made our web application flexible to all type of devices such as android, mac and desktops.</p>
NFR-2	Security	<p>Before any user trying to login their account to any new device ,verification code will be sent either to their registered email id or to their registered mobile number. Only after entering their code, they will be allowed to login. That code will also made expire within particular time limit. Also notification will be sent for each and every</p>

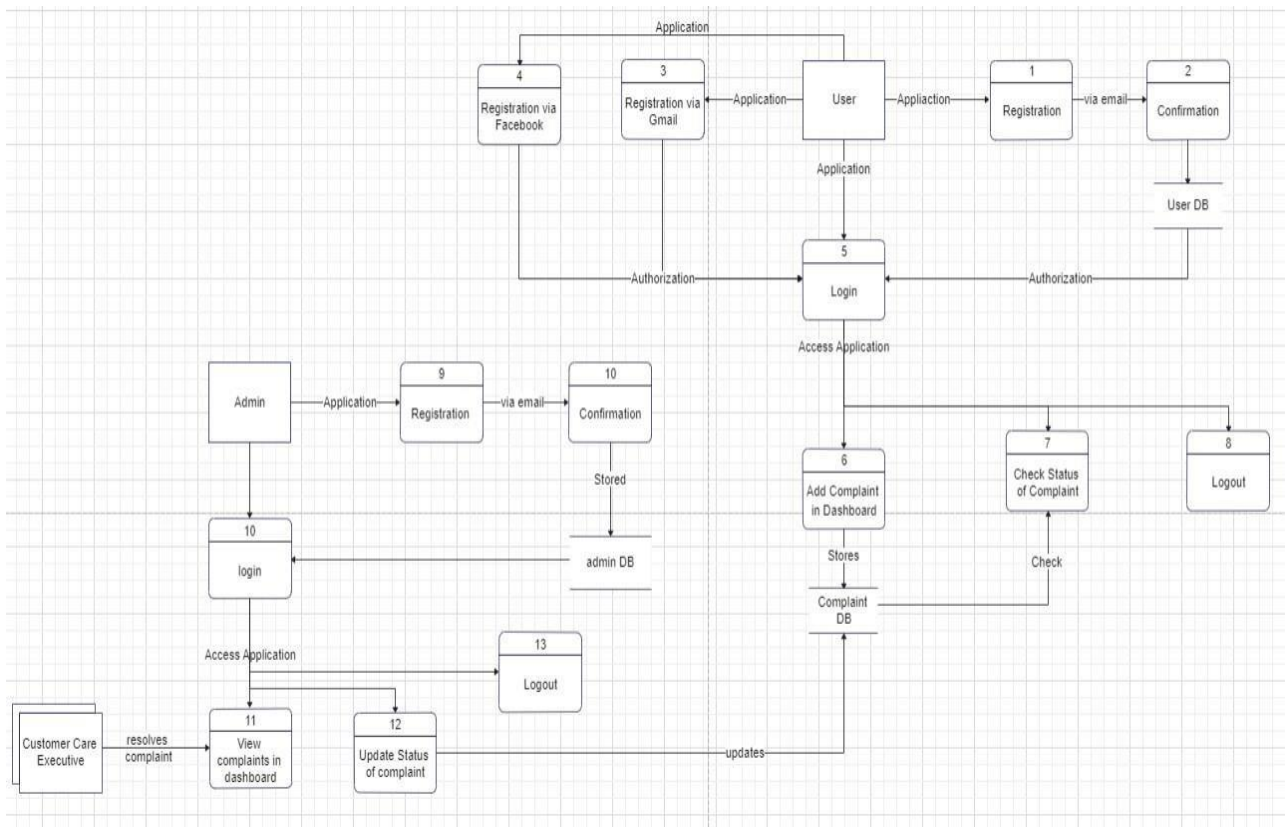
		<p>user activity. Thus everyone will have a secured account and also their details will be maintained securely in the admin side.</p>
NFR-3	Reliability	<p>Since we had split the agents into categories, system's response time for each and every individual will be lesser.</p> <p>Thus making our web application more reliable.</p>
NFR-4	Performance	<p>In order to bring best performance, we have concentrated on overload of user requests. To minimize the overloads and to minimize the system's response time we have created more agents service. Agents will be separated and categorized according to the user's needs. For example to resolve product missing category some agents will be assigned and to resolve damaged products category some agents will be assigned. so every individual user will be allotted with individual agents.</p>
NFR-5	Availability	<p>Customer care registry will be made available even in the weekends and our agents will also be allotted at anytime to any individual user. User can interact with their respective agents 24*7 by following proper user-agent guidelines.</p>
NFR-6	Scalability	<p>With respect to increase in user's requests</p>

		,allotment will be increased. Data storage will increase accordingly. Rescaling is always adaptable.
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5.PROJECT DESIGN

5.1Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.



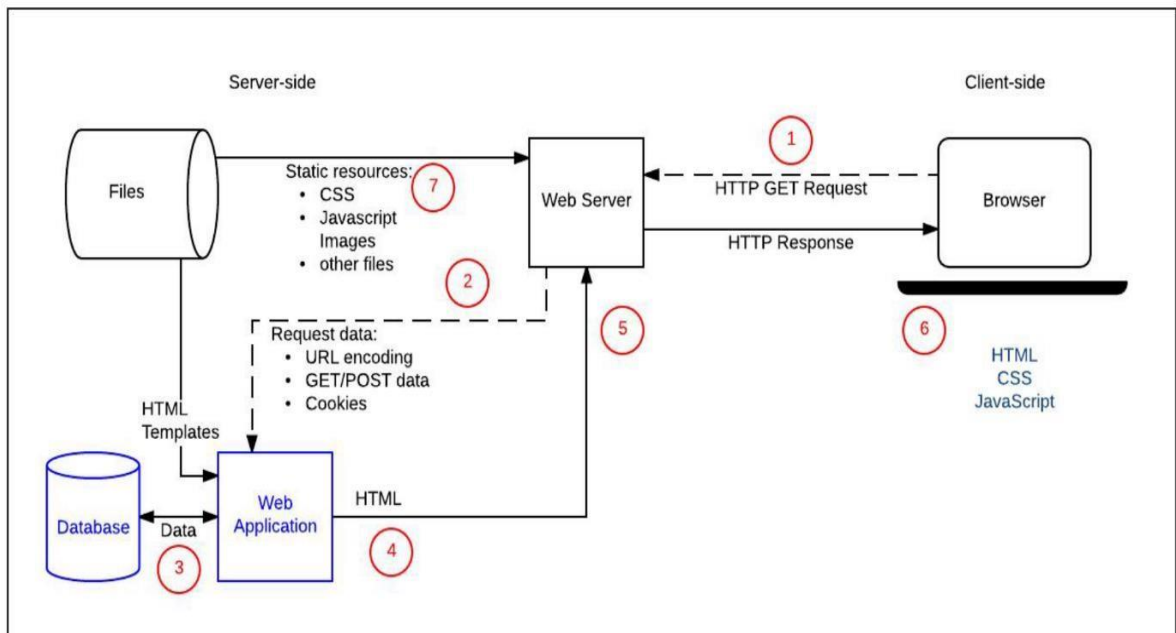
5.2 Solution and Technical Architecture

Assigned Agent routing can be solved by directly routing to the specific agent about the issue using the specific E-mail. Automated Ticket closure by using daily sync of the daily database. Status Shown to the Customer can display the status of the ticket to the customer.

Regular data retrieval in the form of retrieving lost data.

Solution Architecture :

The Deliverable shall include the architectural diagram as below and the information.



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Technologies needed for Minimum Viable Product deployment

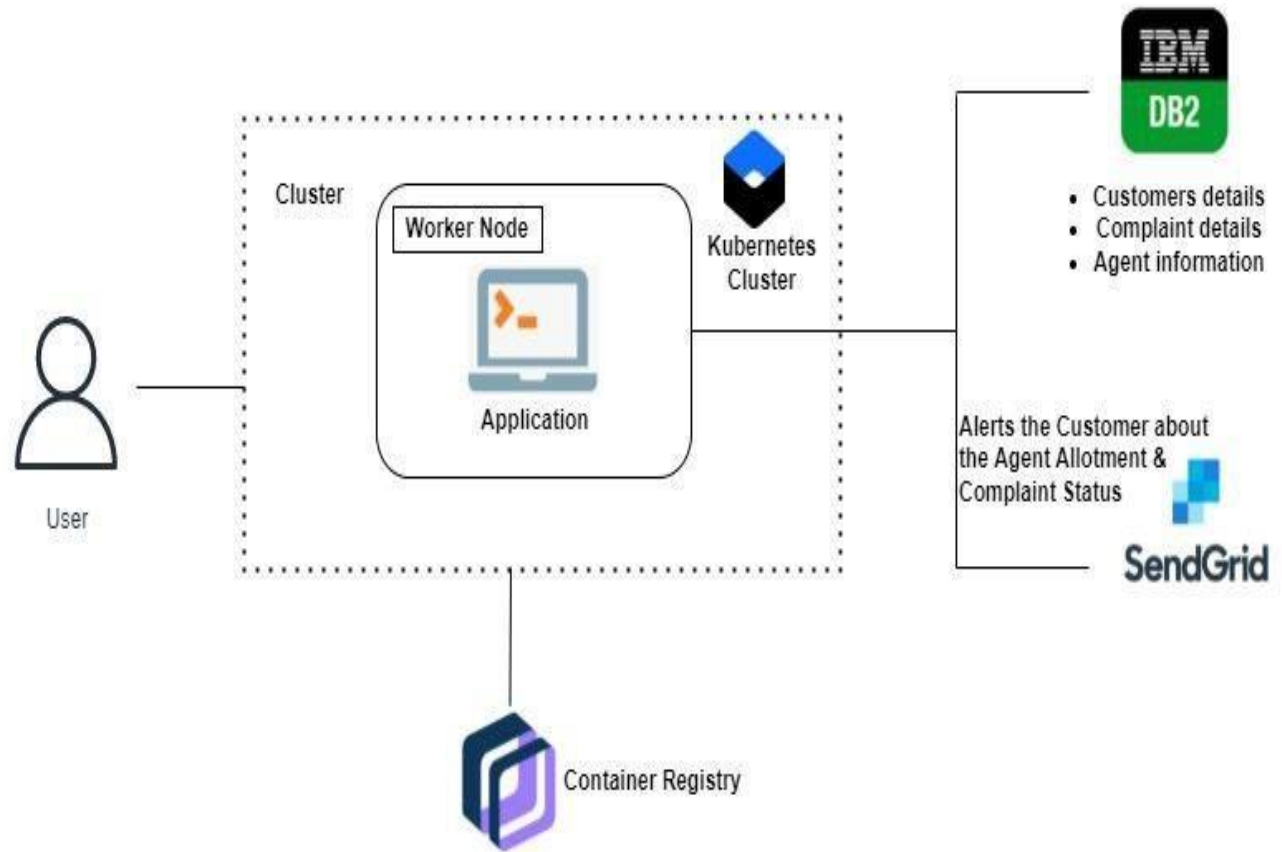
- Working with HTML & CSS Using Frontend
- Working with image processing technique
- Working with Tensorflow capabilities
- Working with Keras capabilities
- Working Trained CNN model
- Build a web application using the Flask framework

Platform

- Git & GitHub - Project Management
- IBM Cloud - Hosting
- IBM Watson – Using Customer Care

Technical Architecture

The Deliverable shall include the architectural diagram as below and the information



5.3 User Stories :

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Web user)	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint1
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint1
		USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Low	Sprint2
		USN-4	As a user, I can register for the application through Gmail		Medium	Sprint2
	Login	USN-5	As a user, I can log into the application by entering email & password		High	Sprint1
	Dashboard	USN-6	As a user , I can register the complaint in the register complaint page	I can register complaint(s)	High	Sprint1

		USN-7	As a user , I can view the status of the complaint.	I can view status of complaint	Medium	Sprint1
		USN-8	As a user, I can logout of the application	I can logout from the application	Low	Sprint2
Customer Care Executive	Dashboard	USN-8	As a customer care Executive, I can resolve a complaint registered by user.	I can provide solution to a problem.	High	Sprint 1
Administrator	Registration	USN-9	As an admin, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint1
		USN-10	As an admin, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	Sprint-1	
	Login	USN-11	As an admin I can log into the application(admin panel) by entering email & password		High	Sprint1
	Dashboard	USN-12	As an admin, I can update the status of the complaint to the user with the help of customer care executive.	I can satisfy the customer on his/her query.	Medium	Sprint2
		USN-13	As an admin , I can logout from the application	I can logout from the application	Low	Sprint 2

6 PROJECT PLANNING & SCHEDULING

6.1 Sprint Planning & Estimation

Sprint	User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
--------	-----------	-------------------------------	-------------------	-------------------	--------------	----------	--------------

Sprint1	Customer (Web User)	Registration	US N-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	2	High	SINRAJ S SIVAKARAN S
Sprint1		Login	US N-2	As a customer, I can login to the application by entering correct email and password	1	High	RAJADURAI M
Sprint1		Dashboard	US N-3	As a customer, I can see all the tickets raised by me and lot more	3	High	SANJAY G
Sprint2		Ticket creation	US N-4	As a customer, I can create a new ticket with the detailed description of my query	2	High	SIVAKARAN S
Sprint3		Address Column	US N-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	3	High	RAJADURAI M SINRAJ S
Sprint4		Forgot password	US N-6	As a customer, I can reset my password by this option in case I forgot my old password	2	Medium	SINRAJ S SANJAY G

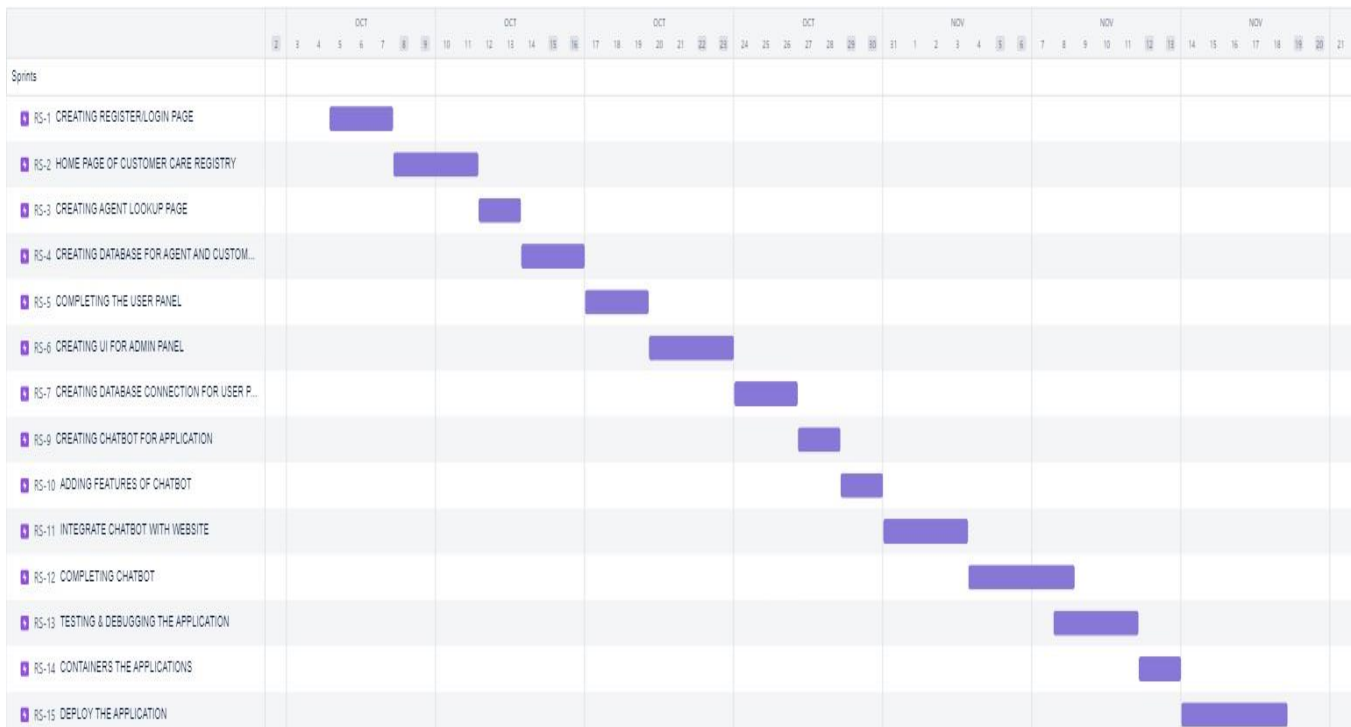
S20.4 Sprint	User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	PriorItY	Team Members
Sprint4		Ticket details	US N-7	As a customer, I can see the current status of my tickets	2	Medium	SIVAKARAN S
Sprint3	Agent (Web user)	Login	US N-1	As an agent, I can login to the application by entering correct email and password	2	High	SANJAY G
Sprint3		Dashboard	US N-2	As an agent, I can see all the tickets assigned to me by the admin	3	High	RAJADURAI
Sprint3		Address Column	US N-3	As an agent, I get to have conversations with the customer and clear his/her queries	3	High	SIVAKARAN S SANJAY G
Sprint4		Forgot password	US N-4	As an agent, I can reset my password by this option in case I forgot my old password	2	Medium	Tamil Murasu, Micheal Raj

6.2 Sprint Delivery Shedule:

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed (as on Planned End Date)	Sprint Release Date (Actual)
Sprint-1	10	6 Days	24 Oct 2022	29 Oct 2022	10	29 Oct 2022
Sprint-2	7	6 Days	31 Oct 2022	05 Nov 2022	7	05 Nov 2022
Sprint-3	11	6 Days	07 Nov 2022	12 Nov 2022	11	12 Nov 2022
Sprint-4	8	6 Days	14 Nov 2022	19 Nov 2022	8	19 Nov 2022

6.3 Reports from JIRA

BURNDOWN CHART



7. CODING & SOLUTIONING

Login Page :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style></style></head><body><u></u>

<div>

<div class="m_logo m_mt-3 m_text-center">

</div>

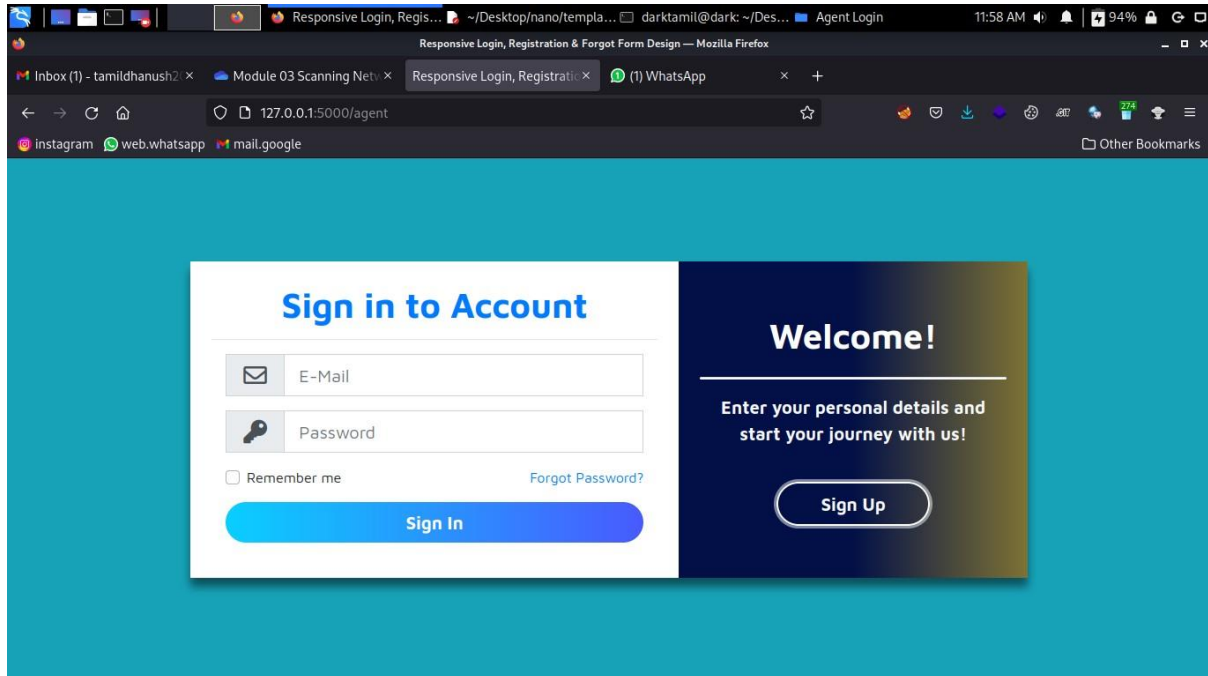
<div class="m_login m_text-center m_mt-5">
  <h2> Login Form </h2>
  <form action="http://login" method="post" target="_blank">
    <div class="m_msg">{ { msg } }</div>
    <input type="text" name="username" id="m_username">
    <input type="password" name="password" id="m_password">

