

**IBM-35469-1660284997**

## **CUSTOMER CARE REGISTRY**

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### **TEAM DETAILS:**

**Team ID : PNT2022TMID49234**

**College Name : UNIVERSITY COLLEGE OF ENGINEERING**

**Department : COMPUTER SCIENCE & ENGINEERING**

### **TEAM MEMBERS :**

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## **INTRODUCTION**

### **1.1 Project Overview:**

Customer Complaint is important information reflecting customer's sound and is a primary measure of customer dissatisfaction. An Effective and Efficient response to these complaints is an essential index of organization's performance. The presented model for the Customer Care Registry will have the ability to minimize customer's dissatisfaction and on the other hand it can encourage customers to participate in controlling the quality of the service provided. It also reduces recurring complaints. It will Improve standards of service to the community. Eventually, it raises standards of administrative decision-making. In today's competitive environment, product and service innovations are re-defining accepted levels of performance.

### **1.2 Purpose:**

While customer service and support teams interact with customers on an as-needed basis -- using various chat channels such as phone, website chat applications and social media messaging -- those moments of contact are critical to keeping an organization running successfully. If customer service teams provide a positive customer experience and customer support teams successfully assist customers with questions or problems, then those customers are likely to be happy and do business again with the organization. Satisfied customers may also choose to leave positive reviews or tell friends and family about an organization with good customer service and support, which can bring in more customers to an organization.

## LITERATURE SURVEY

### 2.1 Existing Problem:

#### 1. Help Desk:

Help desk software is a tool that serves a wide range of customer support activities. You can organize messages, give assistance, and exchange information with customers at a single point of contact. The help desk uses tickets for communication that's why it's also known as a ticketing system.

#### **Advantages:**

- Improves the security of your IT network.
- Improves the service desk as well as the products and services offered by the organization.
- Helps you ensure that the service quality is as defined in the SLA.

#### **Disadvantage:**

- Focuses on improving customer service efficiency over excellence.
- Disrupts flow of communication.
- Does not focus on building long-term customer relationships.

## **Fresh Desk:**

Online cloud-based customer service software providing helpdesk support with all smart automations to get things done faster.

### **Advantage:**

- Modern and user-friendly design.
- A feature-rich customer service platform.
- Freshdesk marketplace with many integrations (Salesforce, Slack, etc.).
- The free plan available.

### **Disadvantage:**

- Limited automation and rules (plus, hard to configure).
- Poor dashboard (Note: Freshdesk Analytics is in the beta version. The current dashboard offers fundamental features only).
- The dark mode is native Sometimes it seems the support team of Freshdesk is not easily reachable.

## **2.2 References:**

<https://freshdesk.com/>

<https://www.helpdesk.com/>

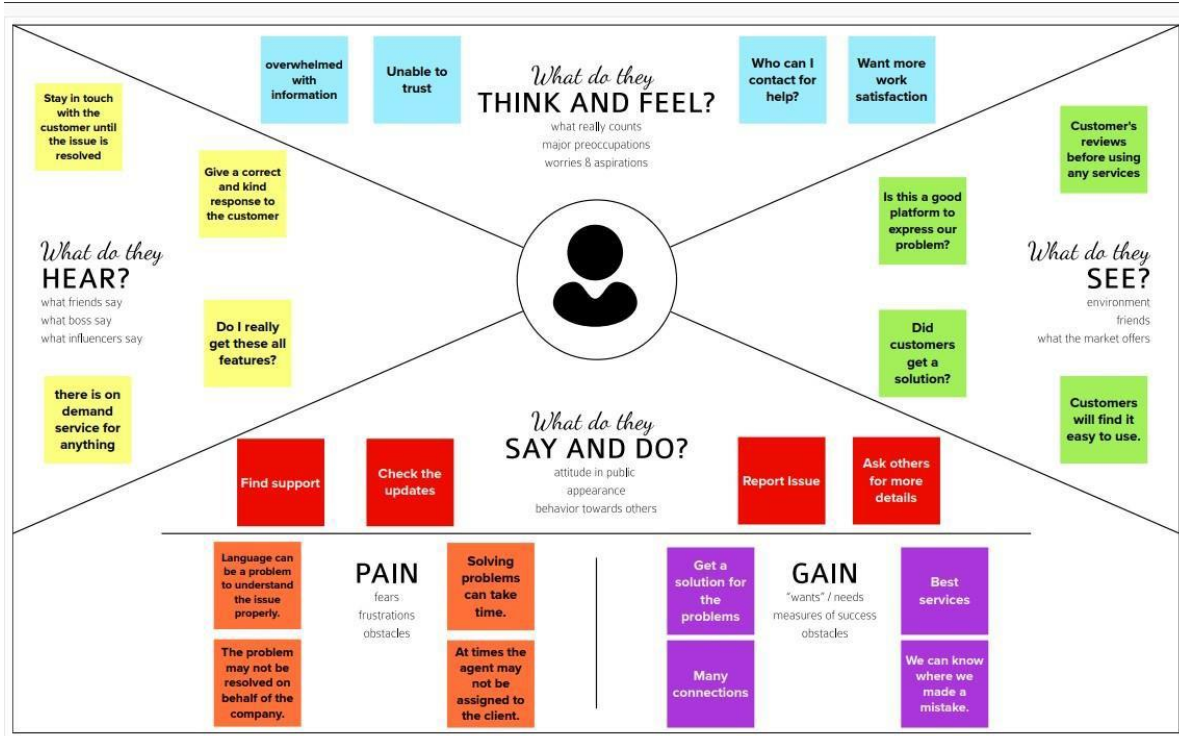
## 2.3 Problem Statement Definition:

A customer is a user who needs an intermediary agent to solve their problem while using online booking and e-commerce websites. So we developed customer care registration system to provide better services.

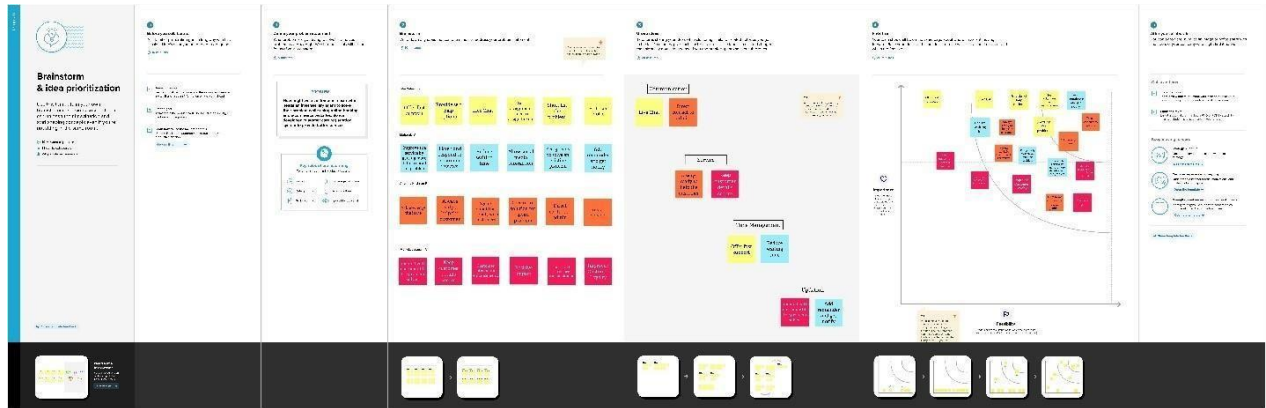
Who does the problem affect?	Frequent online users.
What are the boundaries of the problem?	IT sector, e-Commerce, Online Booking System.
What is the issue?	Stay in touch with the customer until the issue is resolved An Agent will be assigned to the Customer to solve the problem. Based on complaint type related authority take action and try to solve complaint as early as possible.
When does the issue occurs?	Not knowing answer to a questions, When the customer needs does not satisfied, Transferring customer calls, Not having right tools, Customer service workflows aren't aligned with customer journey.
Where is the issue occurring?	The issue occur in several department like IT sectors, e-Commerce etc.,
Why is it important that we fix the problem?	By solving this issue, Customer can get the solution for their raised complaints.

### 3. IDEATION & PROPOSED SOLUTION

#### 3.1 Empathy Map:



### 3.2 Ideation & Brainstorming:



### 3.3 Proposed Solution:

S. No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	A customer is a user who needs an intermediary agent to solve their problem while using online booking and e-commerce websites.
2.	Idea / Solution description	When the user faces any problem during online transaction, online shopping, this application helps to find the solution to their problem at any time. When there is any update on user complaint, will be communicated to the user via email.
3.	Novelty / Uniqueness	The user can view their complaint status on the dashboard and an agent will be assigned to the Customer to solve the problem.
4.	Social Impact/ Customer Satisfaction	Can help the customer to track each step of their issue.



5.	Business Model(Revenue Model)	The details of the user's problem can be recorded in the database, which will help resolve their problem quickly.
6.	Scalability of the Solution	This application can maintain multiple users and assign a separate agent individually.

### 3.4 Problem Solution Fit:

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

## 4.REQUIREMENT ANALYSIS

### 4.1 Functional & Non-Functional requirements:

#### Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story/ Sub-Task)
FR-1	User Registration	Registration through Form
FR-2	User Confirmation	Confirmation via Email
FR-3	User Login	Login through Form
FR-4	Admin Login	Login with Email and password
FR-5	Users Complaint	Enter the complaints in the complaint form
FR-6	Assign Agent	Assign individual agents for every user
FR-7	Complaint status	Status of the complaint send via e-mail

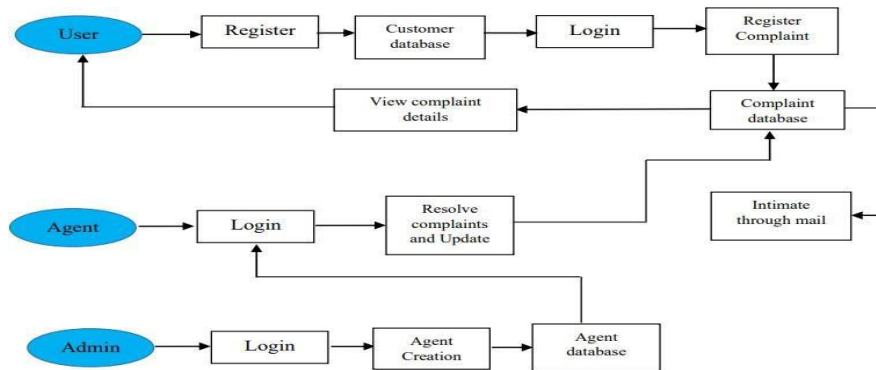
#### Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

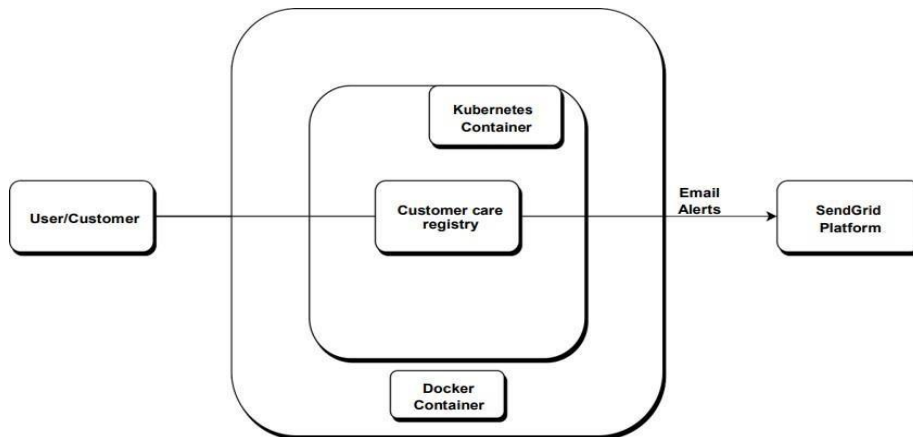
FR No.	Non-Functional Requirement	Description
NFR-1	<b>Usability</b>	User can easily interact with the website
NFR-2	<b>Security</b>	The information given by the user will be secure
NFR-3	<b>Reliability</b>	The system will allow the user to contact the agent if the user didn't get the satisfied solution.
NFR-4	<b>Performance</b>	The user interface page will be loaded within few seconds
NFR-5	<b>Availability</b>	New module deployment must not impact front page and main page.
NFR-6	<b>Scalability</b>	The website traffic limit must be scalable.

**4.1 Data Flow Diagram:**

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.



## 4.2 Solution & Technical Architecture:



## 4.3 User Stories:

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

User Type	Functional Requirement (Epic)	User Story Number	User Story /Task	Acceptance criteria	Priority	Release
Customer (ClientUser)	Registration	USN-1	As a User, I will register for the application by entering my email, password, and confirming my password.	I will be redirected to Email Verification	High	Sprint-1
Customer(Automated User)	Registration	USN-2	As a User, I will Validate the Customer Credentials once after the Email Verification.	I will receive confirmation Message from	High	Sprint-2

				Administrator		
Customer(Client User)	Login	USN-3	As a User, I will Login into the Portal using Login Credentials Provided.	I will be Redirected to the Portal Dashboard Page	Medium	Sprint-2
Customer (Client User)	Dashboard	USN-4	As a User, I will book for a ticket from available sections along the Application and Submit the Ticket to the Portal	I will be Issued with a Ticket Applied Message from the Portal.	High	Sprint-3
Customer (Admin User)	Validation	USN-5	As a User, I will issue with a Suitable Agent to the Customer.	I will send a mail about the agent issued to the website.	High	Sprint-2
Customer (Agent User)	Agent	USN-6	As a User, I will satisfy all the queries to the Customer for all the repetitive responses from the Customers.	I will communicate with a Query.	Medium	Sprint-3
Customer (Server User)	Feedback	USN-7	As a User, I will fill up the Feedback form provided to improve or service provided from the website.	I will accept the Feedback and issue with a message for queries	High	Sprint-4
Customer (Website User)	Log out	USN-8	As a User, I will Log out of the website when my Queries are over or else will begin again from the Beginning.	I will Estimate the User Response and React to end the Process.	Low	Sprint-1

## **PROJECT PLANNING & SCHEDULING:**

### **4.4 Sprint Planning & Estimation:**

#### **Product Backlog, Sprint Schedule, and Estimation (4 Marks)**

<b>Sprint</b>	<b>User Type</b>	<b>Functional Requirement (Epic)</b>	<b>User Story Number</b>	<b>User Story/ Task</b>	<b>Story Points</b>	<b>Priority</b>	<b>Team Members</b>
Sprint-1	Customer (WebUser)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	2	High	Anas, hari, gokul, mahesh
Sprint-1		Login	USN-2	As a customer, I can log into the application by entering correct email and password	1	High	Anas, hari, gokul, mahesh
Sprint-1		Dashboard	USN-3	As a customer, I can see all the tickets raised by me and lot more	3	High	Anas, hari, gokul, mahesh
Sprint-2		Complaint raise	USN-4	As a customer, I can create a new complaint with the detailed description of my query	2	High	Anas, hari, gokul, mahesh
Sprint-3		Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	3	High	Anas, hari, gokul, mahesh
Sprint-4		Forgot password	USN-6	As a customer, I can reset my password by this option in case I forgot my old password	2	Medium	Anas, hari, gokul, mahesh
Sprint-4		Complaint details	USN-7	As a customer, I can see the current status of my complaint	2	Medium	Anas, hari, gokul, mahesh

<b>Sprint</b>	<b>User Type</b>	<b>Functional Requirement(Epic)</b>	<b>User Story Number</b>	<b>User Story/ Task</b>	<b>Story Points</b>	<b>Priority</b>	
Sprint-3	Agent (Web user)	Login	USN-1	As an agent, I can login to the application by entering correct email and password	2	High	
Sprint-3		Dashboard	USN-2	As an agent, I can see all the complaints assigned to me by the admin	3	High	
Sprint-3		Address Column	USN-3	As an agent,I get to have conversations with the customerand clear his/her queries	3	High	
Sprint-4		Forgot password	USN-4	As an agent, I can reset my password by this option in caseI forgot my old password	2	Medium	
Sprint-1	Admin (Web user)	Login	USN-1	As an admin,I can login to the application by enteringcorrect email and password	1	High	
Sprint-1		Dashboard	USN-2	As an admin, I can see all the complaintsraised in the entiresystem and lot more	3	High	
Sprint-2		Agent creation	USN-3	As an admin, I can createan agent for clarifying thecustomer's queries	2	High	
Sprint-2		Assigning agent	USN-4	As an admin, I can assign an agent for each complaintcreated by the customer	3	High	

Sprint-4		Forgot password	USN-4	As an admin, I can reset my password by this option in case I forgot my old password	2	Medium
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### Velocity:

Imagine we have a 10-day sprint duration, and the velocity of the team is 20 (points per sprint).

Let's calculate the team's average velocity (AV) per iteration unit (story points per day)

### Burndown Chart:

A burn down chart is a graphical representation of work left to do versus time. It is often used in agile software development methodologies such as Scrum. However, burn down charts can be applied to any project containing measurable progress over time.