    <button type="submit" id="m_button" class="m_btn m_btn-primary"> Login </button>
  </form>
</div>

<div class="m_note m_mt-3 m_text-center">
  <p> Don't have an account yet? Click here to <a
href="https://www.google.com/url?q=http://register&source=gmailhtml&ust=1668840138195000&us
g=AOvVaw1b8s46dpxdXhU53kr7kCzD" target="_blank" rel="noreferrer">register! </a> </p>
</div>
</div>

</body></html>
```

Output :



Login Form :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style>body{ font-
family:Arial,Helvetica,sansserif}*{ box-sizing:border-box }select,textarea{ width:100%;padding:12px;border:1px
solid #ccc;borderradius:4px;box-sizing:border-box;margin-top:6px;margin-
bottom:16px }.m_container{ borderradius:5px;background-
color:#f2f2f2;padding:20px }</style></head><body><u></u>
```

```
<div>
```

```
<h3>Contact Form</h3>
```

```
<div class="m_container">
```

```
<div class="m_msg">{ { msg } }</div>
```

```
<form method="POST" id="m_myForm" target="_blank">
```

```

<label for="m_subject">subject</label>
<input type="text" id="m_subject" name="subject">
<label for="m_fname"> Name</label>
<input type="text" id="m_username" name="name">

<label for="m_lname">Email</label>
<input type="text" id="m_email" name="email">

<label for="m_country">Suppoter</label>
<select id="m_suppoter" name="suppoter">
  <option value="tamil">Tamil</option>
  <option value="kaml">kamal</option>
  <option value="john">john</option>
  <option value="hentry">hentry</option>
</select>

<label for="m_msg">Your Queries</label>
<textarea id="m_query" name="query" style="height:200px"></textarea>

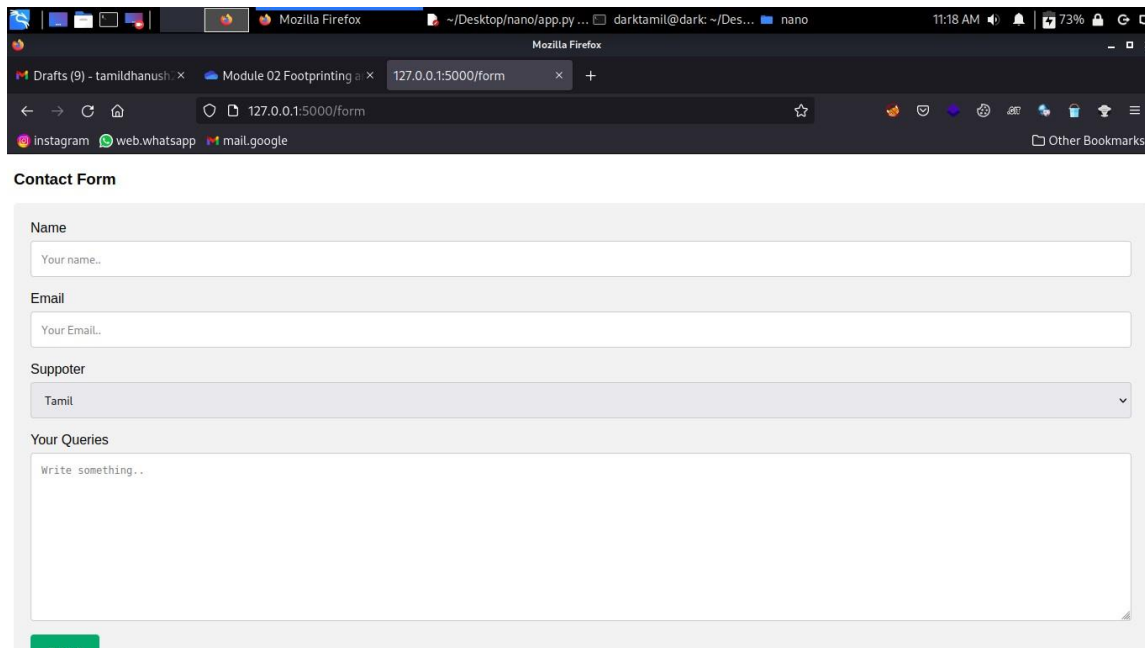
<input type="submit" value="Submit">
</form>

</div>

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

```

Output :



The screenshot shows a web browser window with the title 'Contact Form'. The form is displayed with the following elements:

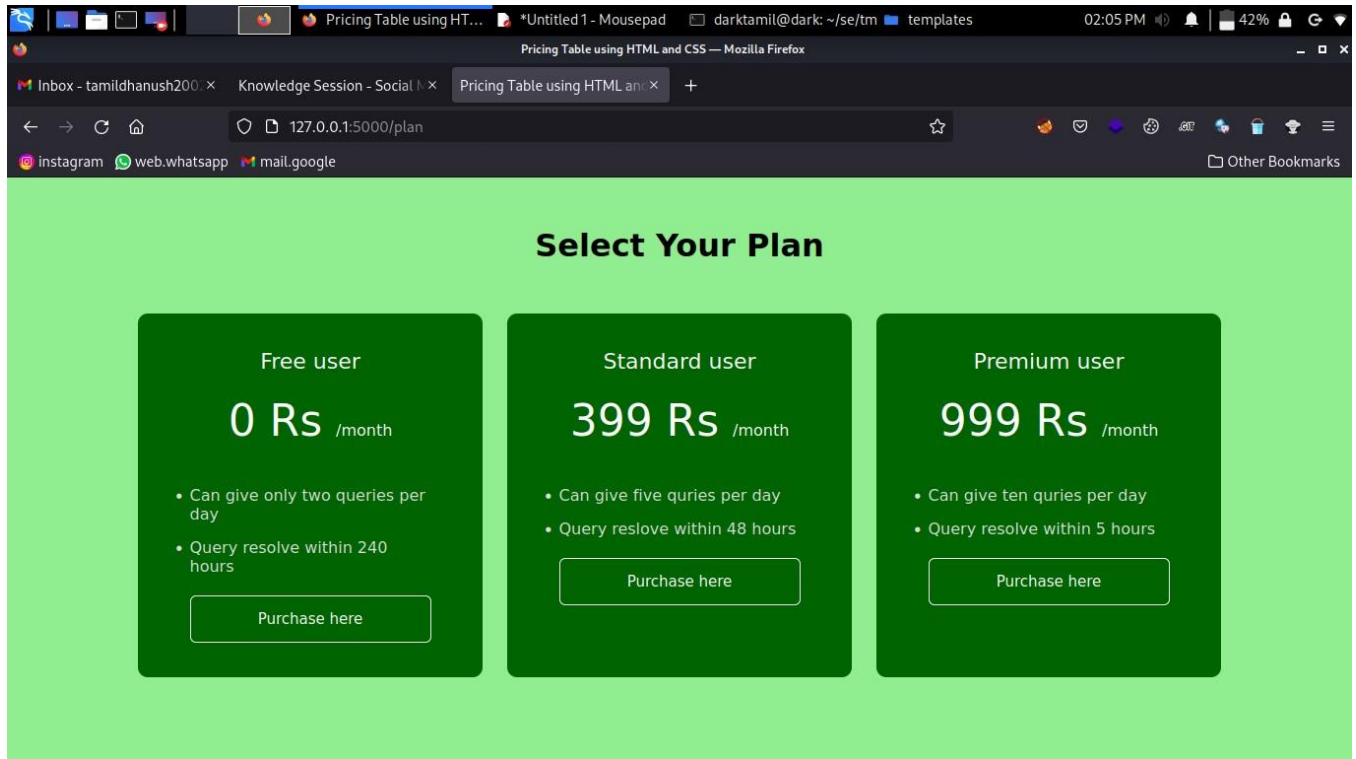
- Name:** A text input field with the placeholder text 'Your name..'
- Email:** A text input field with the placeholder text 'Your Email..'
- Suppoter:** A dropdown menu with 'Tamil' selected and a downward arrow on the right.
- Your Queries:** A large text area with the placeholder text 'Write something..'
- Submit:** A green button with the text 'Submit' located at the bottom left of the form.

Premium Plan :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style></style></head><body><u></u>
```

```
<div>
  <div class="m_container">
    <h2>Select Your Plan</h2>
    <div class="m_price-row">
      <div class="m_price-col">
        <p>Free user</p>
        <h3>0 Rs <span>/month</span></h3>
        <ul>
          <li>Can give only two queries per day</li>
          <li>Query resolve within 240 hours</li>
        </ul>
        <button>Purchase here</button>
      </div>
      <div class="m_price-col">
        <p>Standard user</p>
        <h3>399 Rs <span>/month</span></h3>
        <ul>
          <li>Can give five queries per day</li>
          <li>Query resolve within 48 hours</li>
        </ul>
        <button>Purchase here</button>
      </div>
      <div class="m_price-col">
        <p>Premium user</p>
        <h3>999 Rs <span>/month</span></h3>
        <ul>
          <li>Can give ten queries per day</li>
          <li>Query resolve within 5 hours</li>
        </ul>
        <button>Purchase here</button>
      </div>
    </div>
  </div>
</div>
</div>
</div>
</div>
</body></html>
```

Output :



Admin Login Page :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style></style></head><body><u></u>
```

```
<div>
```

<div class="m_sidebar">

<div class="m_logo-details">

<i class="m_bx m_bxl-c-plus-plus"></i>

Customer care Registry

</div>

<ul class="m_nav-links">

<i class="m_bx m_bx-grid-alt"></i>

Dashboard

<i class="m_bx m_bx-box"></i>

Create New Ticket

<i class="m_bx m_bx-list-ul"></i>

Free users

<li class="m_log_out">

<i class="m_bx m_bx-log-out"></i>

Log out

</div>

<section class="m_home-section">

<u></u>

<div class="m_sidebar-button">

<i class="m_bx m_bx-menu m_sidebarBtn"></i>

Dashboard

</div>

<div class="m_profile-details">

{ { session["username"] } }

<i class="m_bx m_bx-chevron-down"></i>

</div>

<u></u>

<div class="m_home-content">

<div class="m_overview-boxes">

<div class="m_box">

<div class="m_right-side">

<div class="m_box-topic">Welcome Admin</div>

</div>

</div>

</div>

<div class="m_sales-boxes">

<div class="m_recent-sales m_box">

<ul class="m_top-sales-details">


```
<h1 style="color:rgba(39,8,239,0.656)">Agents</h1>
<ul class="m_pricing-plan__list">
<li class="m_pricing-plan__feature" style="padding-left:30px">Tamil Murasu</li>
<li class="m_pricing-plan__feature" style="padding-left:30px">Micheal Raj</li>
<li class="m_pricing-plan__feature" style="padding-left:30px">Kamaleshwaran</li>
<li class="m_pricing-plan__feature" style="padding-left:30px">Sebastin John Paul</li>
</ul>
</a>
```

```
</ul></div>
<div class="m_top-sales m_box">
<div class="m_title" style="color:rgba(39,8,239,0.656)">Membership holders</div>
<ul class="m_top-sales-details">
<li>
<a href="#m__" rel="noreferrer">
<img alt="tamil">
<span class="m_product">murasu</span>
</a>
<span class="m_price">Premium user</span>
</li>
<li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">john</span>
</a>
<span class="m_price">Standard user</span>
</li>
<li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Vignesh</span>
</a>
<span class="m_price">Premium user</span>
</li>
```

```
<li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Vetri</span>
</a>
<span class="m_price">Premium user</span>
</li>
<li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Surya</span>
</a>
<span class="m_price">Standard user</span>
</li>
<li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Rahul</span>
</a>
<span class="m_price">Premium user</span>
</li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Asmira</span>
</a>
<span class="m_price">Premium user</span>
</li>
<li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Bala</span>
</a>
<span class="m_price">Standard user</span>
</li>
</li></ul>
```

```

</div>

</div>

</div>

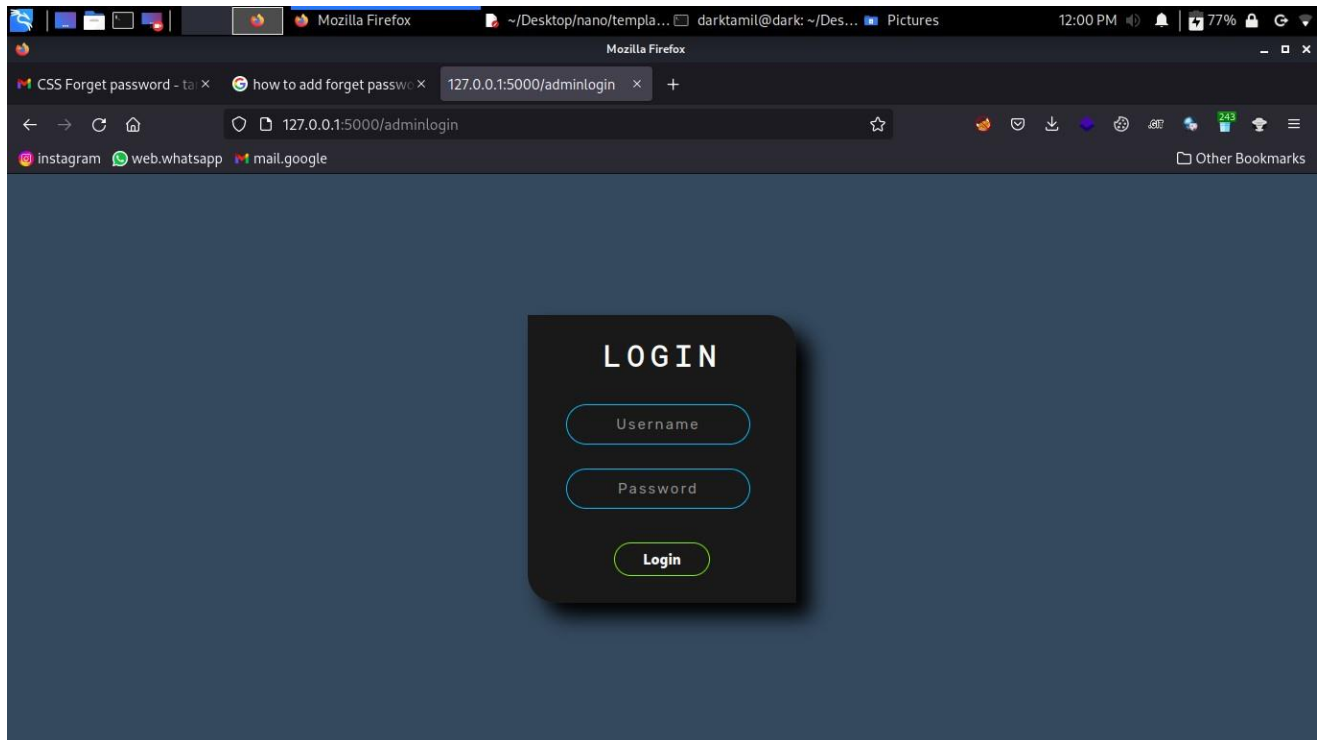
</section>

</div>

</body></html>

```

Output :



Home Page :

```

<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style></style></head><body><u></u>

```

```

<div>

<div class="m_box-form">

  <div class="m_left">

    <div class="m_overlay">

      <h1>Customer Care Registry</h1>

      <p>We have Power that Brings a Smile to your Fact</p>

      <span>

```

```

        <p>login with social media</p>

        <a href="#m__" rel="norereferrer"><i class="m_fa m_fa-facebook" aria-hidden="true"></i>Login
with Facebook</a>

        <a href="#m__" rel="norereferrer"><i class="m_fa m_fa-twitter" aria-hidden="true"></i> Login with
Twitter</a>

    </span>

</div>

</div>

<form action="http://login" method="post" target="_blank">

    <div class="m_right">

        <h5></h5>

        <p>Don't have an account? <a
href="https://www.google.com/url?q=http://register&source=gmail-
html&ust=1668840616816000&usg=AOvVaw2ejs2_ceyN6W_NX2UjXgqY" target="_blank"
rel="norereferrer">Register</a> it takes less than a minute</p>

        <br><br>

        <br>

        <p>Already have an account? <a
href="https://www.google.com/url?q=http://login&source=gmail-
html&ust=1668840616816000&usg=AOvVaw2r1b1jqwwJb6XrCtjg6hPg" target="_blank"
rel="norereferrer">Login</a></p>

    </div>

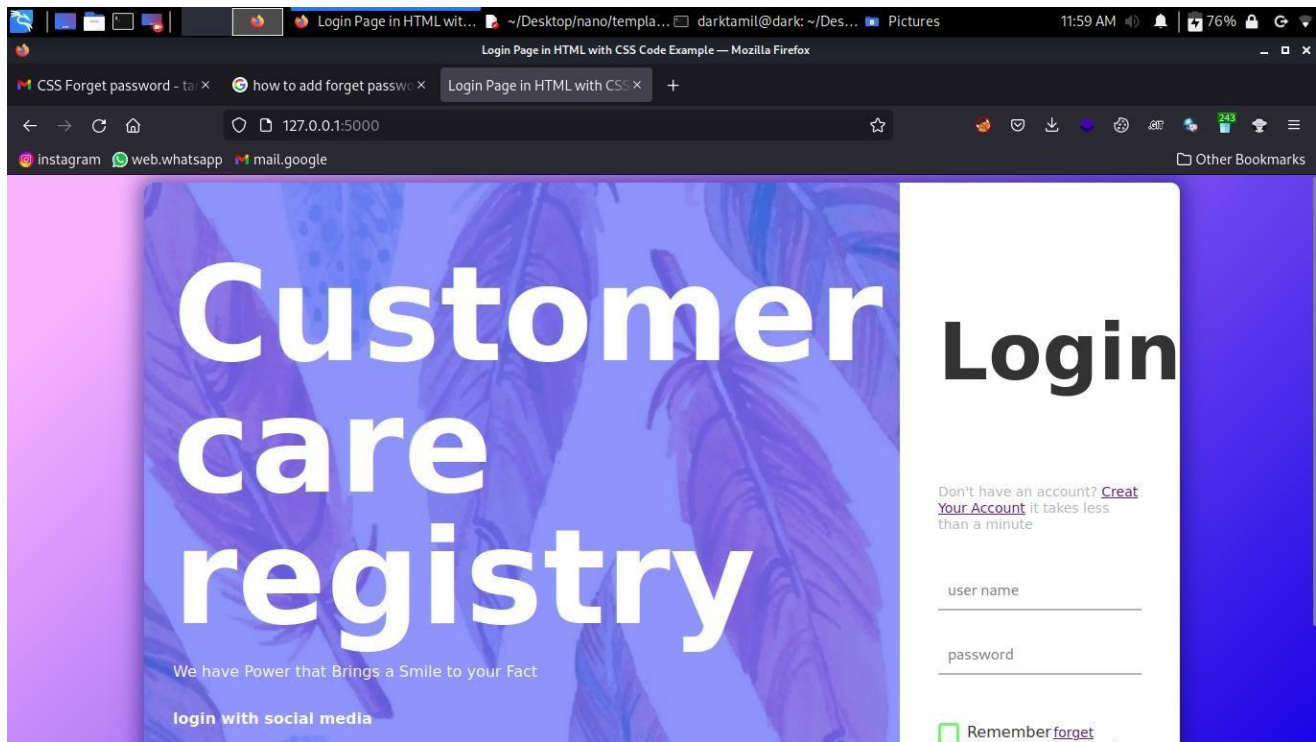
</form></div>

</div>

</body></html>

```

Output :