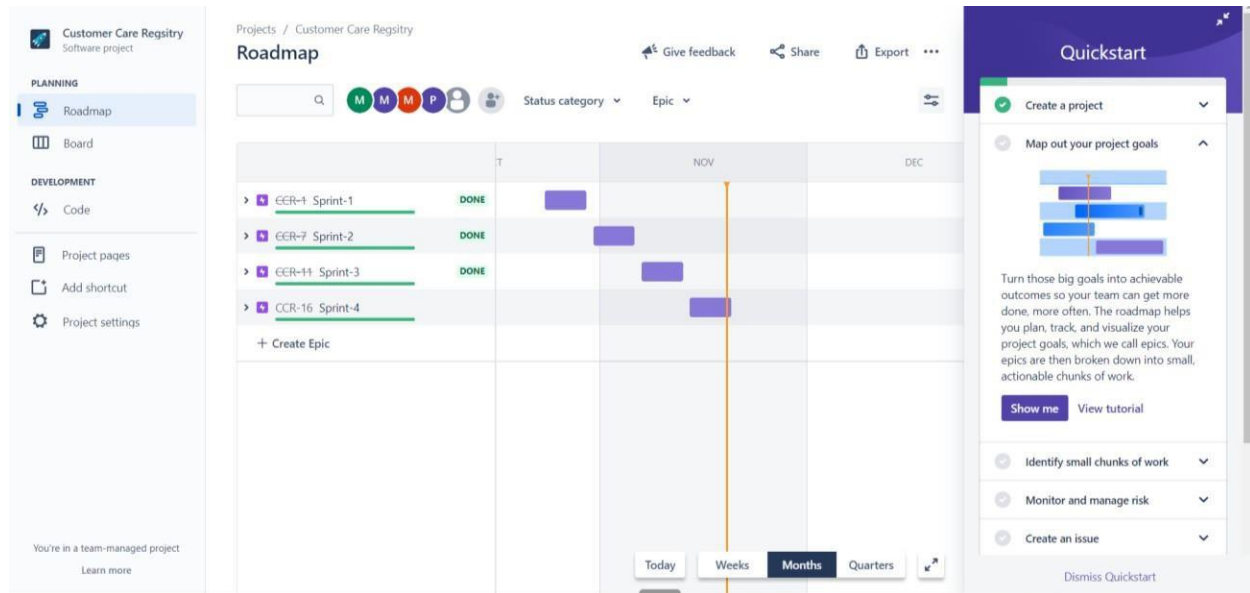


## 4.5 Sprint Delivery Schedule:

### Project Tracker, Velocity & Burndown Chart:(4 Marks)

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date(Planned )	Story Points Completed (as on Planned End Date)	Sprint Retrospective 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

## 4.6 Reports from JIRA:



5.

## CODING & SOLUTIONING:

### 5.1 Feature 1:

#### User register and login:

Useí íegisteí and login thóugh this web application.

#### Source code:

##### register.html:

```
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta http-equiv="X-UA-Compatible" content="IE=edge">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <title>Registíation</title>
  <link íel="shortcut icon" type="image/jpg" híef="../static/img3.jpg">
  <link íel="stylesheet" híef="../static/íegisteí.css">
</head>
<body>
  <div class="wíapperí">
    <img síc= "{ {uíl_foí('static',filename='img6.jpg')}} " alt="" class="hello" width="100%"
height="100%" style="fílteí: bluí(2px);">
    <div class="íegistíation_foím">
      <div class="title">
```

## Registration Form

</div>

<form action="/uploaddata" method="POST">

<div class="form\_wrap">

<div class="input\_group">

<div class="input\_wrap">

<label for="firstname">First Name</label>

<input type="text" id="firstname" name="firstname">

</div>

<div class="input\_wrap">

<label for="lastname">Last Name</label>

<input type="text" id="lastname" name="lastname">

</div>

</div>

<div class="input\_wrap">

<label for="username">Username</label>

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

</div>

<div class="input\_wrap">

<label for="email">Email</label>

<input type="email" id="email" name="email">

</div>

<div class="input\_wrap">

<label for="password">Password</label>

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

</div>

<div class="input\_wrap">

<label for="address">Address</label>

<input type="text" id="address" name="address">

</div>

<div class="input\_wrap">

<input type="submit" value="Register Now" class="submit\_btn">

</div>

</div>

</form>

<span class="alert {{indicator}}">{{a}}</span>

<div class="links" style="margin-top: 10px;">

<p style="color: white; height: 2px;">Already a member then login.. <a href="/login" style="text-decoration: none; color: white; border-bottom: 1px solid white; border-radius: 0px;">Click here</a></p>

</div>

</div>

```

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

```

## login.html:

```

<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <title>useí login</title>
  <link íel="shoítcut icon" type="image/jpg" híef="../static/img3.jpg">
  <link híef="../static/login.css" íel="stylesheet">
</head>
<body>
  <img síc= "{ { uíl_foí('static',filename='img5.jpg') } }" alt="" class="hello"
width="100%" height="100%" style="filteí: bluí(2px);">

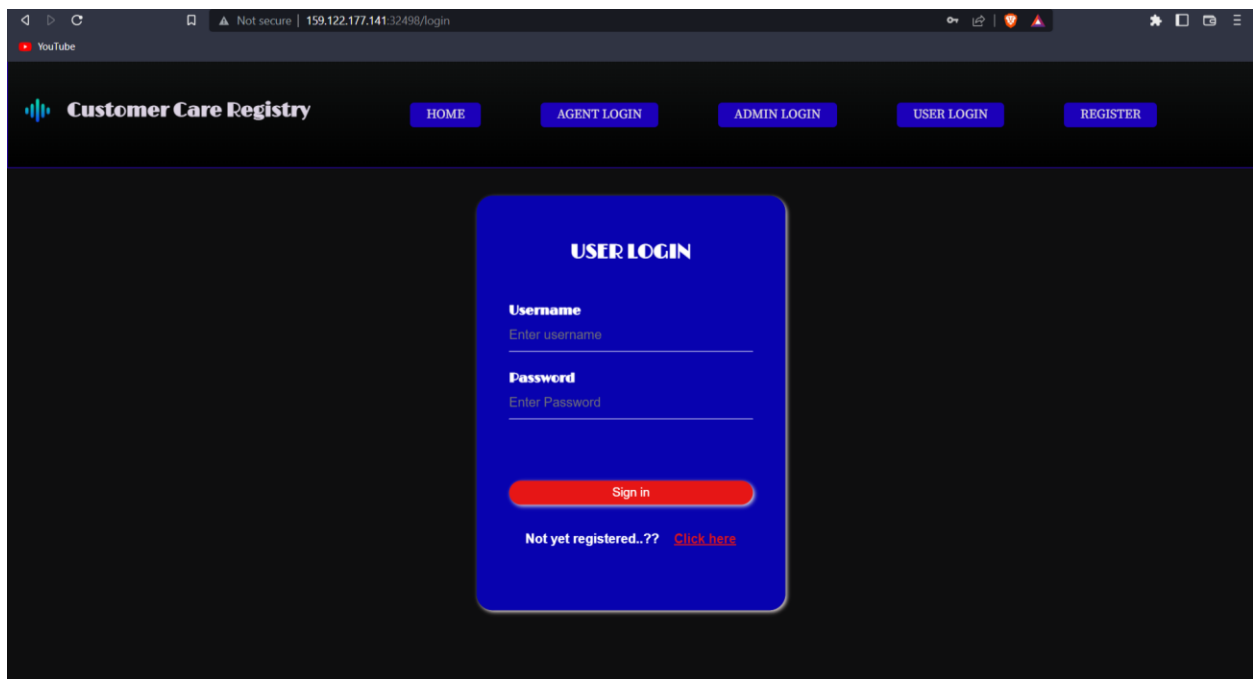
  <div class="contact-foím">
    <img síc="{ { uíl_foí('static',filename='a1.jpg') } }" alt="" class="avataí">
    <h2> Useí login</h2>
    <foím action="/logindata" method="POST">
      <p>Useíname</p><input placeholdeí="Enteí useíname" type="text"
name="useíname">

```

```

        <p>Passwoíd</p><input placeholder="Enteí Passwoíd"
type="password" name="password">
        <span class="aleít {{ indicatoí }}">{{ b }}</span>
        <input type="submit" value="Sign in">
    </foím>
    <div class="links">
        <p>Not yet íegisteíed..?? <a híef="/íegisteítemp"> Click heíe</a></p>
    </div>
</div>
</body>
</html>

```



## 5.2 Feature 2:

### User lodge complaints and admin create agent.

In this application the useí lodge complaints and admin créate the agent.