Admin Dashboard :

```
<!DOCTYPE html>
```

```
<html lang="en" dir="ltr">
```

```
<head>
```

```
<meta charset="UTF-8">
```

```
<title> Responsiive Admin Dashboard | CodingLab </title>
```

```
<!-- Boxicons CDN Link -->
```

```
<meta name="viewport" content="width=device-width, initial-scale=1.0">
```

```
</head>
```

```

<body> <script>

window.watsonAssistantChatOptions = {

integrationID: "66576f0c-5408-4edc-803b-d9de1f553e8b", // The ID of this integration.region: "eu-gb", // The region
your integration is hosted in.

serviceInstanceID: "2607efc7-375b-465c-9e61-399a0f694519", // The ID of your service instance.

onLoad: function(instance) { instance.render(); }

};

setTimeout(function(){

const t=document.createElement('script');

t.src="https://web-chat.global.assistant.watson.appdomain.cloud/versions/" +

(window.watsonAssistantChatOptions.clientVersion || 'latest') + "/WatsonAssistantChatEntry.js";

document.head.appendChild(t);

});

</script>

<style>

/* Googlefont Poppins CDN Link */

@import
url('https://fonts.googleapis.com/css2?family=Poppins:wght@200;300;400;500;600;700&display=swap');

*{ margin: 0; padding: 0; box-
sizing: border-box; font-family:
'Poppins', sans-serif;
} .sidebar{
position: fixed;
height: 100%;
width: 240px;
background: #0A2558;
transition: all 0.5s ease; }
.sidebar.active{ width:
60px; } .sidebar .logo-
details{ height: 80px;
display: flex; align-
items: center; } .sidebar
.logo-details i{ font-
size: 28px; font-weight:

```

```
500; color: #fff; min-  
width: 60px; text-align:  
center  
}  
.sidebar .logo-details .logo_name{  
color: #fff; font-size: 24px; font-  
weight: 500; } .sidebar .nav-links{  
margin-top: 10px; }  
.sidebar .nav-links li{ position:  
relative; list-style: none;  
height: 50px;  
} .sidebar .nav-links li  
a{ height: 100%;  
width: 100%; display:  
flex; align-items:  
center; text-decoration:  
none; transition: all  
0.4s ease; }  
.sidebar .nav-links li a.active{  
background: #081D45;  
}  
.sidebar .nav-links li a:hover{  
background: #081D45;  
}  
.sidebar .nav-links li i{  
min-width: 60px;  
text-align: center;  
font-size: 18px;  
color: #fff;  
}  
.sidebar .nav-links li a .links_name{  
color: #fff; font-size: 15px; font-
```



```
weight: 400; white-space: nowrap;
}
.sidebar .nav-links .log_out{ position: absolute; bottom: 0;
width: 100%; }
.home-section{ position:
relative; background:
#f5f5f5; min-height:
100vh; width: calc(100% -
240px); left: 240px;
transition: all 0.5s ease;
}
.sidebar.active ~ .home-section{
width: calc(100% - 60px); left:
60px; }
.home-section nav{ display:
flex; justify-content: space-
between; height: 80px;
background: #fff; display:
flex; align-items: center;
position: fixed; width:
calc(100% - 240px); left:
240px; z-index: 100;
padding: 0 20px;
box-shadow: 0 1px 1px rgba(0, 0, 0, 0.1);
transition: all 0.5s ease;
}
.sidebar.active ~ .home-section nav{
left: 60px; width: calc(100% -
60px);
}
.home-section nav .sidebar-button{
display: flex; align-items: center;
font-size: 24px; font-weight: 500;
```

```
} nav .sidebar-button i{ font-size:
35px; margin-right: 10px; }
.home-section nav .search-box{
position: relative; height:
50px; max-width: 550px;
width: 100%; margin: 0 20px;
} nav .search-box input{
height: 100%; width: 100%;
outline: none; background:
#F5F6FA; border: 2px solid
#EFEF1;
border-radius: 6px; font-
size: 18px; padding: 0 15px;
} nav .search-box .bx-
search{ position: absolute;
height: 40px; width: 40px;
background: #2697FF;
right: 5px; top: 50%;
transform: translateY(-
50%); border-radius: 4px;
line-height: 40px; text-
align: center; color: #fff;
font-size: 22px; transition:
all 0.4 ease;
}
.home-section nav .profile-details{
display: flex; align-items: center;
background: #F5F6FA; border:
2px solid #EFEF1; border-
radius: 6px; height: 50px; min-
width: 190px; padding: 0 15px 0
2px; } nav .profile-details img{
```

```
height: 40px;
width: 40px;
border-radius: 6px;
object-fit: cover; }
nav .profile-details
.admin_name{
font-size: 15px;
font-weight: 500;
color: #333;
margin: 0 10px;
white-space:
nowrap; } nav
.profile-details i{
font-size: 25px;
color: #333;
}

.home-section .home-content{
position: relative; padding-
top: 104px; }
.home-content .overview-boxes{
display: flex; align-items:
center; justify-content: space-
between; flex-wrap: wrap;
padding: 0 20px; margin-
bottom: 26px; }
.overview-boxes .box{
display: flex;
align-items: center; justify-
content: center; width: calc(416%
/ 4 - 15px);

background: #fff; padding: 30px 14px;
border-radius: 12px; box-shadow: 0 5px
10px rgba(0,0,0,0.1);
```

```
}  
.overview-boxes .box-topic{  
font-size: 20px;    font-  
weight: 500;  
}  
.home-content .box .number{  
display: inline-block; font-  
size: 35px; margin-top: -  
6px; font-weight: 500;  
}  
.home-content .box .indicator{  
display: flex;    align-items:  
center;  
}  
.home-content .box .indicator i{  
height: 20px; width: 20px;  
background: #8FDACB; line-  
height: 20px; text-align:  
center; border-radius: 50%;  
color: #fff;  
font-size: 20px; margin-  
right: 5px; }  
.box .indicator i.down{  
background: #e87d88;  
}  
.home-content .box .indicator .text{  
font-size: 12px; } .home-content  
.box .cart{ display: inline-block;  
font-size: 32px; height: 50px;  
width: 50px; background:  
#cce5ff; line-height: 50px; text-  
align: center; color: #66b0ff;
```

```
border-radius: 12px; margin: -
15px 0 0 6px; }

.home-content .box .cart.two{
color: #2BD47D;
background: #C0F2D8;
}

.home-content .box .cart.three{
color: #ffc233; background:
#ffe8b3;
}

.home-content .box .cart.four{
color: #e05260; background:
#f7d4d7;
}

.home-content .total-order{
font-size: 20px; font-
weight: 500;
}

.home-content .sales-boxes{
display: flex; justify-content:
space-between;
/* padding: 0 20px; */
}

/* left box */

.home-content .sales-boxes .recent-sales{
width: 28%; background: #fff; padding:
20px 30px; margin: 0 20px; border-
radius: 12px; box-shadow: 0 5px 10px
rgba(0, 0, 0, 0.1);
}
```

```
.home-content .sales-boxes .sales-details{
display: flex;      align-items: center;
justify-content: space-between; }

.sales-boxes .box .title{
font-size: 24px; font-
weight: 500;
/* margin-bottom: 10px; */
}

.sales-boxes .sales-details li.topic{
font-size: 20px; font-weight:
500; }

.sales-boxes .sales-details li{
list-style: none; margin:
8px 0;
}

.sales-boxes .sales-details li a{
font-size: 18px; color: #333;
font-size: 400; text-
decoration: none; } .sales-
boxes .box .button{ width:
100%; display: flex; justify-
content: flex-end; }

.sales-boxes .box .button a{
color: #fff;
background: #0A2558;
padding: 4px 12px; font-
size: 15px; font-weight:
400; border-radius: 4px;
text-decoration: none;
transition: all 0.3s ease;
}

.sales-boxes .box .button a:hover{ background: #0d3073;
}
```

```

/* Right box */

.home-content .sales-boxes .top-sales{
width: 62%; background: #fff; padding:
20px 30px; margin: 0 20px 0 0; border-
radius: 12px; box-shadow: 0 5px 10px
rgba(0, 0, 0, 0.1);
}

.sales-boxes .top-sales li{
display: flex; align-items:
center; justify-content: space-
between; margin: 10px 0;
}

.sales-boxes .top-sales li a img{
height: 40px; width: 40px;
object-fit: cover; border-
radius: 12px; margin-right:
10px; background: #333;
}

.sales-boxes .top-sales li a{
display: flex; align-items:
center; text-decoration:
none;
}

.sales-boxes .top-sales li .product,
.price{ font-size:
17px; font-
weight: 400;
color: #333;
}

/* Responsive Media Query */

@media (max-width: 1240px) {

```

```
.sidebar{
width: 60px;
}

.sidebar.active{
width: 220px; }

.home-section{ width:
calc(100% - 60px); left:
60px;
}

.sidebar.active ~ .home-section{
left: 220px; width: calc(100%
- 220px); overflow: hidden;
}

.home-section nav{
width: calc(100% - 60px);
left: 60px;
}

.sidebar.active ~ .home-section nav{
width: calc(100% - 220px);

left: 220px;
}
}

@media (max-width: 1150px) {
.home-content .sales-boxes{
flex-direction: column;
}

.home-content .sales-boxes .box{
width: 100%; overflow-x: scroll;
margin-bottom: 30px;
}

.home-content .sales-boxes .top-sales{
margin: 0;
}
```



```

}

@media (max-width: 1000px) {
  .overview-boxes .box{    width:
  calc(175% / 1 - -137px);
  margin-bottom: 15px;
  }
}

@media (max-width: 700px) {
  nav .sidebar-button .dashboard,
  nav .profile-details .admin_name,
  nav .profile-details i{    display:
  none;
  }

  .home-section nav .profile-details{
    height: 50px;

    min-width: 40px;
  }

  .home-content .sales-boxes .sales-details{
    width: 560px;
  }
}

@media (max-width: 550px) {
  .overview-boxes .box{
  width: 100%;    margin-
  bottom: 15px;
  }

  .sidebar.active ~ .home-section nav .profile-details{
  display: none;
  }
}

@media (max-width: 400px) {
  .sidebar{
  width: 0;  }
}

```

```

.sidebar.active{
width: 60px;
}
.home-section{
width: 100%;
left: 0;
}
.sidebar.active ~ .home-section{
left: 60px; width: calc(100% -
60px);
}
.home-section nav{
width: 100%;
left: 0; }
.sidebar.active ~ .home-section nav{
left: 60px; width: calc(100% -
60px);
}
} *{
text-decoration: none;
} h1{
text-align: center;
}
</style>

```

```

<link href='https://unpkg.com/boxicons@2.0.7/css/boxicons.min.css' rel='stylesheet'>

```

```

<meta name="viewport" content="width=device-width, initial-scale=1.0">

```

```

<div class="sidebar">

```

```

<div class="logo-details">

```

```

<i class="bx bxl-c-plus-plus"></i>

```

```

<span class="logo_name">Customer care Registry</span>

```

```

</div>

```

```

<ul class="nav-links">

```


<i class='bx bx-grid-alt' ></i>

Dashboard

<i class='bx bx-box' ></i>

Create New Ticket

<i class='bx bx-list-ul' ></i>

Services

<li class="log_out">

<i class='bx bx-log-out'></i>

Log out

</div>

<section class="home-section">

<nav>

<div class="sidebar-button">

<i class='bx bx-menu sidebarBtn'></i>

Dashboard

</div>

<div class="profile-details">

{ {session["username"]} }

<i class='bx bx-chevron-down' ></i>

</div>

</nav>

<div class="home-content">

<div class="overview-boxes">

<div class="box">

<div class="right-side">

<div class="box-topic">Welcome Admin</div>

</div>

</div>

</div>

<div class="sales-boxes">

<div class="recent-sales box">

<ul class="top-sales-details">

<h1 style="color: rgba(39, 8, 239, 0.656);">Agents</h1>

<ul class="pricing-plan__list">

<li class="pricing-plan__feature" style="padding-left: 30px">Tamil Murasu

<li class="pricing-plan__feature" style="padding-left: 30px">Micheal Raj

<li class="pricing-plan__feature" style="padding-left: 30px">Kamaleshwaran

<li class="pricing-plan__feature" style="padding-left: 30px">Sebastin John Paul

</div>

<div class="top-sales box">

<div class="title" style="color: rgba(39, 8, 239, 0.656)">Membership holders</div>

<ul class="top-sales-details">

murasu

Premium user

john

Standard user

Vignesh

Premium user

Vetri

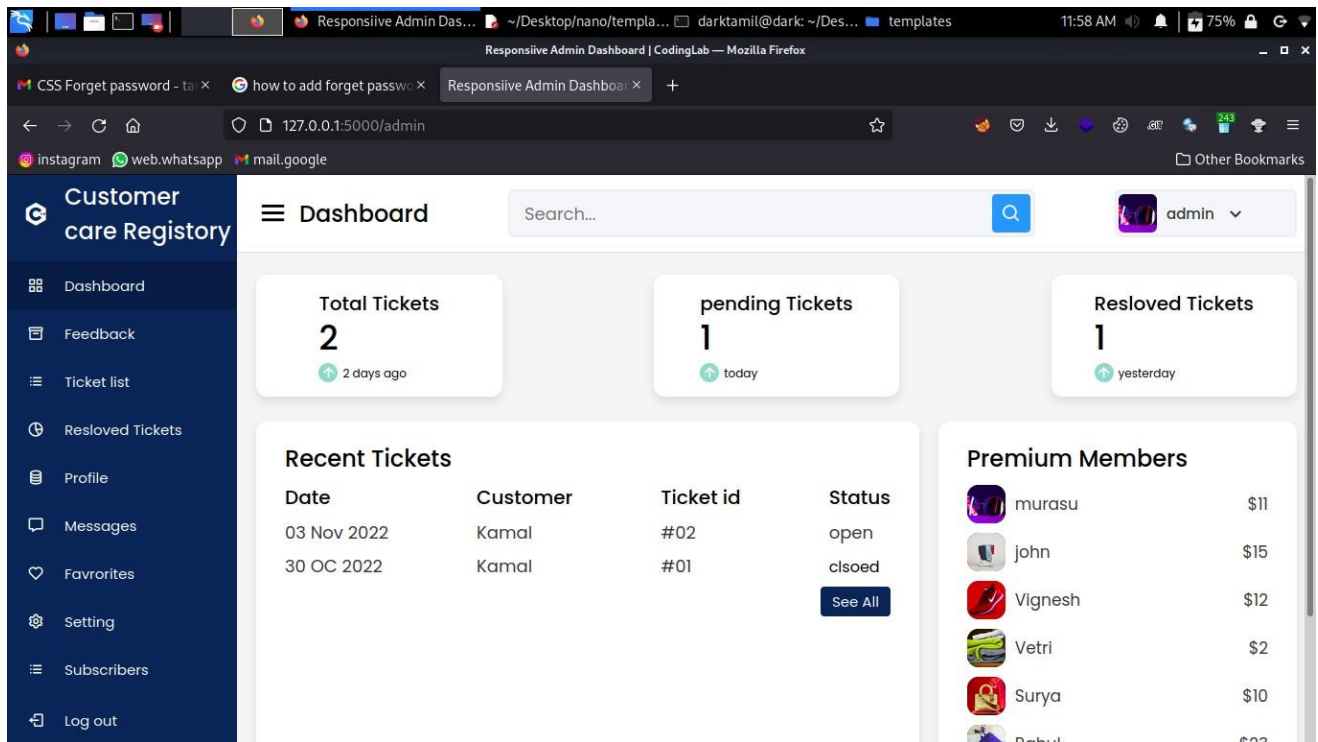

```
<span class="price">Premium user</span>
</li>
<li>
  <a href="#">
    
    <span class="product">Surya</span>
  </a>
  <span class="price">Standard user</span>
</li>
<li>
  <a href="#">
    
    <span class="product">Rahul</span>
  </a>
  <span class="price">Premium user</span>
</li>
<li>
  <a href="#">
    
    <span class="product">Asmira</span>
  </a>
  <span class="price">Premium user</span>
</li>
<li>
  <a href="#">
    
    <span class="product">Bala</span>
  </a>
  <span class="price">Standard user</span>
</li>
</ul>
</div>
</div>
```

```
</section>

<script>
    let sidebar = document.querySelector(".sidebar"); let
    sidebarBtn = document.querySelector(".sidebarBtn");
    sidebarBtn.onclick = function() {
    sidebar.classList.toggle("active");
    if(sidebar.classList.contains("active")){
    sidebarBtn.classList.replace("bx-menu" ,"bx-menu-alt-right");
    }else
    sidebarBtn.classList.replace("bx-menu-alt-right", "bx-menu");
    }
</script>

</body>
</html>
```

Output :



Admin Dashboard For Free Users :

```
<!DOCTYPE html>
```

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

```
<meta charset="UTF-8">
```



```

<title> Admin Dashboard</title>

<!-- Boxicons CDN Link -->

<meta name="viewport" content="width=device-width, initial-scale=1.0">

</head>

<body> <script>

window.watsonAssistantChatOptions = {

integrationID: "66576f0c-5408-4edc-803b-d9de1f553e8b", // The ID of this integration.region: "eu-gb", // The region
your integration is hosted in.

serviceInstanceID: "2607efc7-375b-465c-9e61-399a0f694519", // The ID of your service instance.

onLoad: function(instance) { instance.render(); }

};

setTimeout(function(){

const t=document.createElement('script');

t.src=" +

(window.watsonAssistantChatOptions.clientVersion || 'latest') + "/WatsonAssistantChatEntry.js";

document.head.appendChild(t);

});

</script>

<style>

/* Googlefont Poppins CDN Link */

@import
url('https://fonts.googleapis.com/css2?family=Poppins:wght@200;300;400;500;600;700&display=swap');

*{ margin: 0; padding: 0; box-
sizing: border-box; font-family:
'Poppins', sans-serif;

} .sidebar{ position:
fixed; height: 100%;
width: 240px;
background: #0A2558;

transition: all 0.5s ease;

}

.sidebar.active{

width: 60px;

}

```

```
.sidebar .logo-details{
height:      80px;
display: flex; align-
items: center;
}

.sidebar .logo-details i{
font-size: 28px; font-
weight: 500; color:
#fff; min-width: 60px;
text-align: center
}

.sidebar .logo-details .logo_name{
color: #fff; font-size: 24px; font-
weight: 500; } .sidebar .nav-links{
margin-top: 10px; } .sidebar .nav-
links li{ position: relative; list-
style: none; height: 50px; }
.sidebar .nav-links li a{ height:
100%; width: 100%; display:
flex; align-items: center; text-
decoration: none; transition: all
0.4s ease; }

.sidebar .nav-links li a.active{
background: #081D45;
}

.sidebar .nav-links li a:hover{
background: #081D45;
}

.sidebar .nav-links li i{
min-width: 60px; text-
align: center; font-size:
18px;
color: #fff;
```

```
}

.sidebar .nav-links li a .links_name{
color: #fff; font-size: 15px; font-
weight: 400; white-space: nowrap;
}

.sidebar .nav-links .log_out{
position: absolute; bottom:
0; width: 100%; }

.home-section{ position:
relative; background:
#f5f5f5; min-height:
100vh; width: calc(100% -
240px); left: 240px;
transition: all 0.5s ease;
}

.sidebar.active ~ .home-section{
width: calc(100% - 60px); left:
60px; } .home-section nav{
display: flex;

justify-content: space-
between; height: 80px;
background: #fff;
display: flex; align-items: center;
position: fixed; width: calc(100% -
240px); left: 240px; z-index: 100;
padding: 0 20px; box-shadow: 0 1px 1px
rgba(0, 0, 0, 0.1); transition: all 0.5s
ease;
}

.sidebar.active ~ .home-section nav{
left: 60px; width: calc(100% -
60px);
}
```

```

.home-section nav .sidebar-button{
display: flex; align-items: center;
font-size: 24px; font-weight: 500;
} nav .sidebar-button i{ font-size:
35px; margin-right: 10px;
}

.home-section nav .search-box{
position: relative; height: 50px;
max-width: 550px; width:
100%; margin: 0 20px; } nav
.search-box input{ height:
100%; width: 100%;
outline: none; background:
#F5F6FA; border: 2px solid
#EFEF1; border-radius:
6px; font-size: 18px;
padding: 0 15px; } nav
.search-box .bx-search{
position: absolute; height:
40px; width: 40px;
background: #2697FF; right:
5px; top: 50%; transform:
translateY(-50%); border-
radius: 4px; line-height:
40px; text-align: center;
color: #fff; font-size: 22px;
transition: all 0.4 ease;
}

.home-section nav .profile-details{
display: flex; align-items: center;
background: #F5F6FA;
border: 2px solid #EFEF1;
border-radius: 6px; height: 50px;

```

```
min-width: 190px; padding: 0
15px 0 2px; } nav .profile-details
img{ height: 40px; width: 40px;
border-radius: 6px; object-fit:
cover; } nav .profile-details
.admin_name{ font-size: 15px;
font-weight: 500; color: #333;
margin: 0 10px; white-space:
nowrap; } nav .profile-details i{
font-size: 25px; color: #333;
}
.home-section .home-content{
position: relative; padding-
top: 104px;
}
.home-content .overview-boxes{
display: flex; align-items:
center; justify-content: space-
between; flex-wrap: wrap;
padding: 0 20px; margin-
bottom: 26px; }
.overview-boxes .box{ display: flex;
align-items: center; justify-content:
center; width: calc(100% / 4 - 15px);
background: #fff; padding: 15px 14px;
border-radius: 12px; box-shadow: 0 5px
10px rgba(0,0,0,0.1);
}
.overview-boxes .box-topic{
font-size: 20px; font-
weight: 500;
}
```

```
.home-content .box .number{
display: inline-block; font-
size: 35px; margin-top: -
6px; font-weight: 500;
}
.home-content .box .indicator{
display: flex;
align-items: center;
}
.home-content .box .indicator i{
height: 20px; width: 20px;
background: #8FDACB; line-
height: 20px; text-align:
center; border-radius: 50%;
color: #fff; font-size: 20px;
margin-right: 5px; } .box
.indicator i.down{ background:
#e87d88;
}
.home-content .box .indicator .text{
font-size: 12px; } .home-content
.box .cart{ display: inline-block;
font-size: 32px; height: 50px;
width: 50px; background:
#cce5ff; line-height: 50px; text-
align: center; color: #66b0ff;
border-radius: 12px; margin: -15px
0 0 6px;
}
.home-content .box .cart.two{
color: #2BD47D;
background: #C0F2D8;
}
```

```
.home-content .box .cart.three{
color: #ffc233;   background:
#ffe8b3;
}

.home-content .box .cart.four{
color: #e05260;  background:
#f7d4d7;
}

.home-content .total-order{
font-size: 20px;   font-
weight: 500;
}

.home-content .sales-boxes{
display: flex;   justify-content:
space-between;
/* padding: 0 20px; */
}

/* left box */

.home-content .sales-boxes .recent-sales{
width: 65%;  background: #fff; padding:
20px 30px;
margin: 0 20px; border-radius:
12px; box-shadow: 0 5px 10px
rgba(0, 0, 0, 0.1);
}

.home-content .sales-boxes .sales-details{
display: flex;    align-items: center;
justify-content: space-between; }

.sales-boxes .box .title{
font-size: 24px;  font-
weight: 500;
/* margin-bottom: 10px; */
}
```

```

}

.sales-boxes .sales-details li.topic{
font-size: 20px; font-weight: 500;
}

.sales-boxes .sales-details li{
list-style: none; margin:
8px 0;
}

.sales-boxes .sales-details li a{
font-size: 18px; color: #333;
font-size: 400; text-
decoration: none; }

.sales-boxes .box .button{
width: 100%; display:
flex; justify-content:
flex-end;
}

.sales-boxes .box .button a{
color: #fff;
background: #0A2558;
padding: 4px 12px; font-
size: 15px; font-weight:
400; border-radius: 4px;
text-decoration: none;
transition: all 0.3s ease;
}

.sales-boxes .box .button a:hover{
background: #0d3073;
}

/* Right box */

.home-content .sales-boxes .top-sales{
width: 35%; background: #fff; padding:

```



```
20px 30px; margin: 0 20px 0 0; border-
radius: 12px; box-shadow: 0 5px 10px
rgba(0, 0, 0, 0.1);
}
.sales-boxes .top-sales li{
display: flex; align-items:
center; justify-content: space-
between; margin: 10px 0;
}
.sales-boxes .top-sales li a img{
height: 40px; width: 40px;
object-fit: cover; border-
radius: 12px; margin-right:
10px; background: #333; }
.sales-boxes .top-sales li a{
display: flex; align-items:
center; text-decoration: none;
}
.sales-boxes .top-sales li .product,
.price{ font-size: 17px; font-
weight: 400; color: #333;
}
/* Responsive Media Query */
@media (max-width: 1240px) {
.sidebar{
width: 60px;
}
.sidebar.active{
width: 220px; }
.home-section{ width:
calc(100% - 60px);
left: 60px;
}
```

```

.sidebar.active ~ .home-
section{ left: 220px; width:
calc(100% - 220px); overflow:
hidden;
}

.home-section nav{
width: calc(100% - 60px);
left: 60px;
}

.sidebar.active ~ .home-section nav{
width: calc(100% - 220px); left:
220px;
}
}

@media (max-width: 1150px) {
.home-content .sales-boxes{
flex-direction: column;
}

.home-content .sales-boxes .box{
width: 100%; overflow-x: scroll;
margin-bottom: 30px;
}

.home-content .sales-boxes .top-sales{
margin: 0;
}
}

@media (max-width: 1000px) {
.overview-boxes .box{
width: calc(100% / 2 - 15px); margin-
bottom: 15px;
}
}
}

```

```
@media (max-width: 700px) {
  nav .sidebar-button .dashboard,
  nav .profile-details .admin_name,
  nav .profile-details i{    display:
  none;
  }

  .home-section nav .profile-details{
height: 50px;    min-width: 40px;
  }

  .home-content .sales-boxes .sales-details{
width: 560px;
  }
}

@media (max-width: 550px) {
  .overview-boxes .box{
width: 100%;    margin-
bottom: 15px;
  }

  .sidebar.active ~ .home-section nav .profile-details{
display: none;
  }
}

@media (max-width: 400px) {
  .sidebar{
    width: 0;

  }

  .sidebar.active{
width: 60px; }

  .home-section{
width: 100%;    left:
0;
  }
```

```

.sidebar.active ~ .home-section{
left: 60px;    width: calc(100% -
60px);
}

.home-section nav{
width: 100%;
left: 0;
}

.sidebar.active ~ .home-section nav{
left: 60px;    width: calc(100% -
60px);
}
} *{
text-decoration: none;
}
</style>

```

```

<link href="https://unpkg.com/boxicons@2.0.7/css/boxicons.min.css" rel="stylesheet">

```

```

<meta name="viewport" content="width=device-width, initial-scale=1.0">

```

```

<div class="sidebar">

```

```

<div class="logo-details">

```

```

<i class="bx bxl-c-plus-plus"></i>

```

```

<span class="logo_name">Customer care Registry</span>

```

```

</div>

```

```

<ul class="nav-links">

```

```

<li>

```

```

<a href="#" class="active">

```

```

<i class="bx bx-grid-alt"></i>

```

```

<span class="links_name">Dashboard</span>

```

```

</a>

```

```

</li>

```

```

<li>

```

```
<a href="/form">
    <i class="bx bx-box"></i>
    <span class="links_name">Create New Ticket</span>
</a>
</li>

<li>
    <a href="#">
        <i class="bx bx-list-ul"></i>
        <span class="links_name">Free users</span>
    </a>
</li>

<li class="log_out">
    <a href="/register">
        <i class="bx bx-log-out"></i>
        <span class="links_name">Log out</span>
    </a>
</li>
</ul>
</div>
<section class="home-section">
<nav>
    <div class="sidebar-button">
        <i class="bx bx-menu sidebarBtn"></i>
        <span class="Free users">Free users</span>
    </div>
    <div class="profile-details">
        
        <span class="admin_name">{ {session["username"]} }</span>
        <i class="bx bx-chevron-down"></i>
    </div>
</nav>
```

```
<div class="home-content">
```

```
<div class="sales-boxes">
```

```
<div class="recent-sales box">
```

```
<ul class="top-sales-details">
```

```
<a href="#">
```

```
<h1>Free users list</h1>
```

```
</a>
```

```
<ul class="top-sales-details">
```

```
<li>
```

```
<a href="#">
```

```
  
<span class="product">murasu</span>
```

```
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
```

```

```

```
<span class="product">john</span>
```

```
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
```

```

```

```
<span class="product">Vignesh</span>
```

```
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Vetri</span>
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Surya</span>
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Rahul</span>
</a>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Arun</span>
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Bala</span>
</a>
```

```
</li>
```


</div>

</div>

</div>

</section>

<script>

```
let sidebar = document.querySelector(".sidebar");
```

```
let sidebarBtn = document.querySelector(".sidebarBtn");
```

```
sidebarBtn.onclick = function() {
```

```
  sidebar.classList.toggle("active");
```

```
  if(sidebar.classList.contains("active")){
```

```
    sidebarBtn.classList.replace("bx-menu" , "bx-menu-alt-right");
```

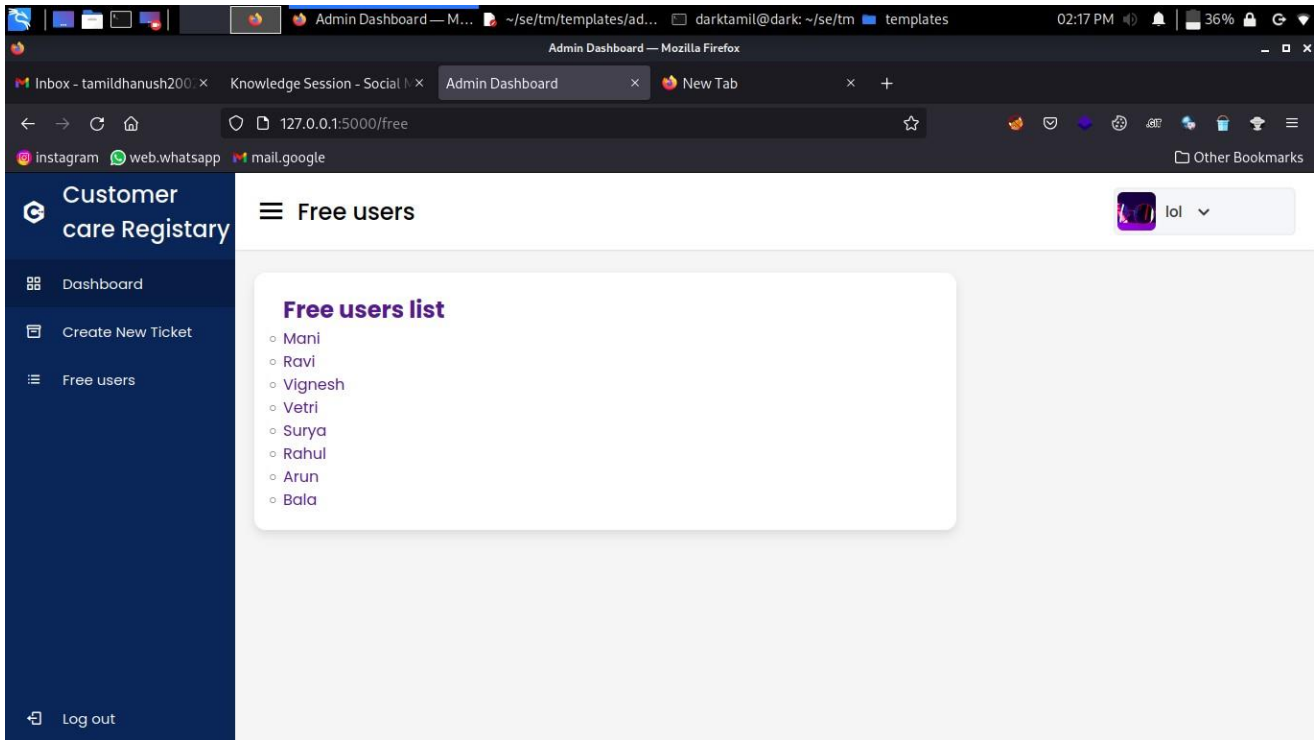
```
  }else
```

```
    sidebarBtn.classList.replace("bx-menu-alt-right", "bx-menu"); }
```

</script>

</body></html>

Output :



Forget password :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META http-equiv="Content-Type" content="text/html; charset=utf8"><style></style></head><body><u></u><div>
```

```
<div class="m_row">
  <h1>Forgot Password</h1>
  <div class="m_msg">{{ msg }}</div>
  <form method="POST" id="m_myForm" class="m_information-text"
target="_blank">Enter your registered email to reset your password.
  <div class="m_form-group">
    <input type="username" name="username" id="m_username">
    <p><label for="m_username">Username</label></p>
    <input type="email" name="email" id="m_email">
    <p><label for="m_username">Email</label></p>
    <button type="submit" id="m_button" class="m_btn m_btn-primary"> Reset
Password </button>
  </div>
  <div class="m_footer">
    <h5>New here? <a
href="https://www.google.com/url?q=http:///register&source=gmail-
```

```

html&amp;ust=1668844696131000&amp;usg=A0vVaw2CCjJHVDB9DwfXw7dwaM50" target="_blank"
rel="noreferrer">Sign Up.</a></h5>

        <h5>Already have an account? <a
href="https://www.google.com/url?q=http://login&amp;source=gmail-
html&amp;ust=1668844696131000&amp;usg=A0vVaw21a06eZ5Zz_KkZgAWxqoEN" target="_blank"
rel="noreferrer">Sign In.</a></h5>

    </div>

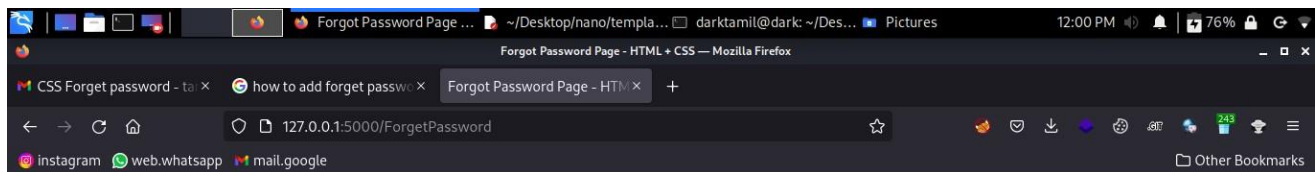
</form></div>

</div>

</body></html>

```

Output :



Forgot Password

Enter your registered email to reset your password.

New here? [Sign Up.](#)

Already have an account? [Sign In.](#)

Registration Page :

```

<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META http-
equiv="Content-Type" content="text/html; charset=utf-
8"><style>body{margin:0;padding:0;background:#ddd;font-
size:16px;color:#222;fontfamily:'Roboto', sans-serif;font-weight:300}#m_login-box{margin:5%
auto;width:600px;height:400px;background:#fff;border-radius:2px}.m_left{boxsizing:border-
box;padding:40px;width:300px;height:400px}h1{margin:0 0 20px 0;fontweight:300;font-

```

```

size:28px}.m_or{width:40px;height:40px;background:#ddd;borderradius:50%;line-
height:40px;text-align:center}.m_right{box-
sizing:border-box;padding:40px;width:300px;height:400px;background:url('');backgroundsize:cover;
background-position:center;border-radius:0 2px 2px 0}.m_right
.m_loginwith{display:block;margin-bottom:40px;font-
size:28px;color:#fff;text-align:center}button.m_social-signin{margin-
bottom:20px;width:220px;height:36px;border:none;border-
radius:2px;color:#fff;font-family:'Roboto',sans-serif;font-weight:500}button.m_social-
signin:hover{}button.m_social-
signin.m_facebook{background:#32508e}button.m_socialsignin.m_twitter{background:#55acee}butt
on.m_socialsignin.m_google{background:#040148}</style></head><body>
<u></u>

```

```

<div>
<form method="POST" action="http:///register" target="_blank">
<div id="m_login-box">
  <div class="m_msg">{{ msg }}</div>
  <div class="m_left">
    <h1>Sign up</h1>

    <input type="text" name="username">
    <input type="text" name="email">
    <input type="password" name="password">
    <input type="submit" class="m_btn m_btn-success m_btn-block" value="submit">

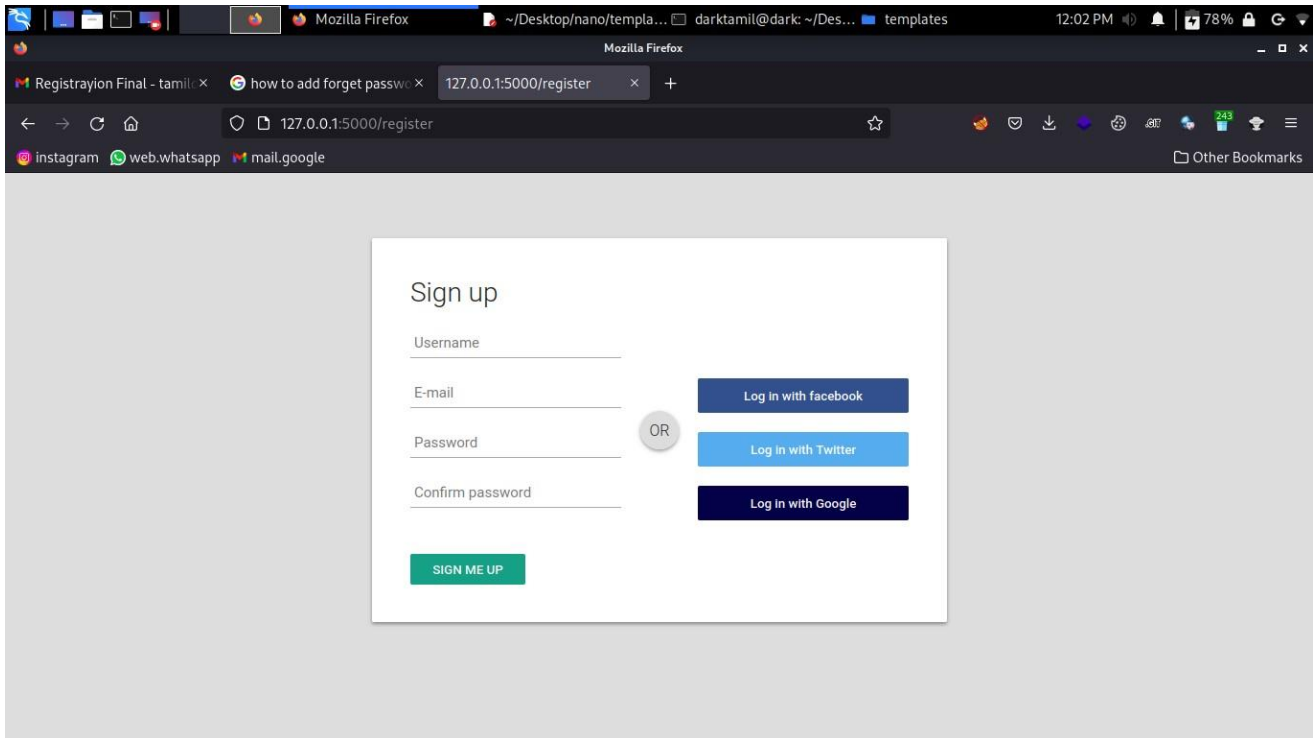
  </div>
  <div class="m_right">
    <span class="m_loginwith">Sign in with<br>social network</span>

    <button class="m_social-signin m_facebook">Log in with facebook</button>
    <button class="m_social-signin m_twitter">Log in with Twitter</button>
    <button class="m_social-signin m_google">Log in with Google</button>
  </div>
  <div class="m_or">OR</div>
</div>
</form>
</div>

</body></html>

```

Output :



Feature 2 :

(Backend)

```
from flask import Flask, render_template, request, redirect, url_for, session
from flask_mail import Mail, Message import ibm_db import re
```

```
app = Flask(__name__) app.config['MAIL_SERVER'] =
'smtg.gmail.com' app.config['MAIL_PORT'] = 465
app.config['MAIL_USERNAME'] = 'tmkssolution1234@gmail.com'
app.config['MAIL_PASSWORD'] = 'xyfxjnripeytrqhk'
app.config['MAIL_USE_TLS'] = False
app.config['MAIL_USE_SSL'] = True
```