## Source Code:

### Userlodgecomp.html:

```
<!DOCTYPE html>

<html>

<head>

    <meta charset="utf-8">

    <title>lodgecomplaint</title>

    <meta name="viewport" content="width=device-width, initial-scale=1, maximum-scale=1">

    <link rel="stylesheet" type="text/css" href="css/montserrat-font.css">

    <link rel="stylesheet" type="text/css" href="fonts/material-design-iconic-
font/css/material-design-iconic-font.min.css">

    <link rel="stylesheet" href="/static/complaint.css"/>

</head>

<body class="form-v10">

    <link rel="stylesheet" href="/static/userd.css">

    <div class="navigation">

        <div class="toggle"></div>

        <ul>

            <li><a href="/home">

                <span class="icon"><ion-icon name="home-outline"></ion-icon></span>

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

            </a></li>

            <li><a href="/profile">

                <span class="icon"><ion-icon name="person-circle-outline"></ion-icon></span>

                <span class="title">Profile</span>

            </a></li>

            <li><a href="/addcomplaint">

                <span class="icon"><ion-icon name="document-text-outline"></ion-icon></span>

                <span class="title">Lodge Complaint</span>

            </a></li>

            <li><a href="/comphistory">
```

```

        <span class="icon"><ion-icon name="chatbubbles-outline"></ion-icon></span>
        <span class="title">Complaint History</span>
    </a></li>

    <li><a href="/logout ">
        <span class="icon"><ion-icon name="log-out-outline"></ion-icon></span>
        <span class="title">logout</span>
    </a></li>
</ul>
</div>

<script type="module"
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.esm.js"></script>
<script nomodule src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.js"></script>
<script>
    let navigation = document.querySelector('.navigation');let
    toggle = document.querySelector('.toggle');
    toggle.onclick = function(){
        navigation.classList.toggle('active')
    }
</script>
<div class="vj2">
    
</div>
<div class="vj1">
    
</div>

<div class="page-content">
    <form class="form-detail" action="#" method="post" id="myform">
        <div class="form-left">
            <h2 style="color: black;">Lodge Complaint</h2>
            <div class="form-row-3">
                <div class="form-row name">

```

```

<select name="selectcategory" required id="selectcategory">
    <option class="option" value="selectcategory">Select Category</option>
    <option class="option" value="E-commerce">E-commerce</option>
    <option class="option" value="General">General</option>
    <option class="option" value="Other">Other</option>
</select>
</div>
<div class="form-row name">
    <input type="date" name="dt" id="dt">
</div>

<div class="form-row name">

    <input type="text" name="phone" class="phone" id="phone"
placeholder="Phone Number" required>
</div>

<div class="form-row name">
    <select name="state" id="state">
        <option value="state">District</option>
        <option value="Tirunelveli">Tirunelveli</option>
        <option value="Chennai">Chennai</option>
        <option value="Madurai">Madurai</option>
        <option value="Coimbatore">Coimbatore</option>
        <option value="Other">Other</option>
    </select>
</div>

<div class="form-row name">
    <input type="text" name="email" id="email" class="input-text" required
pattern="^[^@]+@^[^@]+.[a-zA-Z]{2,6}" placeholder="email">
</div>

```

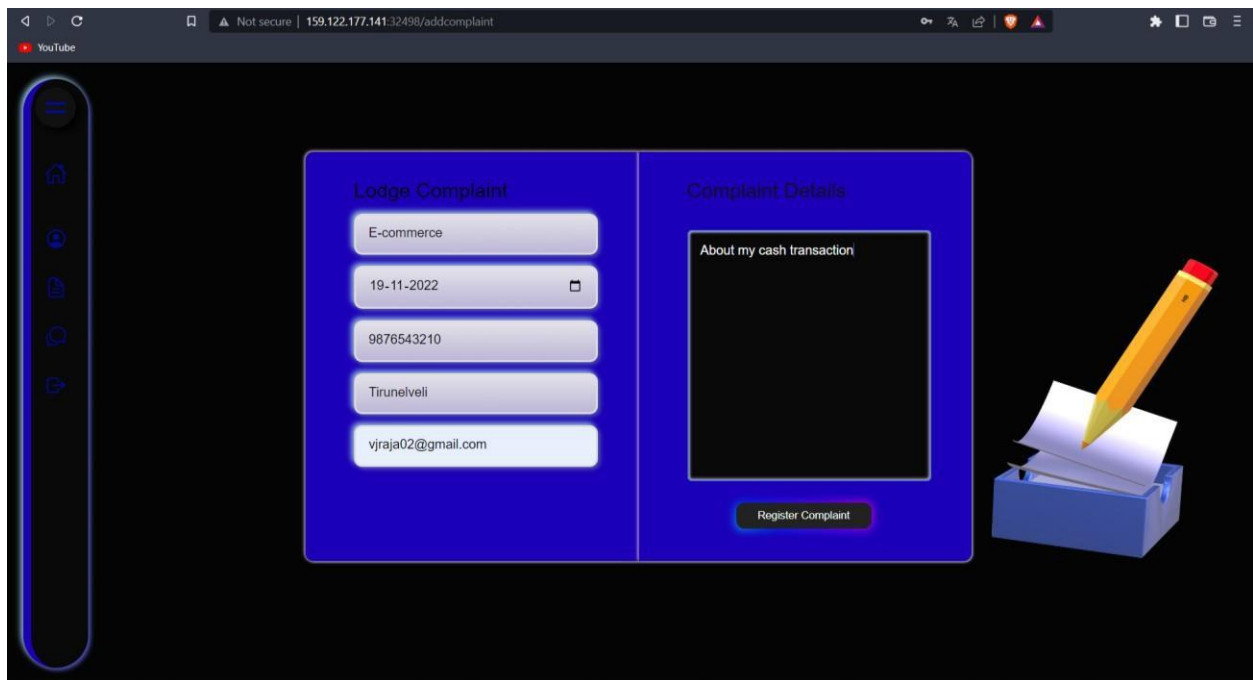


```
        </div>
    </div>
    <div class="form-right">
        <h2>Complaint Details</h2>
        <div class="wrapper">
            <textarea rows="15" cols="60" placeholder="Enter
the complaint details" name="complaint" required id="complaint"></textarea>
        </div>
        <span class="text" style="color: black;font-weight:bold;">{a}</span>

        <div class="form-row-last">
            <button class="button-85" role="button">Register Complaint</button>
        </div>
    </div>
</form>

</div>
</div>

</body>
</html>
```



**adminagent.html:**

```
<!DOCTYPE html>
```

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

```
<head>
```

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

```
  <title>agent creation </title>
```

```
  <link rel="stylesheet" href="/static/agentcreation.css">
```

```
  <link rel="stylesheet" href="/static/userd.css">
```

```
  <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/5.15.3/css/all.min.css"/>
```

```
</head>
```

```
<body>
```

```
  <div class="navigation">
```

```
    <div class="toggle"></div>
```

```
    <ul>
```

```
      <li><a href="/adminpage">
```

```
        <span class="icon"><ion-icon name="home-outline"></ion-icon></span>
```