```
mail=Mail(app)
app.secret_key =
'a'
```

```
conn = ibm_db.connect("DATABASE=bludb;HOSTNAME=b70af05b-76e4-4bca-a1f5-
```

```
23dbb4c6a74e.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud;PORT=32716;SECURITY=SSL;S
SLServerCertificate=DigiCertGlobalRootCA.crt;UID=jzc43091;PWD=PI8VtGRvZlSVT65A",'',''
)
```

```
@app.route('/')
```

```
def homer():
    return render_template('home.html')
```

```
@app.route('/agent') def
agent():
    return render_template("agent.html")
```

```
@app.route('/admin') def
agt():
    return render_template("admin.html")
```

```
@app.route('/free') def
free():
    return render_template("free.html")
```

```
@app.route('/ForgotPassword', methods=['GET','POST'])
def ForgotPassword():    if request.method=="POST":
name=request.form['name']
email=request.form['email']

    message=Message(subject, sender='tmkssolution1234@gmail.com',
recipients=['johncaesar07@gmail.com',
'murasutamil2002@gmail.com','kamaleshwaran1123@gmail.com','hellsprince26@gmail.com'])
```

```
    message.body="""
```

```
Hey Guys we have work.
```

```
The Client sends a Query,
```

Name - {}

Email - {}

Thank you

"".format(name,email)

mail.send(message)

return render_template("success.html")

return render_template("ForgotPassword.html")

@app.route('/login',methods =['GET', 'POST'])

def login(): global userid msg = ''

 if request.method == 'POST' :

 username = request.form['username'] password =

request.form['password'] sql = "SELECT * FROM users WHERE

username =? AND password=?" stmt = ibm_db.prepare(conn,

sql) ibm_db.bind_param(stmt,1,username)

ibm_db.bind_param(stmt,2,password) ibm_db.execute(stmt)

account = ibm_db.fetch_assoc(stmt) print (account)

if account:

 session['loggedin'] = True

session['id'] = account['USERNAME'] userid=

account['USERNAME'] session['username'] =

account['USERNAME'] msg = 'Logged in

successfully !'

 msg = 'Logged in successfully !'

return render_template('customer.html', msg = msg)

else:

```

        msg = 'Incorrect username / password !'
return render_template('login.html', msg = msg)

@app.route('/register', methods = ['GET', 'POST'])
def registet():    msg = ''
    if request.method == 'POST' :        username =
request.form['username']        email =
request.form['email']        password =
request.form['password']        sql = "SELECT * FROM
users WHERE username =?"        stmt =
ibm_db.prepare(conn, sql)
ibm_db.bind_param(stmt,1,username)
ibm_db.execute(stmt)        account =
ibm_db.fetch_assoc(stmt)        print(account)
if account:
    msg = 'Account already exists !'
elif not re.match(r'^@+@[^@]+\.[^@]+', email):
    msg = 'Invalid email address !'
elif not re.match(r'[A-Za-z0-9]+', username):
    msg = 'name must contain only characters and numbers !'
else:
    insert_sql = "INSERT INTO  users VALUES (?, ?, ?)"
prep_stmt = ibm_db.prepare(conn, insert_sql)
ibm_db.bind_param(prepare_stmt, 1, username)
ibm_db.bind_param(prepare_stmt, 2, email)
ibm_db.bind_param(prepare_stmt, 3, password)
ibm_db.execute(prepare_stmt)        msg = 'You have
successfully registered !'        elif request.method == 'POST':
    msg = 'Please fill out the form !'        return
render_template('register.html', msg = msg)

```

```

@app.route('/customer') def
dash():

    return
    render_template('customer.html')

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

```

```

@app.route('/logout')

def logout():
    session.pop('loggedin', None)
    session.pop('id', None)
    session.pop('username', None)    return
    render_template('home.html')

```

```

@app.route("/form", methods=['GET', 'POST'])
def form():    if request.method=="POST":
name=request.form['name']
email=request.form['email']
suppoter=request.form['suppoter']
subject=request.form['subject']
query=request.form['query']
message=Message(subject,

```



```
sender='tmkssolution1234@gmail.com',  
recipients=['johncaesar07@gmail.com',  
'murasutamil2002@gmail.com', 'kamaleshwaran1123@gmail.com', 'hellsprince26@gmail.com'])
```

```
message.body="""
```

```
Hey Guys we have work.
```

```
The Client sends a Query,
```

```
Name - {}
```

```
Email - {}
```

```
Support - {}
```

```
Query : {}
```

```
Thank you
```

```
"".format(name,email,suppoter,query)
```

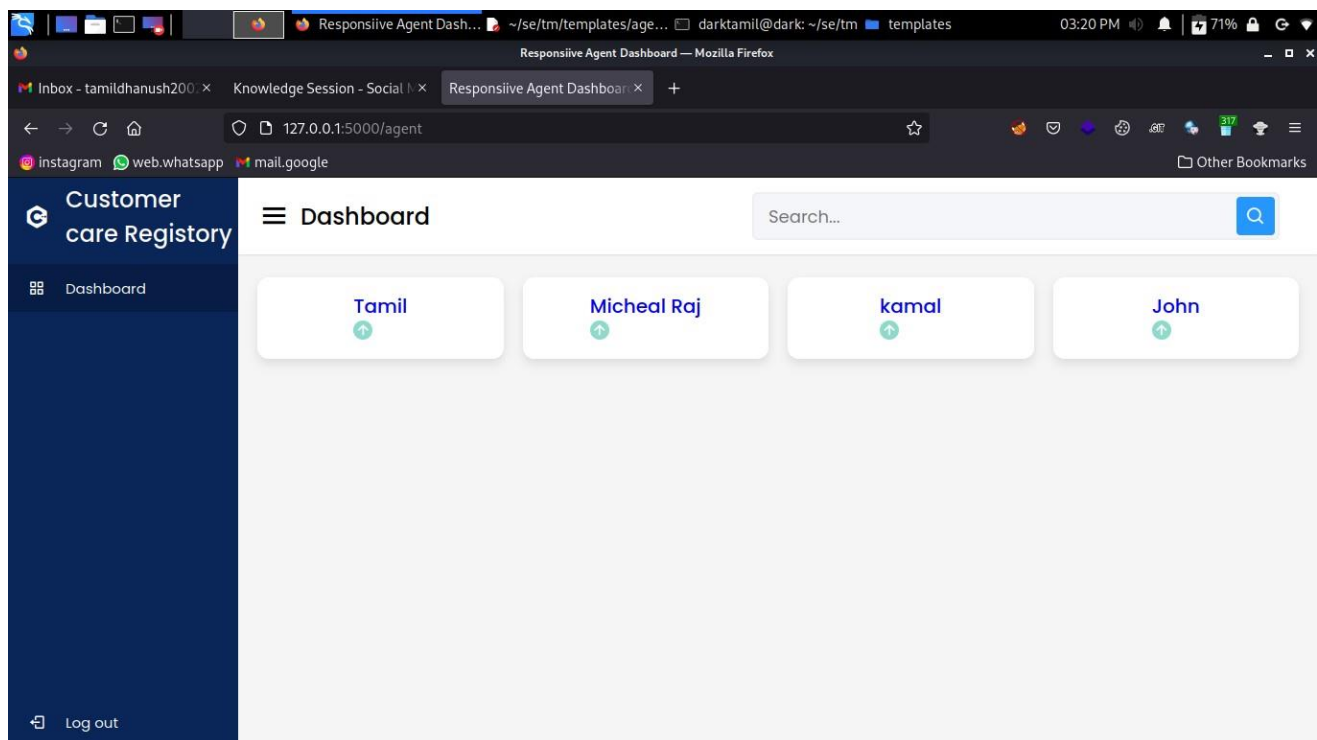
```
mail.send(message)
```