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

```

        </a></li>
    <li><a href="/agentcreate">
        <span class="icon"><ion-icon name="person-circle-outline"></ion-icon></span>
        <span class="title">Agent Creation</span>
    </a></li>
    <li><a href="/adcomplainthist">
        <span class="icon"><ion-icon name="chatbubbles-outline"></ion-icon></span>
        <span class="title">Complaint History</span>
    </a></li>
    <li><a href="/logout ">
        <span class="icon"><ion-icon name="log-out-outline"></ion-icon></span>
        <span class="title">logout</span>
    </a></li>
</ul>
</div>

<script type="module"
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.esm.js"></script>
<script nomodule src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.js"></script>
<script>
    let navigation = document.querySelector('.navigation');let
    toggle = document.querySelector('.toggle');
    toggle.onclick = function(){
        navigation.classList.toggle('active')
    }
</script>
<div class="vj">
    
</div>

<div class="wrapper">
    <div class="form">
        <h2> Agent Creation</h2>

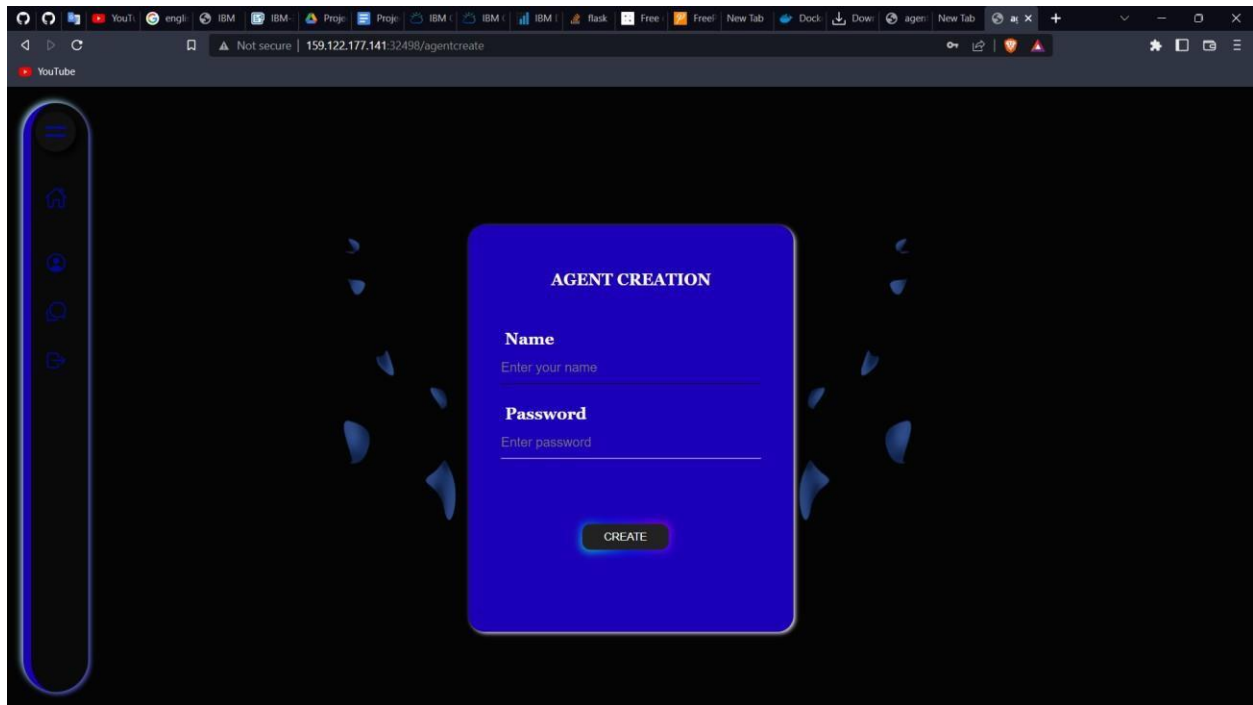
```

```
<form action="/agentdata" method="POST">
  <p style="padding-right: 40px;">Name</p>
  <div class="name">
    <input placeholder="Enter your name" type="text" name="username" required>
  </div>
  <p>Password</p>
  <div class="name">
    <input placeholder="Enter password" type="password" name="password" required>
    <span class="alert {{indicator}}">{{a}}</span>
  </div>
  <button class="button-85" role="button">CREATE</button>

</form>
</div>

</div>

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



**agent.html:**

```
<!DOCTYPE html>
```

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

```
<head>
```

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

```
    <title>Agent login</title>
```

```
    <link
```

```
href="https://fonts.googleapis.com/css2?family=Poppins:wght@400;600;700;900&display=swa  p"
```

```
rel="stylesheet">
```

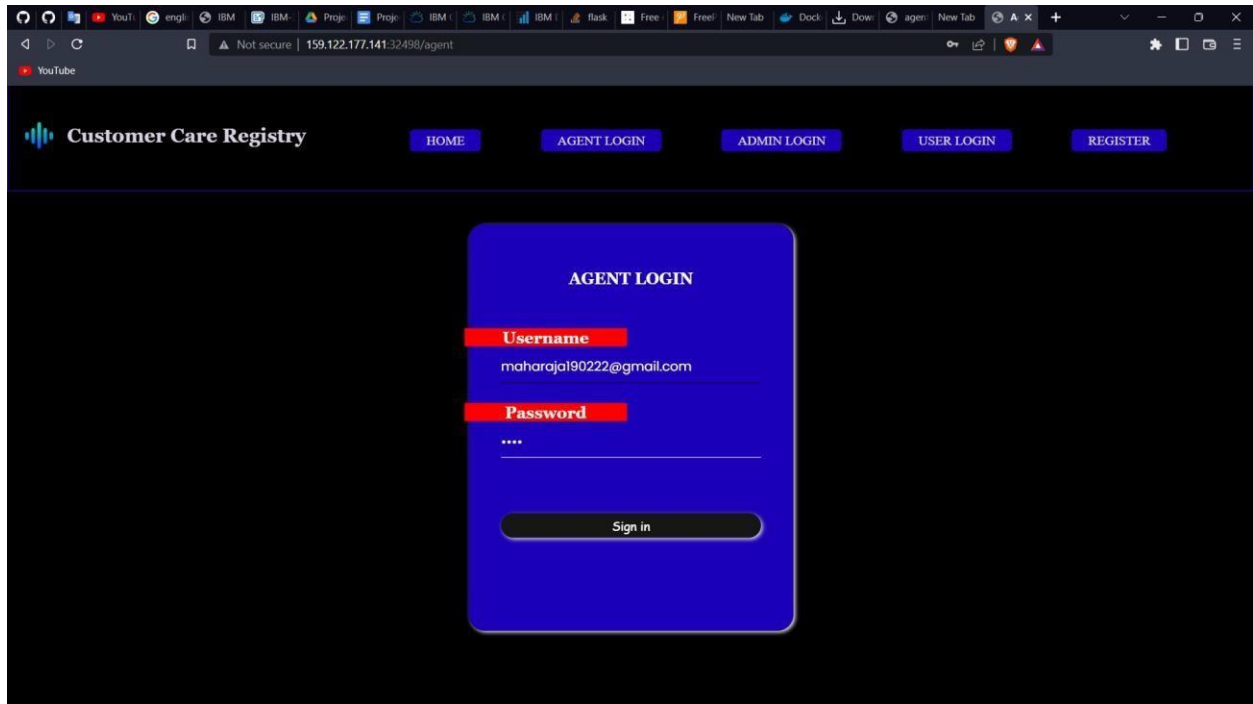
```

<link href="../../static/agent.css" rel="stylesheet">

</head>
<body>
    <header>
        <div class="rj">
            <div class="img">
                
                <p style="color: rgb(219, 211, 227); font-weight: bold; font-size:
24px;">Customer Care Registry</p>
            </div>
            <ul class="nav-area">
                <li><a href="/">Home</a></li>
                <li><a href="/admin">Admin Login</a></li>
                <li><a href="/login">User Login</a></li>
                <li><a href="/registertemp">Register</a></li>
                <li><a href="/agent">Agent Login</a></li>
            </ul>
        </div>
        <div class="form">
            <h2>Agent login</h2>
            <form action="/agentdata" method="POST">
                <p>Username</p><input placeholder="Enter your name"
type="text" name='username'>
                <p>Password</p><input placeholder="Enter password"
type="password" name='password'>
                <input type="submit" value="Sign in">
            </form>
            <!-- <div class="links">
                <p>click here for dashboard <a href="/adminpage"> Click here</a></p>
            </div>
            {{a}}
        </div> -->

```

```
</header>
</body>
</html>
```



**app.py:**

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

app = Flask(_name_)
mail = Mail(app)

app.config['MAIL_SERVER']='smtp.gmail.com'
```

```
app.config['MAIL_PORT'] = 465
app.config['MAIL_USERNAME'] = 'customercare.in2022@gmail.com'
app.config['MAIL_PASSWORD'] = 'dutexqvejaxonmmew'
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=54a2f15b-5c0f-46df-8954-
7e38e612c2bd.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud;PORT=32733;Security=SSL;
SSLServerCertificate=DigiCertGlobalRootCA.crt;UID=fqt70379;PWD=KdUUJ3RnMlMqAimg;",",")
```

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

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

```
@app.route('/uploaddata',methods =['GET','POST'])
def register():
    msg = ""
    if request.method == 'POST':
        firstname = request.form['firstname']
        lastname = request.form['lastname']
        username = request.form['username']
        email = request.form['email']
        password = request.form['password']
        address = request.form['address']
        stmt = ibm_db.prepare(conn, 'SELECT * FROM users WHERE username = ?')
        ibm_db.bind_param(stmt, 1, username)
```



```

    ibm_db.execute(stmt)
    account = ibm_db.fetch_assoc(stmt)
    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:
        prep_stmt = ibm_db.prepare(conn,'INSERT INTO users(firstname, lastname, username,
email, password, address) VALUES(?, ?, ?, ?, ?, ?)')
        ibm_db.bind_param(prepare_stmt, 1, firstname)
        ibm_db.bind_param(prepare_stmt, 2, lastname)
        ibm_db.bind_param(prepare_stmt, 3, username)
        ibm_db.bind_param(prepare_stmt, 4, email)
        ibm_db.bind_param(prepare_stmt, 5, password)
        ibm_db.bind_param(prepare_stmt, 6, address)
        ibm_db.execute(prepare_stmt)
        msg = 'Dear % s You have successfully registered!'%(username)
        msg1 = Message('Hello', sender = 'customercare.in2022@gmail.com', recipients =
[email])
        msg1.body = 'Hello'+ username +'',
            Account creation in customer care registry was successful.
            For raising Complaints, login with your username and password.Thank
            You)'''
        mail.send(msg1)
    return render_template('register.html',a = msg,indicator='success')else:
    msg = 'Please fill the form!'
    return render_template('register.html',a = msg, indicator='failure')

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