```
return render_template("success.html")
```

```
return render_template("form.html")
```

```
if __name__ == '__main__':  
    app.run(host='0.0.0.0')
```

Output :



7.3 Database Schema :

IBM Db2 on Cloud

Error: There is an internal error. Review the logs for more information.

Show logs

Find schemas or tables

Refresh

SQL

Schemas

☒

Name

Type

Tables

☒

DRQ21328

User

2

Total: 1, selected: 1

Tables

New table

☐

Name

Schema

Properties

☐

REG

DRQ21328

...

☐

LOGIN

DRQ21328

...

Total: 2, selected: 0

IBM Db2 on Cloud

Error: There is an internal error. Review the logs for more information.

Show logs

Find schemas or tables

Refresh

Schemas

Tables

New table

☐

Name

Schema

Properties

☐

REG

DRQ21328

...

☐

LOGIN

DRQ21328

...

Total: 2, selected: 0

Table definition

LOGIN

No statistics available

Name

Data type

Nullable

Length

Scale

User name

CHAR

Y

5

0

E-Mail

CHAR

Y

5

0

View data

8 CHAPTER 8 TESTING

8.1 Test Cases

A test case is a document, which has a set of test data, preconditions, expected results and postconditions, developed for a particular test scenario in order to verify compliance against a specific requirement. Test Case acts as the starting point for the test execution, and after applying a set of input values

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	BUG ID	Executed By
LoginPage_TC_O1	Functional	Home Page	Verify user is able to see the Login/Signup popup when user clicked on My account button	1. Enter URL and click go 2. Scroll down 3. Verify login/Signup popup displayed or not	127.0.0.1 2155000	Login/Signup popup should display	Working as expected	PASS	Successful	Y		Sebastin John Paul Kamaleshwaran
LoginPage_TC_O2	UI	Home Page	Verify the UI elements in Login/Signup popup	1. Enter URL and click go 2. Click on Signup button for User 3. Verify login/Signup popup with below UI elements: a. id text box b. password text box c. Login button d. New customer? Create account link e. Last password? Recovery password link	127.0.0.1	Application should show below UI elements: a. email text box b. password text box c. Login button with orange colour d. New customer? Create account link e. Last password? Recovery password link	Working as expected	PASS	Successful	Y		Tamil Murasu Michael Raj
LoginPage_TC_O3	Functional	Home page	Verify user is able to log into application with Valid credentials	1. Enter URL (https://shopnexus.com/) and click go 2. Click on My Account dropdown button 3. Enter Valid ID in ID text box 4. Enter valid password in password text box 5. Click on login button	ID: 5342 password: Testing123	User should navigate to user account homepage	Working as expected	PASS	Successful	Y		Tamil Murasu Michael Raj

LoginPage_TC_OO4	Functional	Login page	Verify user is able to log into application with Invalid credentials	1.Enter URL (127.0.0.1215:5000) and click go 2.Click on My Account dropdown button 3.Enter Invalid ID in ID text box 4.Enter valid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y		Tamil Marasu
LoginPage_TC_OO5	Functional	Login page	Verify user is able to log into application with Invalid credentials	1.Enter URL (127.0.0.1215:5000) and click go 2.Click on My Account dropdown button 3.Enter Valid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123678686786876	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y		KAMALESHWARAN
LoginPage_TC_OO6	Functional	Login page	Verify user is able to log into application with Invalid credentials	1.Enter URL (127.0.0.1215:5000) and click go 2.Click on My Account dropdown button 3.Enter Invalid ID in ID text box 4.Enter Invalid password in password text box 5.Click on login button	ID: 5342 password: Testing123	Application should show 'Incorrect email or password' validation message.	Working as expected	PASS	Successful	Y		Michael Raj

Test case ID	Feature Type	Component	Test Scenario	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(V/N)	BUG ID	Executed By
User_Page_TC_O1	Functional	USER PAGE	Verify user is able to see the Show Complaint popup when user clicked on popup	1.Enter URL and click go 2.Scroll down 3.Verify login Signup popup displayed or not	127.0.0.1 215:5000	Show Complaint popup should display	Working as expected	PASS	Successful	Y		KAMALESHWARAN
User_Page_TC_O2	UI	USER PAGE	Verify the User has No Complaint	Click on the Url and go to user page by giving Correct Credentials	127.0.0.1 215:5000	No Complaint should shown	Working as expected	PASS	Successful	Y		Michael Raj
User_Page_TC_O3	UI	USER PAGE	Verify User Total Complaint is Zero	Click on the Url and go to user page by giving Correct Credentials	127.0.0.1 215:5000	Total Number of Complaint is Zero	Working as expected	PASS	Successful	Y		Sebastin John Paul
TEST CASES												

Admin_Page_TC_OO4	Functional	Admin Page	Admin can see the Agent DataBase	1.Enter URL(127.0.0.1215:5000) and click go 2.Enter the Credentials for the admin page and submit	127.0.0.1 215:3000	Agent Database should display on show agent database.	Working as expected	PASS	Successful	Y		KAMALESHWARAN
Admin_Page_TC_OO5	Functional	Admin Page	Admin can delete the Agent Database	1 Enter URL(127.0.0.1215:5000) and click go 2.Click on submit by giving correct credentials to the admin Page	127.0.0.1 215:5000	Delete the agent Database	Working as expected	PASS	Successful	Y		Michael Raj
Admin_Page_TC_OO6	Functional	Admin Page	Verify the overall Delete the database for User	1 Enter URL(127.0.0.1215:5000) and click go 2.Click on submit by giving correct credentials to the admin Page 3.After type the "A" in the Text box for the agent database delete	127.0.0.1 215:30106	Delete the overall Agent database delete.	Working as expected	PASS	Successful	Y		Tamil Murasu

Admin_Page_TC_OO7	UI	Admin Page	Verify the admin seen the text box for the delete option	1.Enter URL(127.0.0.1215:5000) and click go 2.Click on submit by giving correct credentials to the admin Page 3.Admin Can see the text box for delete option	127.0.0.1 215:30106	Text box working for the correct Keyword.	Working as expected	PASS	Successful	Y		SEBASTIN JOHN PAUL KAMALESHWARAN
Home_Page_TC_OO8	UI	Register Account for Agent	Verify User is able to seen the Register Page for Agent	1 Enter URL(127.0.0.1215:5000) and click go 2. Click on the Agent button for register	127.0.0.1 215:30106	After register Page popup should seen.	Working as expected	PASS	Successful	Y		MICHEAL RAJ
Agent_Register_TC_O10	UI	AGENT REGISTER	Verify all the text box will be visible for register	1.Enter URL(127.0.0.1215:5000) and click go 2. Click on the Agent button after the text field are visible for the agent to see	127.0.0.1 215:3000	Agent Register text fields are visible	Working as expected	PASS	Successful	Y		TAMIL MURASU

Agent_Register_TC_O11	Functional	AGENT REGISTER	Verify Id sent to customer email address	1.Enter URL(127.0.0.121:5:5000) and click go 1.Register the account by giving credentials 2. Click on button Submit	127.0.0.121:5:30106/	Email sent successfully	Working as expected	PASS	Successful	Y		TAMIL MURASU
Web_Chat_TC_O11	Functional	WEB CHAT	Click on the Web chat button	1.Enter URL(127.0.0.121:5:5000) and click go 1.Click on the Web Chat Button	127.0.0.121:5:30106/	Web chat popup	Working as expected	PASS	Successful	N		MICHEAL RAJ
Web_chat_TC_O12	UI	WEB CHAT	Web chat button visible	1.Enter URL(127.0.0.121:5:5000) and click go 1.shows on the Web Chat Button	127.0.0.121:5:30106/	Web chat visible	Working as expected	PASS	Successful	N		TAMIL MURASU
Admin_Login_TC_O13	Functional	AGENT LOGIN	Verify user is able to get login id on emails	1. Enter URL(127.0.0.121:5:5000) and click go 2.To the Agent Login page getting of emails	127.0.0.121:5:30106/	Get Notified by Emails	Working as expected	PASS	Successful	Y		KAMALESHWARAN

User Accepting Test :

1. PURPOSE OF DOCUMENT

The purpose of this document is to briefly explain the test coverage and open issues of the [Customer Care Registry] project at the time of the release to User Acceptance Testing (UAT).

2. DEFECT ANALYSIS

This report shows the number of resolved or closed bugs at each severity level, and how they were resolved

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	10	4	5	5	24
Duplicate	2	0	2	0	4
External	5	3	2	1	11
Fixed	15	5	5	10	35

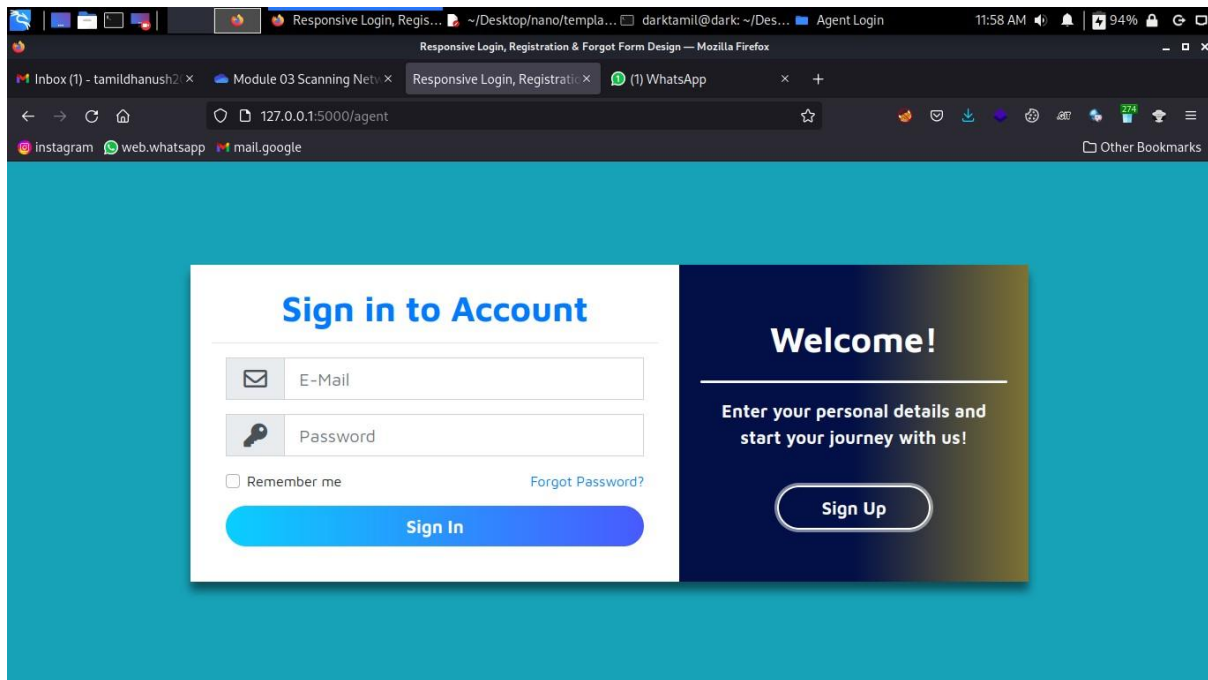
Not Reproduced	0	0	0	0	0
Skipped	0	0	1	1	2
Won't Fix	0	5	2	1	8
Totals	32	17	17	18	84

3. TEST CASE ANALYSIS

This report shows the number of test cases that have passed, failed, and untested

Section	Total Cases	Not Tested	Fail	Pass
Print Engine	10	0	0	10
Client Application	40	0	0	40
Security	5	0	0	2
Outsource Shipping	3	0	0	3
Exception Reporting	10	0	0	10
Final Report Output	4	0	0	4
Version Control	4	0	0	4

9. RESULTS Login page



Login form

Contact Form

Name
Your name..

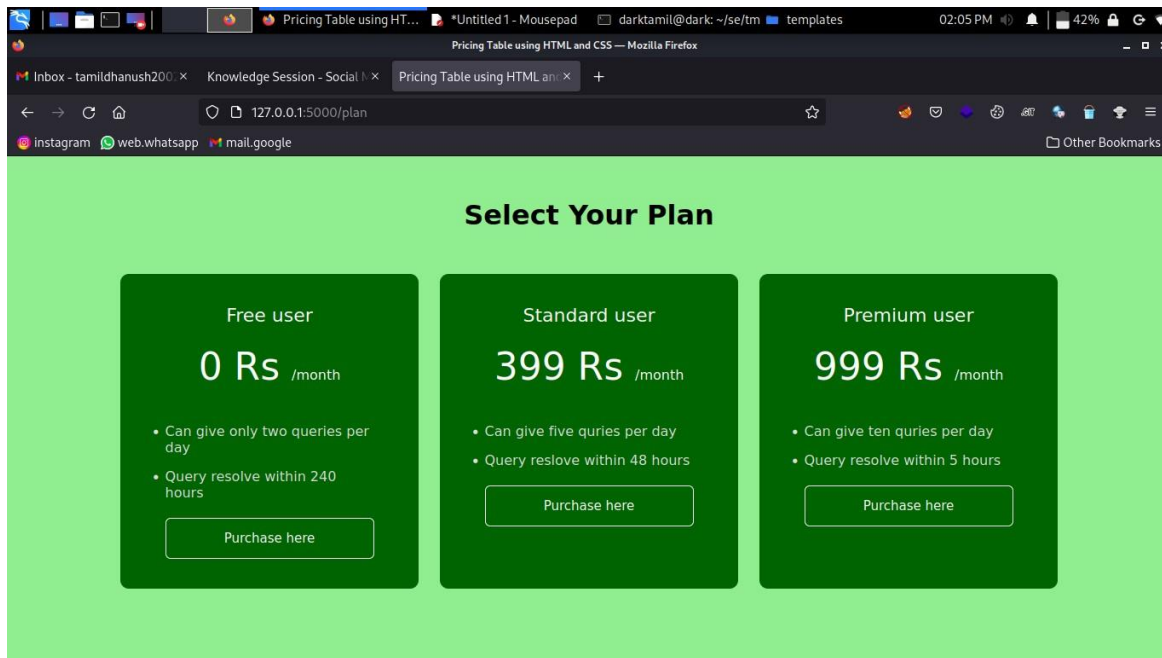
Email
Your Email..

Suppoter
Tamil

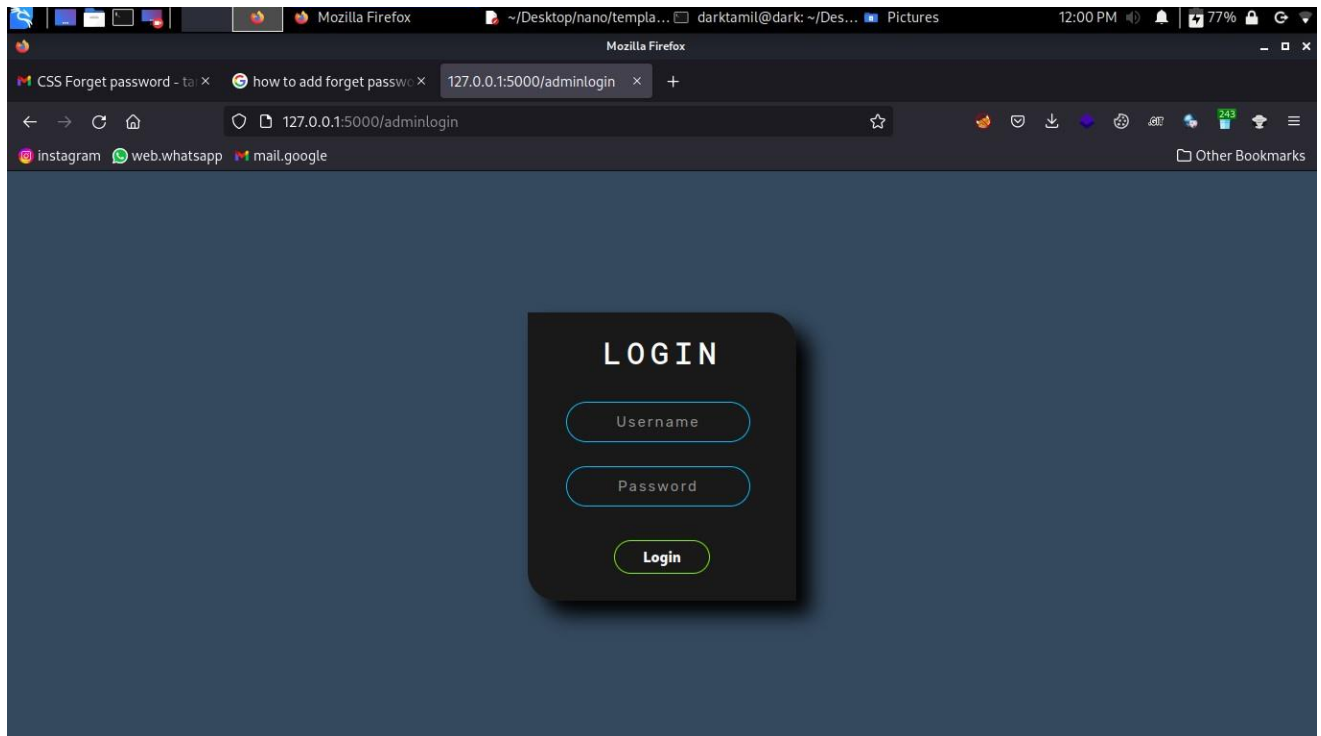
Your Queries
Write something..

Submit

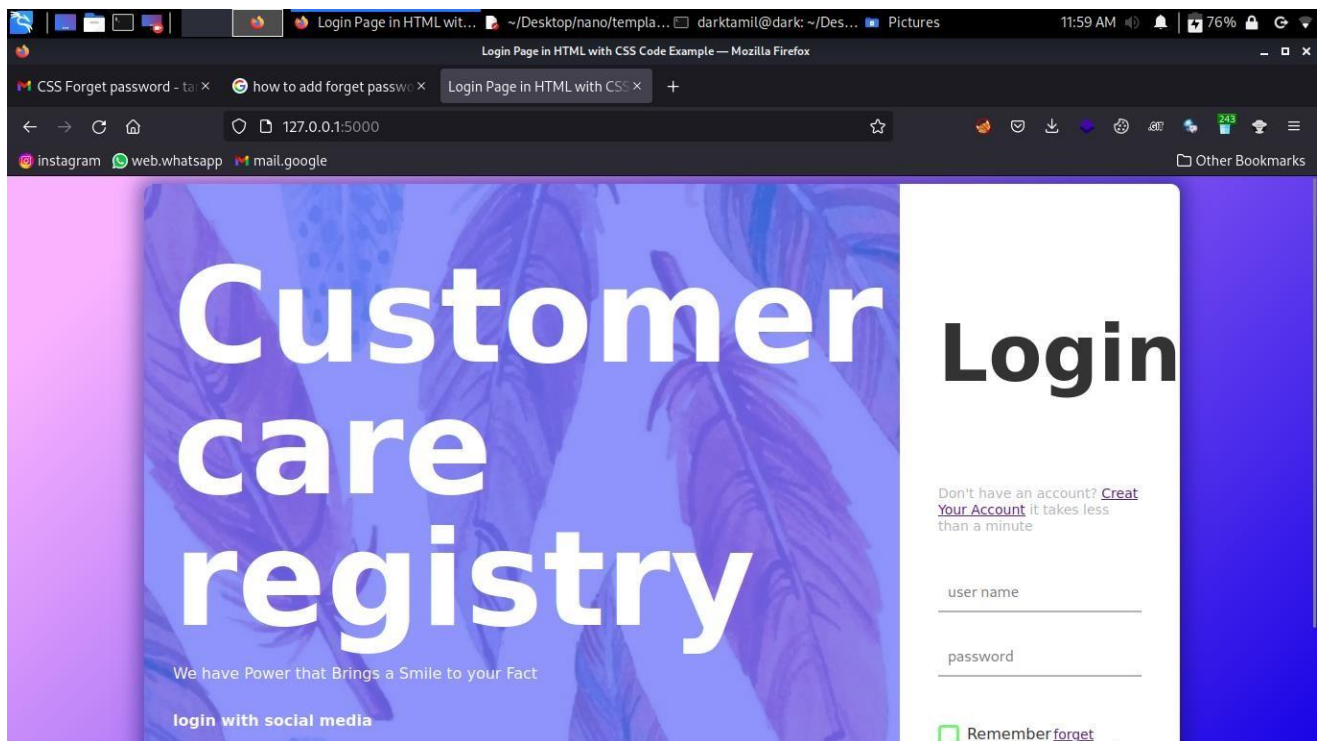
Premium package:



Admin login page:



Home page:



Admi dashboard:

Customer care Registry

Dashboard

Search...

admin

Total Tickets
2
2 days ago

pending Tickets
1
today

Resolved Tickets
1
yesterday

Recent Tickets

Date	Customer	Ticket id	Status
03 Nov 2022	Kamal	#02	open
30 OC 2022	Kamal	#01	closed

[See All](#)

Premium Members

murasu	\$11
john	\$15
Vignesh	\$12
Vetri	\$2
Surya	\$10
Rahul	\$22

Customer care Registry

- Dashboard
- Feedback
- Ticket list
- Resolved Tickets
- Profile
- Messages
- Favorites
- Setting
- Subscribers
- Log out

Admin dashboard for free user:

Customer care Registry

Free users

lol

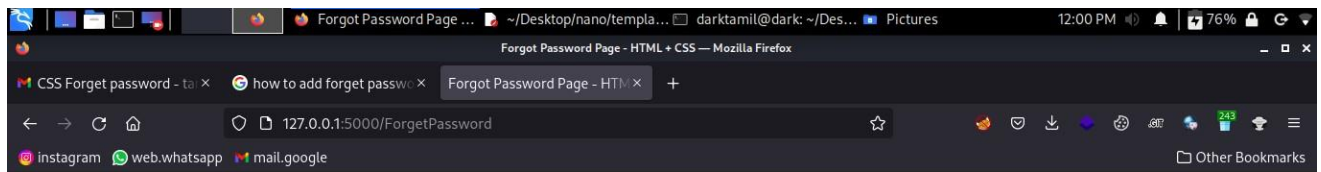
Free users list

- Mani
- Ravi
- Vignesh
- Vetri
- Surya
- Rahul
- Arun
- Bala

Customer care Registry

- Dashboard
- Create New Ticket
- Free users
- Log out

Forgot password:



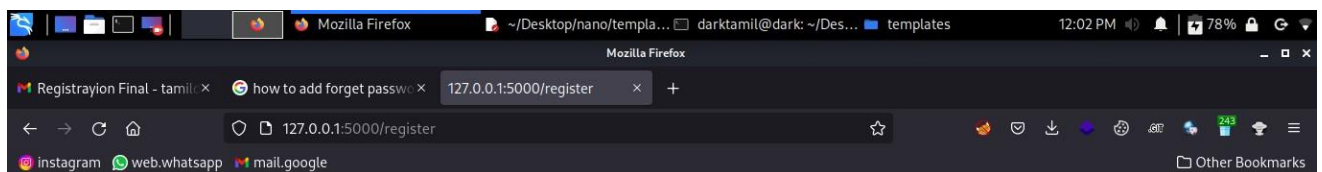
Forgot Password
Enter your registered email to reset your password.

Email

Reset Password

New here? Sign Up.
Already have an account? Sign In.

Registration page:



Sign up

Username

E-mail

Password

Confirm password

OR

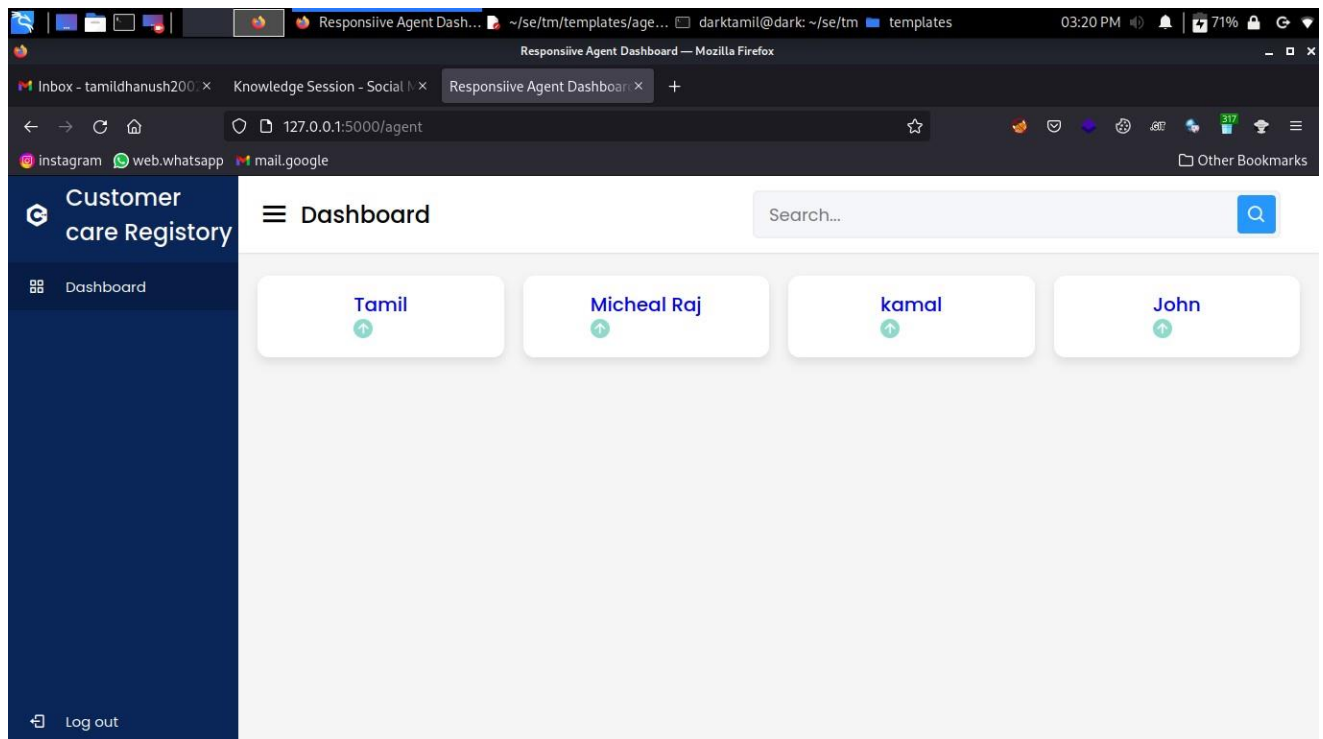
Log in with facebook

Log in with Twitter

Log in with Google

SIGN ME UP

Backend :



10.ADVANTAGES & DISADVANTAGES

Advantages:

1. Enhances Better Customer Service
2. Customer Care Registry systems provide businesses with numerous strategic advantages. One of such is the capability to add a personal touch to existing relationships between the business and the customers. It is possible to treat each client individually rather than as a group, by maintaining a repository on each customer's profiles. This system allows each employee to understand the specific needs of their customers as well as their transaction file.
3. The organization can occasionally adjust the level of service offered to reflect the importance or status of the customer. Improved responsiveness and understanding among the business employees results in better customer service. This decreases customer agitation and builds on their loyalty to the business. Moreover, the company would benefit more by getting feedback over their products from esteemed customers.
4. The level of customer service offered is the key difference between businesses that lead the charts and those that are surprised with their faulty steps. Customer service efficiency is measured by comparing turnaround time for service issues raised by customers as well as the number of service errors recorded due to misinformation.
5. A good business should always follow – up with customers on the items they buy. This strategy enables a business to rectify possible problems even before they are logged as complaints.

Dis advantages:

1. Only services for which a particular payment has been made are covered under the consumer protection act. However, it does not protect medical professionals, or hospitals, and covers cases when this act does not apply to free medical care.
2. This act does not apply to mandatory services, such as water supply, that are provided by state agencies.
3. Only two clauses related to the supply of hazardous materials are covered by this act. Consumer redress is not given any power by the consumer protection act.
4. The consumer protection act focuses on the supply of ineffective products, but there are no strict regulations for those who produce it.

11.CONCLUSION

The researcher has highlighted how the system works, who are the main users, services and how they can deal with the proposed system. This paper presents an overview of the development and implementation of the Complaint Management System as a web-service based on cloud. The results obtained from the implementation are encouraging and promising for the development of more complex systems in the future as the Complaints Management is a complex and critical problem. Complaints and compliments are a valuable source of information that organizations can use to improve program delivery and service. As regulatory and market pressures continue to mount upon companies, industry leaders will need to develop effective solutions or face the high costs inherent in failed technology implementations and weak customer relationships. The preferred alternative is a customer-focused complaints management solution that works. Finally, the researcher believes that the presented model can be helpful in other fields of e-complaining in terms of Citizen Adaption and Citizen Loyalty.

12.FUTURE SCOPE

It is quite certain that with great precision the new-gen technology of Customer Care Registry solutions will help in the [sales and marketing](#) to a great deal. This will be done while calculating the better results attained by the marketing team.

The progression of CUSTOMER CARE REGISTRY in the future would mostly depend on how faster API's redefines cloud platforms. And it is simply the beginning of API's era of integrating CUSTOMER CARE REGISTRY solution with the business application.

Even though the benefits of CUSTOMER CARE REGISTRY sounds quite interesting while its implementation challenges are quite difficult to overcome. And with the advancement of CUSTOMER CARE REGISTRY technology every year, this trend of implementation barriers will keep rising.

In the near future, CUSTOMER CARE REGISTRY will be mostly analytical & netbased. More trending technologies of CUSTOMER CARE REGISTRY such as [data analytics](#) & other matrices will be used to analyze the business performance.

Moreover, more user will be benefited due to the linkage of CUSTOMER CARE REGISTRY along with [social media](#) as it will see more popularity in the coming days. Apart from this, the future CUSTOMER CARE REGISTRY will enable its user to exchange data over electronic devices more easily than ever.

Not to mention CUSTOMER CARE REGISTRY's immense scope of being integrated with multiple other platforms in the future that will boost its functionalities resulting in great progress and development of company & organizational activities.

13.APPENDIX

Login Page :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style></style></head><body><u></u>
```

```
<div>
```

```
<div class="m_logo m_mt-3 m_text-center">
```

```
</div>
```

```
<div class="m_login m_text-center m_mt-5">
```

```
<h2> Login Form </h2>
```

```
<form action="http://login" method="post" target="_blank">
```

```
<div class="m_msg">{ { msg } }</div>
```

```
<input type="text" name="username" id="m_username">
```

```
<input type="password" name="password" id="m_password">
```

```
<button type="submit" id="m_button" class="m_btn m_btn-primary"> Login </button>
```

```
</form>
```

```
</div>
```

```
<div class="m_note m_mt-3 m_text-center">
```

<p> Don't have an account yet? Click here to register! </p>

</div>

</div>

</body></html>

Login Form :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META http-equiv="Content-Type" content="text/html; charset=utf-8"><style>body{ font-family:Arial,Helvetica,sans-serif}*{boxsizing:border-box}select,textarea{ width:100%;padding:12px;border:1px solid #ccc;border-radius:4px;boxsizing:border-box;margin-top:6px;margin-bottom:16px}.m_container{ border-radius:5px;backgroundcolor:#f2f2f2;padding:20px}</style></head><body><u></u>
```

<div>

<h3>Contact Form</h3>

```
<div class="m_container">
  <div class="m_msg">{ { msg } }</div>
  <form method="POST" id="m_myForm" target="_blank">
    <label for="m_subject">subject</label>
    <input type="text" id="m_subject" name="subject">
    <label for="m_fname"> Name</label>
    <input type="text" id="m_username" name="name">

    <label for="m_lname">Email</label>
    <input type="text" id="m_email" name="email">

    <label for="m_country">Suppoter</label>
    <select id="m_suppoter" name="suppoter">
      <option value="tamil">Tamil</option>
      <option value="kaml">kamal</option>
      <option value="john">john</option>
      <option value="hentry">hentry</option>
```

```

</select>

<label for="m_msg">Your Queries</label>
<textarea id="m_query" name="query" style="height:200px"></textarea>

<input type="submit" value="Submit">
</form>

</div>

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

```

Premium Plan :

```

<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style></style></head><body><u></u>

```

```

<div>
  <div class="m_container">
    <h2>Select Your Plan</h2>
    <div class="m_price-row">
      <div class="m_price-col">
        <p>Free user</p>
        <h3>0 Rs <span>/month</span></h3>
        <ul>
          <li>Can give only two queries per day</li>
          <li>Query resolve within 240 hours</li>
        </ul>
        <button>Purchase here</button>
      </div>
      <div class="m_price-col">
        <p>Standard user</p>
        <h3>399 Rs <span>/month</span></h3>
        <ul>
          <li>Can give five queries per day</li>
          <li>Query resolve within 48 hours</li>
        </ul>
        <button>Purchase here</button>
      </div>
      <div class="m_price-col">
        <p>Premium user</p>
        <h3>999 Rs <span>/month</span></h3>
        <ul>
          <li>Can give ten queries per day</li>
          <li>Query resolve within 5 hours</li>
        </ul>
      </div>
    </div>
  </div>

```

```
        <button>Purchase here</button>
</div>
    </div>
</div>
</div>
</body></html>
```

Admin Login Page :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style></style></head><body><u></u>
```

```
    <div>
        <div class="m_sidebar">
            <div class="m_logo-details">
                <i class="m_bx m_bxl-c-plus-plus"></i>
                <span class="m_logo_name">Customer care Registry</span>
            </div>
            <ul class="m_nav-links">
                <li>
                    <a href="#m__" class="m_active" rel="noreferrer">
                        <i class="m_bx m_bx-grid-alt"></i>
                        <span class="m_links_name">Dashboard</span>
                    </a>
                </li>
                <li>
                    <a href="https://www.google.com/url?q=http:///form&amp;source=gmail-
html&amp;ust=1668840564515000&amp;usg=AOvVaw3LymMXZkVBbIJEDIogh0ar" target="_blank"
rel="noreferrer">
                        <i class="m_bx m_bx-box"></i>
```

Create New Ticket

<i class="m_bx m_bx-list-ul"></i>

Free users

<li class="m_log_out">

<i class="m_bx m_bx-log-out"></i>

Log out

</div>

<section class="m_home-section">

<u></u>

<div class="m_sidebar-button">

<i class="m_bx m_bx-menu m_sidebarBtn"></i>

Dashboard

</div>

<div class="m_profile-details">

{{ session["username"] }}

<i class="m_bx m_bx-chevron-down"></i>

</div>

<u></u>

<div class="m_home-content">

<div class="m_overview-boxes">

<div class="m_box">

<div class="m_right-side">

<div class="m_box-topic"><a

href="https://www.google.com/url?q=http://admininfo&source=gmailhtml&ust=1668840564515000&u
sg=AOvVaw2cbDj1pYZx0VRrfChMnYnE" target="_blank" rel="nofollow">Welcome Admin</div>

</div>

</div>

</div>

<div class="m_sales-boxes">

<div class="m_recent-sales m_box">

<ul class="m_top-sales-details">

<h1 style="color:rgba(39,8,239,0.656)">Agents</h1>

<ul class="m_pricing-plan__list">

<li class="m_pricing-plan__feature" style="padding-left:30px">Tamil Murasu

<li class="m_pricing-plan__feature" style="padding-left:30px">Micheal Raj

<li class="m_pricing-plan__feature" style="padding-left:30px">Kamaleshwaran

<li class="m_pricing-plan__feature" style="padding-left:30px">Sebastin John Paul

</div>

<div class="m_top-sales m_box">

<div class="m_title" style="color:rgba(39,8,239,0.656)">Membership holders</div>

<ul class="m_top-sales-details">

murasu

Premimum user

john

Standard user

Vignesh

Premimum user

Vetri

Premimum user


```
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Surya</span>
</a>
<span class="m_price">Standard user</span>
</li>
<li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Rahul</span>
</a>
<span class="m_price">Premimum user</span>
</li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Asmira</span>
</a>
<span class="m_price">Premimum user</span>
</li>
<li>
<a href="#m__" rel="noreferrer">
<img alt="">
<span class="m_product">Bala</span>
</a>
<span class="m_price">Standard user</span>
</li>
</li></ul>
</div>
</div>
</div>
</section>
```

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

Home Page :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-8"><style></style></head><body><u></u>

<div>

<div class="m_box-form">

<div class="m_left">

<div class="m_overlay">

<h1>Customer Care Registry</h1>

<p>We have Power that Brings a Smile to your Fact</p>

<span>

<p>login with social media</p>

<a href="#m__" rel="nofollow"><i class="m_fa m_fa-facebook" aria-hidden="true"></i>Login with
Facebook</a>

<a href="#m__" rel="nofollow"><i class="m_fa m_fa-twitter" aria-hidden="true"></i> Login with
Twitter</a>

</span>

</div>

</div>

<form action="http://login" method="post" target="_blank">

<div class="m_right">

<h5></h5>

<p>Don't have an account? <a
href="https://www.google.com/url?q=http://register&source=gmail-
html&ust=1668840616816000&usg=AOvVaw2ejs2_ceyN6W_NX2UjXgqY" target="_blank"
rel="nofollow">Register</a> it takes less than a minute</p>

<br><br>
```


<p>Already have an account? Login</p>

</div>

</form></div>

</div>

</body></html>

Admin Dashboard :

<!DOCTYPE html>

<html lang="en" dir="ltr">

<head>

<meta charset="UTF-8">

<title> Responsiive Admin Dashboard | CodingLab </title>

<!-- Boxicons CDN Link -->

<meta name="viewport" content="width=device-width, initial-scale=1.0">

</head>

<body> <script>

window.watsonAssistantChatOptions = {

integrationID: "66576f0c-5408-4edc-803b-d9de1f553e8b", // The ID of this integration.region: "eu-gb", // The region your integration is hosted in.

serviceInstanceID: "2607efc7-375b-465c-9e61-399a0f694519", // The ID of your service instance.

onLoad: function(instance) { instance.render(); }

};

setTimeout(function(){

const t=document.createElement('script');

t.src="https://web-chat.global.assistant.watson.appdomain.cloud/versions/" +

```

(window.watsonAssistantChatOptions.clientVersion || 'latest') + "/WatsonAssistantChatEntry.js";

document.head.appendChild(t);

});

</script>

<style>

/* Googlefont Poppins CDN Link */

@import
url('https://fonts.googleapis.com/css2?family=Poppins:wght@200;300;400;500;600;700&display=swap');

*{ margin: 0; padding: 0; box-
sizing: border-box; font-family:
'Poppins', sans-serif;
} .sidebar{ position:
fixed; height: 100%;
width: 240px;
background: #0A2558;
transition: all 0.5s ease;
}
.sidebar.active{
width: 60px;
}
.sidebar .logo-details{
height: 80px;
display: flex; align-
items: center;
} .sidebar .logo-details
i{ font-size: 28px;
font-weight: 500;
color: #fff; min-width:
60px; text-align:
center

```

```
}  
.sidebar .logo-details .logo_name{  
color: #fff; font-size: 24px; font-  
weight: 500; } .sidebar .nav-links{  
margin-top: 10px; } .sidebar .nav-  
links li{ position: relative; list-  
style: none; height: 50px; }  
.sidebar .nav-links li a{ height:  
100%; width: 100%; display:  
flex; align-items: center; text-  
decoration: none; transition: all  
0.4s ease; }  
.sidebar .nav-links li a.active{ background: #081D45;  
}  
.sidebar .nav-links li a:hover{  
background: #081D45;  
}  
.sidebar .nav-links li i{  
min-width: 60px;  
text-align: center;  
font-size: 18px; color:  
#fff;  
}  
.sidebar .nav-links li a .links_name{  
color: #fff; font-size: 15px; font-  
weight: 400; white-space: nowrap;  
}  
.sidebar .nav-links .log_out{  
position: absolute; bottom:  
0; width: 100%; }
```

```
.home-section{ position:
relative; background:
#f5f5f5; min-height:
100vh; width: calc(100% -
240px); left: 240px;
transition: all 0.5s ease;
}

.sidebar.active ~ .home-section{
width: calc(100% - 60px); left:
60px; }

.home-section nav{ display: flex;
justify-content: space-between; height:
80px; background: #fff; display: flex;
align-items: center; position: fixed;
width: calc(100% - 240px); left: 240px;
z-index: 100; padding: 0 20px; box-
shadow: 0 1px 1px rgba(0, 0, 0, 0.1);
transition: all 0.5s ease;
}

.sidebar.active ~ .home-section nav{
left: 60px; width: calc(100% -
60px);
}

.home-section nav .sidebar-button{
display: flex; align-items: center;
font-size: 24px; font-weight: 500;
} nav .sidebar-button i{

font-size: 35px;
margin-right: 10px; }
```

```
.home-section nav .search-box{
position: relative; height:
50px; max-width: 550px;
width: 100%; margin: 0 20px;
} nav .search-box input{
height: 100%; width: 100%;
outline: none; background:
#F5F6FA; border: 2px solid
#EFEF1; border-radius: 6px;
font-size: 18px; padding: 0
15px; } nav .search-box .bx-
search{ position: absolute;
height: 40px; width: 40px;
background: #2697FF; right:
5px; top: 50%; transform:
translateY(-50%); border-
radius: 4px; line-height: 40px;

text-align: center;
color: #fff; font-size:
22px; transition: all
0.4 ease;
}

.home-section nav .profile-details{
display: flex; align-items: center;
background: #F5F6FA; border:
2px solid #EFEF1; border-
radius: 6px; height: 50px; min-
width: 190px; padding: 0 15px 0
2px; } nav .profile-details img{
height: 40px; width: 40px;
```

```
border-radius: 6px; object-fit:
cover; } nav .profile-details
.admin_name{ font-size: 15px;
font-weight: 500; color: #333;
margin: 0 10px; white-space:
nowrap; } nav .profile-details i{
font-size: 25px;

color: #333;
}
.home-section .home-content{
position: relative; padding-
top: 104px;
}
.home-content .overview-boxes{
display: flex; align-items:
center; justify-content: space-
between; flex-wrap: wrap;
padding: 0 20px; margin-
bottom: 26px; }
.overview-boxes .box{ display: flex;
align-items: center; justify-content:
center; width: calc(416% / 4 - 15px);
background: #fff; padding: 30px 14px;
border-radius: 12px; box-shadow: 0 5px
10px rgba(0,0,0,0.1);
}
.overview-boxes .box-topic{
font-size: 20px; font-
weight: 500;
}
```



```
.home-content .box .number{
  display: inline-block; font-size:
  35px;

  margin-top: -6px;
font-weight: 500; }
.home-content .box .indicator{
display: flex;    align-items:
center; }
.home-content .box .indicator i{
height: 20px;    width: 20px;
background: #8FDACB; line-
height: 20px;    text-align:
center;    border-radius: 50%;
color: #fff;    font-size: 20px;
margin-right: 5px;  } .box
.indicator i.down{ background:
#e87d88;
}
.home-content .box .indicator .text{
font-size: 12px; } .home-content
.box .cart{ display: inline-block;
font-size: 32px;
height: 50px;
width: 50px;
background:
#cce5ff;

line-height: 50px; text-
align: center; color:
#66b0ff; border-radius:
```

```
12px; margin: -15px 0 0
6px; } .home-content .box
.cart.two{ color: #2BD47D;
background: #C0F2D8;
}
.home-content .box .cart.three{
color: #ffc233; background:
#ffe8b3;
}
.home-content .box .cart.four{
color: #e05260; background:
#f7d4d7;
}
.home-content .total-order{
font-size: 20px; font-
weight: 500; }
.home-content .sales-boxes{
display: flex; justify-content:
space-between;
/* padding: 0 20px; */
}

/* left box */
.home-content .sales-boxes .recent-sales{
width: 28%; background: #fff; padding:
20px 30px; margin: 0 20px; border-
radius: 12px; box-shadow: 0 5px 10px
rgba(0, 0, 0, 0.1);
}
```

```
.home-content .sales-boxes .sales-details{
display: flex;    align-items: center;
justify-content: space-between; }

.sales-boxes .box .title{
font-size: 24px; font-
weight: 500;
/* margin-bottom: 10px; */
}

.sales-boxes .sales-details li.topic{
font-size: 20px; font-weight: 500;
}

.sales-boxes .sales-details li{
list-style: none; margin:
8px 0;
}

.sales-boxes .sales-details li a{
font-size: 18px;
color: #333; font-
size: 400; text-
decoration: none;
}

.sales-boxes .box .button{
width: 100%; display:
flex; justify-content:
flex-end;
}

.sales-boxes .box .button a{
color: #fff;
background: #0A2558;
padding: 4px 12px; font-
```

```
size: 15px; font-weight:
400; border-radius: 4px;
text-decoration: none;
transition: all 0.3s ease;
}
.sales-boxes .box .button a:hover{
background: #0d3073;
}
```

```
/* Right box */
.home-content .sales-boxes .top-sales{
width: 62%; background: #fff; padding:
20px 30px; margin: 0 20px 0 0; border-
radius: 12px; box-shadow: 0 5px 10px
rgba(0, 0, 0, 0.1);
}
.sales-boxes .top-sales li{
display: flex; align-items:
center; justify-content: space-
between; margin: 10px 0;
}
.sales-boxes .top-sales li a img{
height: 40px; width: 40px;
object-fit: cover; border-
radius: 12px; margin-right:
10px; background: #333; }
.sales-boxes .top-sales li a{
display: flex; align-items:
center; text-decoration: none;
}
```

```
.sales-boxes .top-sales li .product,
.price{ font-size: 17px; font-
weight: 400; color: #333;
}
/* Responsive Media Query */
@media (max-width: 1240px) {
.sidebar{ width: 60px; }

.sidebar.active{
width: 220px;
}

.home-section{ width:
calc(100% - 60px); left:
60px;
}

.sidebar.active ~ .home-section{
left: 220px; width: calc(100%
- 220px); overflow: hidden;
}

.home-section nav{
width: calc(100% - 60px);
left: 60px;
}

.sidebar.active ~ .home-section nav{
width: calc(100% - 220px); left:
220px;
}
}

@media (max-width: 1150px) {
.home-content .sales-boxes{
flex-direction: column;
```

```
}

.home-content .sales-boxes .box{
width: 100%;  overflow-x: scroll;
margin-bottom: 30px;
}

.home-content .sales-boxes .top-sales{
margin: 0;
}
}

@media (max-width: 1000px) {
.overview-boxes .box{  width:
calc(175% / 1 - -137px);
margin-bottom: 15px;
}
}

@media (max-width: 700px) {
nav .sidebar-button .dashboard,
nav .profile-details .admin_name,
nav .profile-details i{  display:
none;
}

.home-section nav .profile-details{
height: 50px;  min-width: 40px;
}

.home-content .sales-boxes .sales-details{
width: 560px;
}
}
```

```
@media (max-width: 550px) {  
  .overview-boxes .box{  
width: 100%;  
    margin-bottom: 15px; }  
  .sidebar.active ~ .home-section nav .profile-details{ display: none;  
  }  
}  
  
@media (max-width: 400px) {  
  .sidebar{  
width: 0; }  
  .sidebar.active{  
width: 60px;  
  }  
  .home-section{  
width: 100%;  
    left: 0;  
  }  
  .sidebar.active ~ .home-section{  
left: 60px;    width: calc(100% -  
60px);  
  }  
  .home-section nav{  
width: 100%;  
    left: 0;  
  }  
  .sidebar.active ~ .home-section nav{  
left: 60px;    width: calc(100% -  
60px);  
  }
```

```
} *{ text-decoration:
```

```
none;
```

```
}
```

```
h1{
```

```
    text-align: center;
```

```
}
```

```
</style>
```

```
<link href='<u>https://unpkg.com/boxicons@2.0.7/css/boxicons.min.css</u>' rel='stylesheet'>
```

```
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
```

```
<div class="sidebar">
```

```
    <div class="logo-details">
```

```
        <i class='bx bxl-c-plus-plus'></i>
```

```
        <span class="logo_name">Customer care Registry</span>
```

```
    </div>
```

```
    <ul class="nav-links">
```

```
        <li>
```

```
            <a href="#" class="active">
```

```
                <i class='bx bx-grid-alt' ></i>
```

```
                <span class="links_name">Dashboard</span>
```

```
            </a>
```

```
        </li>
```

```
        <li>
```

```
            <a href="/form">
```

```
                <i class='bx bx-box' ></i>
```

```
                <span class="links_name" >Create New Ticket</span>
```

```
            </a>
```

```
        </li>
```

```
        <li>
```



```
<a href="#">
  <i class='bx bx-list-ul' ></i>
  <span class="links_name">Services</span>
</a>
</li>
<li class="log_out">
  <a href="/register">
    <i class='bx bx-log-out'></i>
    <span class="links_name">Log out</span>
  </a>
</li>
</ul>
</div>
<section class="home-section">
  <nav>
    <div class="sidebar-button">
      <i class='bx bx-menu sidebarBtn'></i>
      <span class="dashboard">Dashboard</span>
    </div>
    <div class="profile-details">
      
      <span class="admin_name">{{ session["username"] }}</span>
      <i class='bx bx-chevron-down' ></i>
    </div>
  </nav>

  <div class="home-content">
    <div class="overview-boxes">

      <div class="box">
```

```
<div class="right-side">
  <div class="box-topic"><a href="/admininfo">Welcome Admin</a></div>
</div>
```

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

```
<div class="sales-boxes">
  <div class="recent-sales box">
    <ul class="top-sales-details">
```

```
      <a href="#">
```

```
        <h1 style="color: rgba(39, 8, 239, 0.656);">Agents</h1>
```

```
        <ul class="pricing-plan__list">
```

```
          <li class="pricing-plan__feature" style="padding-left: 30px">Tamil Murasu</li>
```

```
          <li class="pricing-plan__feature" style="padding-left: 30px">Micheal Raj</li>
```

```
          <li class="pricing-plan__feature" style="padding-left: 30px">Kamaleshwaran</li>
```

```
          <li class="pricing-plan__feature" style="padding-left: 30px">Sebastin John Paul</li>
```

```
        </ul>
```

```
      </a>
```

```
</div>
```

```
<div class="top-sales box">
```

```
  <div class="title" style="color: rgba(39, 8, 239, 0.656)">Membership holders</div>
```

```
  <ul class="top-sales-details">
```

```
<li>
```

```
  <a href="#">
```

```
    
```

```
<span class="product">murasu</span>
</a>
<span class="price">Premium user</span>
</li>
<li>
  <a href="#">
    
    <span class="product">john</span>
  </a>
  <span class="price">Standard user</span>
</li>
<li>
  <a href="#">
    
    <span class="product">Vignesh</span>
  </a>
  <span class="price">Premium user</span>
</li>
<li>
  <a href="#">
    
    <span class="product">Vetri</span>
  </a>
  <span class="price">Premium user</span>
</li>
<li>
  <a href="#">
    
    <span class="product">Surya</span>
  </a>
```

```

        <span class="price">Standard user</span>
    </li>
    <li>
        <a href="#">
            
            <span class="product">Rahul</span>
        </a>
        <span class="price">Premium user</span>
    </li>
    <li>
        <a href="#">
            
            <span class="product">Asmira</span>
        </a>
        <span class="price">Premium user</span>
    </li>
</li>
    <a href="#">
        
        <span class="product">Bala</span>
    </a>
    <span class="price">Standard user</span>
</li>
</ul>
</div>
</div>
</div>
</section>
<script>
    let sidebar = document.querySelector(".sidebar"); let
    sidebarBtn = document.querySelector(".sidebarBtn");

```

```
sidebarBtn.onclick = function() {  
  sidebar.classList.toggle("active");  
  if(sidebar.classList.contains("active")){  
    sidebarBtn.classList.replace("bx-menu" ,"bx-menu-alt-right");  
  }else  
    sidebarBtn.classList.replace("bx-menu-alt-right", "bx-menu");  
}  
</script>  
  
</body>  
</html>
```

Admin Dashboard For Free Users :

```
<!DOCTYPE html>  
<html lang="en" dir="ltr"><head>  
  <meta charset="UTF-8">  
  <title> Admin Dashboard</title>  
  <!-- Boxicons CDN Link -->  
  <meta name="viewport" content="width=device-width, initial-scale=1.0">  
</head>  
<body>  
<script>
```

```

window.watsonAssistantChatOptions = {

integrationID: "66576f0c-5408-4edc-803b-d9de1f553e8b", // The ID of this integration.region: "eu-gb", // The
region your integration is hosted in.

serviceInstanceID: "2607efc7-375b-465c-9e61-399a0f694519", // The ID of your service instance.

onLoad: function(instance) { instance.render(); }

};

setTimeout(function(){

const t=document.createElement('script');

t.src="https://web-chat.global.assistant.watson.appdomain.cloud/versions/" +

(window.watsonAssistantChatOptions.clientVersion || 'latest') + "/WatsonAssistantChatEntry.js";

document.head.appendChild(t);

});

</script>

<style>

/* Googlefont Poppins CDN Link */

@import
url('https://fonts.googleapis.com/css2?family=Poppins:wght@200;300;400;500;600;700&display=swap');