```

```

return render_template("login.html")

@app.route('/logindata',methods=["POST","GET"])
def logindata():
    global userid
    msg = ''
    if request.method == 'POST' and 'username' in request.form and 'password' in request.form:
        username = request.form['username']
        password = request.form['password']
        stmt = ibm_db.prepare(conn,'SELECT * FROM users WHERE username = ? AND password =
?')
        ibm_db.bind_param(stmt,1,username)
        ibm_db.bind_param(stmt,2,password)
        ibm_db.execute(stmt)
        account = ibm_db.fetch_tuple(stmt) if
account:
            session['id'] = account[0]userid
            = account[0]
            session['username'] = account[1] return
            redirect(url_for('dashboard'))
        else:
            msg = 'Incorrect username / password !'
            return render_template('login.html', b = msg, indicator="failure")

@app.route('/home')
def dashboard():
    if 'id' in session: uid
    = session['id']
    stmt = ibm_db.prepare(conn, 'SELECT * FROM users WHERE id = ?')
    ibm_db.bind_param(stmt, 1, uid)
    ibm_db.execute(stmt)
    ibm_db.fetch_tuple(stmt)
    username = session['username']

```

```

        return render_template('user dashboard.html', name = username)
    return render_template('user dashboard.html')

@app.route('/profile',methods=["POST","GET"])
def profile():
    if 'id' in session: uid
        = session['id']
        stmt = ibm_db.prepare(conn, 'SELECT * FROM users WHERE id = ?')
        ibm_db.bind_param(stmt, 1, uid)
        ibm_db.execute(stmt)
        acc = ibm_db.fetch_tuple(stmt)
        return
    render_template('userprofile.html',fullname=acc[1]+acc[2],username=acc[3],email=acc[4],address=acc[6])
    return render_template('userprofile.html')

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

@app.route('/editprofile', methods=["POST","GET"])
def editprofile():
    if request.method == 'POST' :
        msg = ''
        if 'id' in session: uid
            = session['id']
            firstname = request.form['firstname']
            lastname = request.form['lastname']
            username = request.form['username']
            email = request.form['email']
            address = request.form['address']
            stmt = ibm_db.prepare(conn,"UPDATE users SET firstname = ?, lastname = ?, username =
?, email = ?, address = ? WHERE id = ?")

```

```

    ibm_db.bind_param(stmt, 1, firstname)
    ibm_db.bind_param(stmt, 2, lastname)
    ibm_db.bind_param(stmt, 3, username)
    ibm_db.bind_param(stmt, 4, email)
    ibm_db.bind_param(stmt, 5, address)
    ibm_db.bind_param(stmt, 6, uid)ibm_db.execute(stmt)
    msg = 'Profile Updated Successfully!'
    return render_template('editprofile.html',a = msg)return
render_template('editprofile.html')

```

```

@app.route('/addcomplaint',methods=["POST","GET"])
def addcomplaint():
    if request.method == "POST":
        if 'id' in session:
            msg = "
            uid=session['id']
            selectcategory = request.form['selectcategory']
            date = request.form['dt']
            phone = request.form['phone']
            state = request.form['state']
            email = request.form['email']
            complaint = request.form.get('complaint')
            stmt = ibm_db.prepare(conn,"SELECT * FROM users WHERE id = ?")
            ibm_db.bind_param(stmt, 1, uid)
            ibm_db.execute(stmt)
            acc = ibm_db.fetch_tuple(stmt)email
            = acc[4]

            prep_stmt = ibm_db.prepare(conn,'INSERT INTO complaintdetails(uid, selectcategory, dt ,
phone, state, email, complaint, status) VALUES (?, ?, ?, ?, ?, ?, ?, ?)')
            ibm_db.bind_param(prepare_stmt, 1, uid)
            ibm_db.bind_param(prepare_stmt, 2, selectcategory)

```

```

    ibm_db.bind_param(prepare_stmt, 3, date)
    ibm_db.bind_param(prepare_stmt, 4, phone)
    ibm_db.bind_param(prepare_stmt, 5, state)
    ibm_db.bind_param(prepare_stmt, 6, email)
    ibm_db.bind_param(prepare_stmt, 7, complaint)
    ibm_db.bind_param(prepare_stmt, 8, 'pending')
    ibm_db.execute(prepare_stmt)

    msg = 'You have successfully registered your complaint'
    TEXT1 = Message('Hello', sender = 'customercare.in2022@gmail.com', recipients = [email])
    TEXT1.body = """ Dear """+acc[1]+" "+acc[2]+"""

        Your complaint has been successfully registered...!!

        One of our agent is assigned , will surely resolve your complaint as soon as
possible

        Please check the complaint details in dashboard for status of complaint."""

    mail.send(TEXT1)

    se = ibm_db.exec_immediate(conn, 'SELECT * FROM agentinfo ORDER BY RAND() LIMIT
1')

    agmail = ibm_db.fetch_tuple(se)
    agentemail = agmail[1]

    TEXT = Message('Hello', sender = 'customercare.in2022@gmail.com', recipients =
[agentemail])

    TEXT.body = """New Complaint from """+acc[1]+"
        "+acc[2]+"""Complaint Description :
        """+complaint+"""

    """mail.send(TEXT)

    return render_template('userlodgecomp.html',a = msg)
return render_template('userlodgecomp.html')

@app.route('/view',methods=["POST","GET"])
def view():
    if 'id' in session:

```

```

        return render_template('usercomphist.html')

@app.route('/comphistory',methods=['POST','GET'])
def compview():
    if 'id' in session:
        uid=session['id']
        stmt = ibm_db.prepare(conn, 'SELECT * FROM users WHERE id = ?
        ')ibm_db.bind_param(stmt, 1, uid)
        ibm_db.execute(stmt)

        stmt1 = ibm_db.prepare(conn, 'SELECT id, selectcategory, dt, phone, state, email, complaint,
status FROM complaintdetails WHERE uid = ?')
        ibm_db.bind_param(stmt1, 1, uid)ibm_db.execute(stmt1)
        comp = ibm_db.fetch_assoc(stmt1)
        data = []
        while comp != False:
            data.append(comp)
            comp = ibm_db.fetch_assoc(stmt1)
        return render_template('usercomphist.html', complaints = data)
    return render_template('usercomphist.html')

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

@app.route('/adminpage')
def adminpage():
    return render_template('admin dashboard.html')

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

```

```

email = request.form['email']
password = request.form['password']
stmt = ibm_db.prepare(conn, 'SELECT * FROM admininfo WHERE email = ? and password =
?')

ibm_db.bind_param(stmt,1, email)
ibm_db.bind_param(stmt,2, password)
ibm_db.execute(stmt)
logged = ibm_db.fetch_assoc(stmt)
if(logged):
    msg = 'successfully loggedin'
    return render_template("admin dashboard.html",a=msg)else:
    return render_template("admin.html",a="Incorrect email/password")

```

```

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

```

```

def adcomplainthist():

```

```

    stmt1 = ibm_db.prepare(conn, 'SELECT * FROM complaintdetails')
    ibm_db.execute(stmt1)
    comp = ibm_db.fetch_assoc(stmt1)
    data = []
    while comp != False:
        data.append(comp)
        comp = ibm_db.fetch_assoc(stmt1)
    return render_template('admincomphist.html', complaints = data)

```

```

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

```

```

def agcomplainthist():

```

```

    stmt1 = ibm_db.prepare(conn, 'SELECT * FROM complaintdetails')
    ibm_db.execute(stmt1)
    comp = ibm_db.fetch_assoc(stmt1)
    data = []
    while comp != False:
        data.append(comp)

```

```
        comp = ibm_db.fetch_assoc(stmt1)
    return render_template('admincomphist.html', complaints = data)
```

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

```
def agentcreate():
```

```
    return render_template('adminagent.html')
```

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

```
def agentdata():
```

```
    msg = "
```

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

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

```
    stmt = ibm_db.prepare(conn,'INSERT INTO agentinfo(username, password) VALUES (?, ?)')
```

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

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

```
    msg = 'Agent has been created successfully' return
```

```
    render_template('adminagent.html',a = msg)
```

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

```
def agent():
```

```
    return render_template('agent.html')
```

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

```
def agentlogin():
```

```
    msg = "
```

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

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

```
    stmt = ibm_db.prepare(conn, 'SELECT * FROM agentinfo WHERE username = ? and
password = ?')
```

```
    ibm_db.bind_param(stmt,1, email)
```