*{ margin: 0; padding: 0; box-
sizing: border-box; font-family:
'Poppins', sans-serif;
} .sidebar{ position:
fixed; height: 100%;
width: 240px;
background: #0A2558;
transition: all 0.5s ease;
}

.sidebar.active{ width:
60px; } .sidebar .logo-
details{ height: 80px;
display: flex; align-
items: center; } .sidebar

```

```
.logo-details i{ font-size: 28px; font-weight: 500; color: #fff; min-width: 60px; text-align: center }
.sidebar .logo-details .logo_name{ color: #fff; font-size: 24px; font-weight: 500; }
.sidebar .nav-links{ margin-top: 10px; }
.sidebar .nav-links li{ position: relative; list-style: none; height: 50px; }
.sidebar .nav-links li a{ height: 100%; width: 100%; display: flex; align-items: center; text-decoration: none; transition: all 0.4s ease; }
.sidebar .nav-links li a.active{ background: #081D45; }
.sidebar .nav-links li a:hover{ background: #081D45; }
.sidebar .nav-links li i{ min-width: 60px; text-align: center; font-size: 18px; color: #fff;
```

```
}  
.sidebar .nav-links li a .links_name{  
color: #fff; font-size: 15px; font-  
weight: 400; white-space: nowrap;  
}  
.sidebar .nav-links .log_out{  
position: absolute; bottom:  
0; width: 100%; }  
.home-section{  
position: relative;  
background: #f5f5f5; min-  
height: 100vh; width:  
calc(100% - 240px); left:  
240px; transition: all 0.5s  
ease;  
}  
.sidebar.active ~ .home-section{  
width: calc(100% - 60px); left:  
60px; }  
.home-section nav{ display: flex;  
justify-content: space-between; height:  
80px; background: #fff; display: flex;  
align-items: center; position: fixed;  
width: calc(100% - 240px); left: 240px;  
z-index: 100; padding: 0 20px; box-  
shadow: 0 1px 1px rgba(0, 0, 0, 0.1);  
transition: all 0.5s ease;  
}
```



```
.sidebar.active ~ .home-section nav{
left: 60px;    width: calc(100% -
60px);
}
.home-section nav .sidebar-button{
display: flex; align-items: center;
font-size: 24px; font-weight: 500;
} nav .sidebar-button i{ font-size:
35px; margin-right: 10px; }
.home-section nav .search-box{
position: relative; height:
50px; max-width: 550px;
width: 100%; margin: 0 20px;
} nav .search-box input{
height: 100%; width: 100%;
outline: none; background:
#F5F6FA; border: 2px solid
#EFEEF1; border-radius: 6px;
font-size: 18px; padding: 0
15px; } nav .search-box .bx-
search{ position: absolute;
height: 40px;
width: 40px; background:
#2697FF; right: 5px; top:
50%; transform: translateY(-
50%); border-radius: 4px;
line-height: 40px; text-align:
center; color: #fff; font-
size: 22px; transition: all 0.4
ease;
```

```

}
.home-section nav .profile-details{
display: flex; align-items: center;
background: #F5F6FA; border:
2px solid #EFEF1; border-
radius: 6px; height: 50px; min-
width: 190px; padding: 0 15px 0
2px; } nav .profile-details img{
height: 40px; width: 40px;
border-radius: 6px; object-fit:
cover; } nav .profile-details
.admin_name{
font-size: 15px;
font-weight: 500;
color: #333; margin:
0 10px; white-space:
nowrap; } nav .profile-
details i{ font-size:
25px; color: #333;
}
.home-section .home-content{
position: relative; padding-
top: 104px;
}
.home-content .overview-boxes{
display: flex; align-items:
center; justify-content: space-
between; flex-wrap: wrap;
padding: 0 20px; margin-
bottom: 26px; }

```

```

.overview-boxes .box{
display: flex; align-items:
center; justify-content:
center; width: calc(100% / 4
- 15px); background: #fff;
padding: 15px 14px; border-
radius: 12px;
    box-shadow: 0 5px 10px rgba(0,0,0,0.1);
}
.overview-boxes .box-topic{
font-size: 20px;    font-
weight: 500; }
.home-content .box .number{
display: inline-block; font-
size: 35px; margin-top: -
6px; font-weight: 500; }
.home-content .box .indicator{
display: flex;    align-items:
center; }
.home-content .box .indicator i{
height: 20px;    width: 20px;
background: #8FDACB; line-
height: 20px;    text-align:
center;    border-radius: 50%;
color: #fff;    font-size: 20px;
margin-right: 5px; } .box
.indicator i.down{ background:
#e87d88;
}
.home-content .box .indicator .text{ font-size: 12px;

```

```
} .home-content .box .cart{
display: inline-block; font-
size: 32px; height: 50px;
width: 50px; background:
#cce5ff; line-height: 50px;
text-align: center; color:
#66b0ff; border-radius:
12px; margin: -15px 0 0 6px;
} .home-content .box
.cart.two{ color: #2BD47D;
background: #C0F2D8;
}
.home-content .box .cart.three{
color: #ffc233; background:
#ffe8b3;
}
.home-content .box .cart.four{
color: #e05260; background:
#f7d4d7;
}
.home-content .total-order{
font-size: 20px; font-
weight: 500;
}
.home-content .sales-boxes{
display: flex; justify-content:
space-between;
/* padding: 0 20px; */
}
```

```
/* left box */

.home-content .sales-boxes .recent-sales{
width: 65%; background: #fff; padding:
20px 30px; margin: 0 20px; border-
radius: 12px; box-shadow: 0 5px 10px
rgba(0, 0, 0, 0.1);
}

.home-content .sales-boxes .sales-details{
display: flex; align-items: center;
justify-content: space-between; }

.sales-boxes .box .title{
font-size: 24px; font-
weight: 500;
/* margin-bottom: 10px; */
}

.sales-boxes .sales-details li.topic{
font-size: 20px; font-weight: 500;
}

.sales-boxes .sales-details li{
list-style: none;
margin: 8px 0;
}

.sales-boxes .sales-details li a{
font-size: 18px; color: #333;
font-size: 400; text-
decoration: none; } .sales-
boxes .box .button{ width:
100%; display: flex; justify-
content: flex-end; }
```

```
.sales-boxes .box .button a{
color: #fff;
background: #0A2558;
padding: 4px 12px; font-
size: 15px; font-weight:
400; border-radius: 4px;
text-decoration: none;
transition: all 0.3s ease;
}
.sales-boxes .box .button a:hover{
background: #0d3073;
}
```

```
/* Right box */
```

```
.home-content .sales-boxes .top-sales{ width: 35%; background: #fff; padding: 20px 30px;
margin: 0 20px 0 0; border-radius: 12px;
box-shadow: 0 5px 10px rgba(0, 0, 0, 0.1);
}
.sales-boxes .top-sales li{
display: flex; align-items:
center; justify-content: space-
between; margin: 10px 0;
}
.sales-boxes .top-sales li a img{
height: 40px; width: 40px;
object-fit: cover; border-
radius: 12px; margin-right:
10px; background: #333;
}
```

```

.sales-boxes .top-sales li a{
display: flex; align-items:
center; text-decoration:
none;
}
.sales-boxes .top-sales li .product,
.price{
font-size: 17px; font-
weight: 400; color: #333;
}
/* Responsive Media Query */
@media (max-width: 1240px) {
.sidebar{
width: 60px;
}
.sidebar.active{
width: 220px; }
.home-section{ width:
calc(100% - 60px); left:
60px;
}
.sidebar.active ~ .home-section{
left: 220px; width: calc(100%
- 220px); overflow: hidden;
}
.home-section nav{
width: calc(100% - 60px);
left: 60px;
}

```

```
.sidebar.active ~ .home-section nav{
width: calc(100% - 220px);    left:
220px;
}
}

@media (max-width: 1150px) {
    .home-content .sales-boxes{ flex-direction: column; }
    .home-content .sales-boxes .box{
width: 100%;    overflow-x: scroll;
margin-bottom: 30px;
    }
    .home-content .sales-boxes .top-sales{
margin: 0;
    }
}

@media (max-width: 1000px) {
    .overview-boxes .box{
width: calc(100% / 2 - 15px);
margin-bottom: 15px;
    }
}

@media (max-width: 700px) {
    nav .sidebar-button .dashboard,
    nav .profile-details .admin_name,
    nav .profile-details i{    display:
none;
    }
    .home-section nav .profile-details{
height: 50px;    min-width: 40px;
    }
```



```
.home-content .sales-boxes .sales-details{
width: 560px;
}
}
@media (max-width: 550px) {
.overview-boxes .box{
width: 100%; margin-
bottom: 15px;
}
.sidebar.active ~ .home-section nav .profile-details{
display: none;
}
}
@media (max-width: 400px) {
.sidebar{
width: 0; }
.sidebar.active{
width: 60px;
}
.home-section{
width: 100%;
left: 0;
}
.sidebar.active ~ .home-section{
left: 60px; width: calc(100% -
60px);
}
.home-section nav{
width: 100%; left:
0; }
```

```
.sidebar.active ~ .home-section nav{  
  left: 60px; width:  
  calc(100% - 60px);  
}  
} *{  
text-decoration: none;  
}  
</style>
```

```
<link href="https://unpkg.com/boxicons@2.0.7/css/boxicons.min.css" rel="stylesheet">  
  <meta name="viewport" content="width=device-width, initial-scale=1.0">  
<div class="sidebar">  
  <div class="logo-details">  
    <i class="bx bxl-c-plus-plus"></i>  
    <span class="logo_name">Customer care Registry</span>  
  </div>  
  <ul class="nav-links">  
    <li>  
      <a href="#" class="active">  
        <i class="bx bx-grid-alt"></i>  
        <span class="links_name">Dashboard</span>  
      </a>  
    </li>  
    <li>  
      <a href="/form">  
        <i class="bx bx-box"></i>  
        <span class="links_name">Create New Ticket</span>  
      </a>  
    </li>
```

```
<li>
  <a href="#">
    <i class="bx bx-list-ul"></i>
    <span class="links_name">Free users</span>
  </a>
</li>
<li class="log_out">
  <a href="/register">
    <i class="bx bx-log-out"></i>
    <span class="links_name">Log out</span>
  </a>
</li>
</ul>
</div>
<section class="home-section">
  <nav>
    <div class="sidebar-button">
      <i class="bx bx-menu sidebarBtn"></i>
      <span class="Free users">Free users</span>
    </div>
    <div class="profile-details">
      
      <span class="admin_name">{{session["username"]}}</span>
      <i class="bx bx-chevron-down"></i>
    </div>
  </nav>

  <div class="home-content">
    <div class="sales-boxes">
```

```
<div class="recent-sales box">
```

```
<ul class="top-sales-details">
```

```
<a href="#">
```

```
<h1>Free users list</h1>
```

```
</a>
```

```
<ul class="top-sales-details">
```

```
<li>
```

```
<a href="#">
```

```

```

```
<span class="product">murasu</span>
```

```
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
```

```

```

```
<span class="product">john</span>
```

```
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
```

```

```

```
<span class="product">Vignesh</span>
```

```
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Vetri</span>
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Surya</span>
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Rahul</span>
</a>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Arun</span>
</a>
```

```
</li>
```

```
<li>
```

```
<a href="#">
  
  <span class="product">Bala</span>
```


</div>

</div>

</div>

</section>

<script>

```
let sidebar = document.querySelector(".sidebar"); let
sidebarBtn = document.querySelector(".sidebarBtn");
sidebarBtn.onclick = function() {
  sidebar.classList.toggle("active");
  if(sidebar.classList.contains("active")){
    sidebarBtn.classList.replace("bx-menu" ,"bx-menu-alt-right");
  }else
    sidebarBtn.classList.replace("bx-menu-alt-right", "bx-menu");
}
```

</script>

</body></html>

Forget password :

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html;
charset=utf8"><style></style></head><body><u></u>

<div>
```

```

<div class="m_row">
    <h1>Forgot Password</h1>
    <div class="m_msg">{{ msg }}</div>
    <form method="POST" id="m_myForm" class="m_information-text"
target="_blank">Enter your registered email to reset your password.
    <div class="m_form-group">
        <input type="username" name="username" id="m_username">
        <p><label for="m_username">Username</label></p>
        <input type="email" name="email" id="m_email">
        <p><label for="m_username">Email</label></p>
        <button type="submit" id="m_button" class="m_btn m_btn-primary"> Reset
Password </button>
    </div>
    <div class="m_footer">
        <h5>New here? <a
href="https://www.google.com/url?q=http:///register&source=gmail-
html&ust=1668844696131000&usg=AOvVaw2CCjJHVD9DwfXw7dwaM50" target="_blank"
rel="noreferrer">Sign Up.</a></h5>
        <h5>Already have an account? <a
href="https://www.google.com/url?q=http:///login&source=gmail-
html&ust=1668844696131000&usg=AOvVaw21a06eZ5Zz_KkZgAWxqoEN" target="_blank"
rel="noreferrer">Sign In.</a></h5>
    </div>
</form></div>
</div>
</body></html>

```

Registration

Page :

```

<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META
httpequiv="Content-Type" content="text/html; charset=utf-
8"><style>body{margin:0;padding:0;background:#ddd;font-
size:16px;color:#222;fontfamily:'Roboto',sans-serif;font-weight:300}#m_login-
box{margin:5% auto;width:600px;height:400px;background:#fff;border-
radius:2px}.m_left{boxsizing:border-
box;padding:40px;width:300px;height:400px}h1{margin:0 0 20px 0;fontweight:300;font-
size:28px}.m_or{width:40px;height:40px;background:#ddd;borderradius:50%;line-
height:40px;text-align:center}.m_right{box-

```

```
sizing:border-box;padding:40px;width:300px;height:400px;background:url('');background-size:cover;background-position:center;border-radius:0 2px 2px 0}.m_right
.m_loginwith{display:block;margin-bottom:40px;font-size:28px;color:#fff;text-align:center}button.m_social-signin{margin-bottom:20px;width:220px;height:36px;border:none;border-radius:2px;color:#fff;font-family:'Roboto',sans-serif;font-weight:500}button.m_social-signin:hover{}button.m_social-signin.m_facebook{background:#32508e}button.m_socialsignin.m_twitter{background:#55acee}button.m_socialsignin.m_google{background:#040148}</style></head><body>
<u></u>
```

```
<div>
<form method="POST" action="http:///register" target="_blank">
<div id="m_login-box">
  <div class="m_msg">{{ msg }}</div>
  <div class="m_left">
    <h1>Sign up</h1>

    <input type="text" name="username">
    <input type="text" name="email">
    <input type="password" name="password">
    <input type="submit" class="m_btn m_btn-success m_btn-block" value="submit">

  </div>
  <div class="m_right">
    <span class="m_loginwith">Sign in with<br>social network</span>

    <button class="m_social-signin m_facebook">Log in with facebook</button>
    <button class="m_social-signin m_twitter">Log in with Twitter</button>
    <button class="m_social-signin m_google">Log in with Google</button>
  </div>
  <div class="m_or">OR</div>
</div>
</form>
</div>

</body></html>
```

Feature 2 :

(Backend)


```

from flask import Flask, render_template, request, redirect, url_for, session
from flask_mail import Mail, Message
import ibm_db
import re

app = Flask(__name__)
app.config['MAIL_SERVER'] =
'smtg.gmail.com'
app.config['MAIL_PORT'] = 465
app.config['MAIL_USERNAME'] = 'tmkssolution1234@gmail.com'
app.config['MAIL_PASSWORD'] = 'xyfxjnripeytrqhk'
app.config['MAIL_USE_TLS'] = False
app.config['MAIL_USE_SSL'] = True

mail=Mail(app)

app.secret_key =
'a'

conn = ibm_db.connect("DATABASE=bludb;HOSTNAME=b70af05b-76e4-4bca-a1f5-
23dbb4c6a74e.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud;PORT=32716;SECURITY=SSL;SSL
ServerCertificate=DigiCertGlobalRootCA.crt;UID=jzc43091;PWD=PI8VtGRvZ1SVT65A",'','')

@app.route('/')

def homer():
    return render_template('home.html')

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

@app.route('/admin')
def
agnt():
    return render_template("admin.html")

@app.route('/free')
def
free():

```

```
return render_template("free.html")
```

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

```
def ForgotPassword():      if request.method=="POST":
```

```
    name=request.form['name']
```

```
    email=request.form['email']
```

```
        message=Message(subject, sender='tmkssolution1234@gmail.com',
```

```
        recipients=['johncaesar07@gmail.com',
```

```
        'murasutamil2002@gmail.com','kamaleshwaran1123@gmail.com','hellsprince26@gmail.com'])
```

```
        message.body="""
```

```
        Hey Guys we have work.
```

```
        The Client sends a Query,
```

```
        Name - {}
```

```
        Email - {}
```

```
        Thank you
```

```
        """.format(name,email)
```

```
        mail.send(message)
```

```
        return render_template("success.html")
```

```
return render_template("ForgotPassword.html")
```

```

@app.route('/login',methods =['GET', 'POST'])
def login():    global userid    msg = ''
                if request.method ==
'POST' :
                username = request.form['username']    password =
request.form['password']    sql = "SELECT * FROM users WHERE
username =? AND password=?"    stmt = ibm_db.prepare(conn,
sql)    ibm_db.bind_param(stmt,1,username)
ibm_db.bind_param(stmt,2,password)    ibm_db.execute(stmt)
account = ibm_db.fetch_assoc(stmt)    print (account)
if account:
                session['loggedin']    =    True
session['id']    =    account['USERNAME']
userid=    account['USERNAME']
session['username'] = account['USERNAME']    msg
= 'Logged in successfully !'
                msg = 'Logged in successfully !'
return render_template('customer.html', msg = msg)
else:
                msg = 'Incorrect username / password !'
return render_template('login.html', msg = msg)

```

```

@app.route('/register', methods =['GET', 'POST']) def
registet():    msg = ''    if request.method ==
'POST' :    username = request.form['username']
email = request.form['email']    password =
request.form['password']    sql = "SELECT * FROM
users WHERE username =?"    stmt =

```

```

ibm_db.prepare(conn, sql)
ibm_db.bind_param(stmt,1,username)
ibm_db.execute(stmt)          account =
ibm_db.fetch_assoc(stmt)      print(account)
if account:
    msg = 'Account already exists !'
elif not re.match(r'^@]+@[^@]+\.[^@]+', email):
    msg = 'Invalid email address !'
elif not re.match(r'[A-Za-z0-9]+', username):    msg
= 'name must contain only characters and numbers !'
else:
    insert_sql = "INSERT INTO  users VALUES (?, ?, ?)"
prep_stmt = ibm_db.prepare(conn, insert_sql)
ibm_db.bind_param(prepare_stmt, 1, username)
ibm_db.bind_param(prepare_stmt, 2, email)
ibm_db.bind_param(prepare_stmt, 3, password)
ibm_db.execute(prepare_stmt)          msg = 'You have
successfully registered !'      elif request.method == 'POST':
    msg = 'Please fill out the form !'      return
render_template('register.html', msg = msg)

@app.route('/customer') def
dash():

    return
render_template('customer.html')

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

```

```
@app.route('/logout')
```

```
def logout():  
    session.pop('loggedin', None)  
    session.pop('id', None)  
    session.pop('username', None)  
    return render_template('home.html')
```

```
@app.route("/form", methods=['GET', 'POST'])
```

```
def form():    if request.method=="POST":  
name=request.form['name']  
email=request.form['email']  
suppoter=request.form['suppoter']  
subject=request.form['subject']  
query=request.form['query']  
  
    message=Message(subject, sender='tmkssolution1234@gmail.com',  
recipients=['johncaesar07@gmail.com',  
'murasutamil2002@gmail.com', 'kamaleshwaran1123@gmail.com', 'hellsprince26@gmail.com'])
```

```
    message.body="""
```

```
    Hey Guys we have work.
```

The Client sends a Query,

Name - {}

Email - {}

Support - {}

Query : {}

Thank you

```
"".format(name,email,supporter,query)
```

```
mail.send(message)
```

```
return render_template("success.html")
```

```
return render_template("form.html")
```

```
if __name__ == '__main__':
```

```
app.run(host='0.0.0.0')
```

Git hub link:

<https://github.com/IBM-EPBL/IBM-Project-1439-1663911671> **Demo**

link:

https://github.com/IBM-EPBL/IBM-Project-1439-1663911671/tree/main/Final_Deliverables/Project%20Demonstration