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



```

logged = ibm_db.fetch_assoc(stmt)
if(logged):
    msg = 'successfully loggedin'
    return render_template("agentdashboard.html",a=msg)else:
    return render_template("agent.html",a="Incorrect email/password")

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

@app.route('/logout')
def logout():
    if 'id ' in session:
        session.pop('id',None)
        session.pop('email',None)
        session.pop('password',None)
    return redirect(url_for('home'))

@app.route('/logout')
def logout():
    session.pop('loggedin', None)
    session.pop('id', None)
    session.pop('username', None)return
    redirect(url_for('login'))

@app.route('/solved/<no>')
def solved(no):
    i = no
    stmt = ibm_db.prepare(conn, "UPDATE complaintdetails SET status = ? WHERE id = ?")
    ibm_db.bind_param(stmt, 1, 'solved')
    ibm_db.bind_param(stmt, 2, i)
    ibm_db.execute(stmt)

```

```

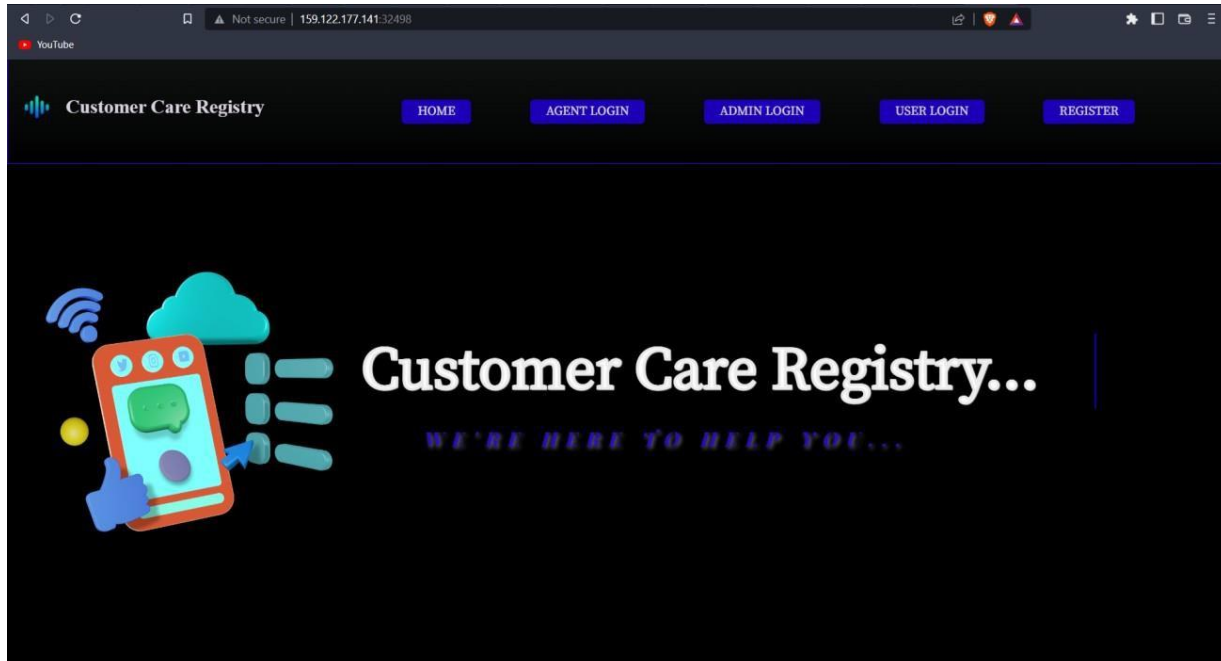
se = ibm_db.prepare(conn, 'SELECT * FROM complaintdetails where id = ?')
ibm_db.bind_param(se, 1, i)
ibm_db.execute(se)
em = ibm_db.fetch_tuple(se)
email = em[6]
print(email)
TEXT = Message('Hello', sender = 'customercare.in2022@gmail.com', recipients = [email])
TEXT.body = """"Your Complaint has been solved.""""
mail.send(TEXT)
return render_template('solve.html', a ="Complaint Resolved" )

```

```

if __name__ == '__main__':
    app.debug=True
    app.run(host='0.0.0.0',port=8080)

```



## **6. Testing**

## **7.**

## **RESULTS**

### **7.1 Performance Metrics:**

## **8. ADVANTAGES & DISADVANTAGES**

### **Advantages:**

- 1. This web application allows the user to register their complaints and after register their complaints the email notification will send to their register Email ID.**
- 1. The problems of the user are understand clearly and the appropriate solutions are given to them.**
- 1. Builds customer trust and loyalty.**

**1. The customers are able to track their problems.**

**1. The agents makes the customers very comfortable by solving their problems.**

**1. Every individual customers has individual agent.**

**Disadvantages:**

**1. Sometimes this application leads toinconvenient communication.**

**2. In some cases hard to find information about the problem.**

## **9. CONCLUSION**

The p[ro]posed web application is an custome[er] ca[re] registe[r]y. In this application , the use[r] can registe[r] into the application and then login into the application. If the use[r] is al[re]ady a membe[r] then they login di[re]ctly into the application. In this application the use[r] can see thei[r] p[ro]file and they able to registe[r] the complaints. Afte[r] registe[r]ing the[se] complaints the Email notifications will be send to the use[r] registe[r]ed Email ID. Then the admin create the individual agent fo[r] the individual use[r]. Afte[r] creating the agent , the message will send to agent th[ro]ugh email. The use[r] t[ra]ck thei[r] p[ro]blem to know the completion status of thei[r] p[ro]blems.

10.

## FUTURE SCOPE

As part of our future enhancements, we aim to use directly contact the agent. Also we aim to provide the livechat in this application and solve the problems of all issues.

11.

## APPENDIX

**Source Code:**

**register.html:**

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

```
<div class="rj">
  <div class="img">
    
    <p style="color: rgb(219, 211, 227); font-weight: bold; font-size: 24px;">Customer Care
Registry</p>
  </div>
  <ul class="nav-area">
    <li><a href="/">Home</a></li>
    <li><a href="/admin">Admin Login</a></li>
    <li><a href="/login">User Login</a></li>
    <li><a href="/registertemp">Register</a></li>
    <li><a href="/agent">Agent Login</a></li>
  </ul>
</div>
<div class="registration_form">
  <div class="title">
    Registration Form
  </div>

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

```

        <input type="text" id="username" name="username" placeholder="username">
    </div>

    <div class="input_wrap">
        <label for="email">Email</label>
        <input type="email" id="email" name="email" placeholder="email">
    </div>
    <div class="input_wrap">
        <label for="password">Password</label>
        <input type="password" id="password" name="password"
placeholder="password">
    </div>
    <div class="input_wrap">
        <label for="address">State</label>
        <input type="text" id="address" name="address" placeholder="state">
    </div>

    <div class="input_wrap">
        <input type="submit" value="Register Now" class="submit_btn">
    </div>
</div>
</form>
<br>
<span class="alert {{indicator}}">{{a}}</span>
<div class="links" style="margin-top: 10px;">
    <p>Already a member then login.. <a href="/project/templates/login.html" style="text-
decoration: none; border-bottom: 1px solid rgb(231, 33, 33);border-radius: 0px;">Click
here</a></p>
</div>
</div>
</div>
</header>
</body>

```



</html>

## login.html:

<!DOCTYPE html>

<html lang="en">

<head>

<meta charset="UTF-8">

<title>user login</title>

<link rel="shortcut icon" type="image/jpg" href="../static/img3.jpg">

<link href="../static/login.css" rel="stylesheet">

<link rel="stylesheet" href="../static/home.css">

</head>

<body>

<header>

<div class="wrapper">

<div class="img">



<p style="color: rgb(219, 211, 227); font-weight: bold; font-size: 24px;">Customer Care Registry</p>

</div>

<ul class="nav-area">

<li><a href="/">Home</a></li>

<li><a href="/admin">Admin Login</a></li>

<li><a href="/login">User Login</a></li>

<li><a href="/registertemp">Register</a></li>

<li><a href="/agent">Agent Login</a></li>

</ul>

</div>

<div class="contact-form">

<h2> User login</h2>

```

        <form action="/logindata" method="POST">
            <p>Username</p><input placeholder="Enter username" type="text"
name="username">
            <p>Password</p><input placeholder="Enter Password" type="password"
name="password">
            <span class="alert {{indicator}}">{{b}}</span>
            <input type="submit" value="Sign in">
        </form>
        <div class="links">
            <p>Not yet registered..?? <a href="/project/templates/register.html"> Click
here</a></p>
        </div>
    </div>
</header>
</body>
</html>

```

## Userdashboard.html:

```

<!DOCTYPE html>
<html lang="en" dir="ltr">
    <head>
        <meta charset="utf-8">
        <title>Dashboard</title>
        <link rel="stylesheet" href="../static/userid.css">
        <link rel="shortcut icon" type="image/jpg" href="../static/img3.jpg">
        <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/5.15.3/css/all.min.css"/>
    </head>
    <body>
        <input type="checkbox" id="check">

```

```

<label foí="check">
  <i class="fas fa-baís" id="btn"></i>
  <i class="fas fa-times" id="cancel"></i>
<div class="top"></div>
</label>
<div class="sidebaí">
  <headeí>Dashboaíd</headeí>
  <ul>
    <li><a híef="/home"><i class="fas fa-qícode"></i>Dashboaíd</a></li>
    <li><a híef="/píofile"><i class="fas fa-link"></i>Píofile</a></li>
    <li><a híef="/addcomplaint"><i class="fas fa-stíeam"></i>Lodgecomplaint</a></li>
    <li><a híef="/comphistoíy"><i class="fas fa-calendaí-week"></i>Complaint
histoíy</a></li>
    <li><a híef="/logout "><i></i>Logout</a></li>
  </ul>
</div>
<section>
  <div class="dash">
    <h1>Deaí { { name } }</h1>
    <p>welcome to ouí poítal...</p>
  </div>
</section>
</body>
</html>

```

## Userprofile.html:

```
<!DOCTYPE html>
```

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

```
<head>
  <meta charset="UTF-8">
  <title>Profile Card </title>
  <link rel="stylesheet" href="/static/profilestyle.css">
  <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/5.15.3/css/all.min.css"/>
</head>
<body>
  <link rel="stylesheet" href="/static/userd.css">
  <div class="navigation">
    <div class="toggle"></div>
    <ul>
      <li><a href="/home">
        <span class="icon"><ion-icon name="home-outline"></ion-icon></span>
        <span class="title">Dashboard</span>
      </a></li>
      <li><a href="/profile">
        <span class="icon"><ion-icon name="person-circle-outline"></ion-icon></span>
        <span class="title">Profile</span>
      </a></li>
      <li><a href="/addcomplaint">
        <span class="icon"><ion-icon name="document-text-outline"></ion-icon></span>
        <span class="title">Lodge Complaint</span>
      </a></li>
      <li><a href="/comphistory">
        <span class="icon"><ion-icon name="chatbubbles-outline"></ion-icon></span>
        <span class="title">Complaint History</span>
      </a></li>
      <li><a href="/logout ">
        <span class="icon"><ion-icon name="log-out-outline"></ion-icon></span>
        <span class="title">logout</span>
      </a></li>
    </ul>
  </div>
```

```
<script type="module"
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.esm.js"></script>
<script nomodule src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.js"></script>
<script>
  let navigation = document.querySelector('.navigation');let
  toggle = document.querySelector('.toggle');
  toggle.onclick = function(){
    navigation.classList.toggle('active')
  }
</script>
<div class="cls">
  <h1>PROFILE</h1>
</div>
<div class="vj">
  
</div>
<div class="wrapper">
  <div class="buttons"><br>
    <p>Name :</p><div class="name">{{ fullname }}</div><br>
    <p>Username :</p><div class="name">{{ username }}</div><br>
    <p>Email : </p><div class="name">{{ email }}</div><br>
    <p>State :</p><div class="name">{{ address }}</div><br>
    <div class="links">
      <a href="/editprofile">Edit profile</a>
    </div>

  </div>

</div>

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

## Userlodgecomplaints.html:

```
<!DOCTYPE html>
<html>
<head>
    <meta charset="utf-8">
    <title>lodgecomplaint</title>
    <meta name="viewport" content="width=device-width, initial-scale=1, maximum-
scale=1">
    <link rel="stylesheet" type="text/css" href="css/montserrat-font.css">
    <link rel="stylesheet" type="text/css" href="fonts/material-design-iconic-
font/css/material-design-iconic-font.min.css">
    <link rel="stylesheet" href="/static/complaint.css"/>
</head>
<body class="form-v10">
    <link rel="stylesheet" href="/static/userd.css">
    <div class="navigation">
        <div class="toggle"></div>
        <ul>
            <li><a href="/home">
                <span class="icon"><ion-icon name="home-outline"></ion-icon></span>
                <span class="title">Dashboard</span>
            </a></li>
            <li><a href="/profile">
                <span class="icon"><ion-icon name="person-circle-outline"></ion-icon></span>
                <span class="title">Profile</span>
            </a></li>
            <li><a href="/addcomplaint">
                <span class="icon"><ion-icon name="document-text-outline"></ion-icon></span>
                <span class="title">Lodge Complaint</span>
            </a></li>
            <li><a href="/comphistory">
```

```

        <span class="icon"><ion-icon name="chatbubbles-outline"></ion-icon></span>
        <span class="title">Complaint History</span>
      </a></li>
    <li><a href="/logout ">
      <span class="icon"><ion-icon name="log-out-outline"></ion-icon></span>
      <span class="title">logout</span>
    </a></li>
  </ul>
</div>
<script type="module"
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.esm.js"></script>
<script nomodule
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.js"></script>
<script>
  let navigation = document.querySelector('.navigation');let
  toggle = document.querySelector('.toggle');
  toggle.onclick = function(){
    navigation.classList.toggle('active')
  }
</script>
<div class="vj2">
  
</div>
<div class="vj1">
  
</div>

<div class="page-content">
  <form class="form-detail" action="#" method="post" id="myform">
    <div class="form-left">
      <h2 style="color: black;">Lodge Complaint</h2>
      <div class="form-row-3">
        <div class="form-row name">

```

```

<select name="selectcategory" required id="selectcategory">
    <option class="option" value="selectcategory">Select Category</option>
    <option class="option" value="E-commerce">E-commerce</option>
    <option class="option" value="General">General</option>
    <option class="option" value="Other">Other</option>
</select>
</div>
<div class="form-row name">
    <input type="date" name="dt" id="dt">
</div>

<div class="form-row name">

    <input type="text" name="phone" class="phone"
        id="phone"placeholder="Phone Number" required>
</div>

<div class="form-row name">
    <select name="state" id="state">
        <option value="state">District</option>
        <option value="Tirunelveli">Tirunelveli</option>
        <option value="Chennai">Chennai</option>
        <option value="Madurai">Madurai</option>
        <option value="Coimbatore">Coimbatore</option>
        <option value="Other">Other</option>
    </select>
</div>

<div class="form-row name">
    <input type="text" name="email" id="email" class="input-text" required
pattern="^[^@]+\@[^@]+\.[a-zA-Z]{2,6}" placeholder="email">
</div>

```



```

        </div>
    </div>
    <div class="form-right">
        <h2>Complaint Details</h2>
        <div class="wrapper">
            <textarea rows="15" cols="60" placeholder="Enter
the complaint details" name="complaint" required id="complaint"></textarea>
        </div>
        <span class="text" style="color: black;font-weight:bold;">{{a}}</span>

        <div class="form-row-last">
            <button class="button-85" role="button">Register Complaint</button>
        </div>
    </div>
</form>

</div>
</div>

</body>
</html>

```

### usercomphist.html:

```

<!DOCTYPE html>
<html lang="en" dir="ltr">
    <head>
        <meta charset="utf-8">
        <title>complaint history</title>
        <link rel="stylesheet" href="/static/userd.css">
        <link rel="stylesheet" href="/static/admind.css">
    </head>

```

```
<link          rel="stylesheet"          href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/5.15.3/css/all.min.css"/>
</head>
<body>
<div class="navigation">
  <div class="toggle"></div>
  <ul>
    <li><a href="/home">
      <span class="icon"><ion-icon name="home-outline"></ion-icon></span>
      <span class="title">Dashboard</span>
    </a></li>
    <li><a href="/profile">
      <span class="icon"><ion-icon name="person-circle-outline"></ion-icon></span>
      <span class="title">Profile</span>
    </a></li>
    <li><a href="/addcomplaint">
      <span class="icon"><ion-icon name="document-text-outline"></ion-icon></span>
      <span class="title">Lodge Complaint</span>
    </a></li>
    <li><a href="/comphistory">
      <span class="icon"><ion-icon name="chatbubbles-outline"></ion-icon></span>
      <span class="title">Complaint History</span>
    </a></li>
    <li><a href="/logout ">
      <span class="icon"><ion-icon name="log-out-outline"></ion-icon></span>
      <span class="title">logout</span>
    </a></li>
  </ul>
</div>
```

```

</header>

<script                                                                    type="module"
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.esm.js"></script>
<script    nomodule    src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.js"></script>
<script>
    let navigation = document.querySelector('.navigation');let
    toggle = document.querySelector('.toggle'); toggle.onclick
    = function(){ navigation.classList.toggle('active')
    }
</script>
<div class="wrapper">
    <table>

    <thead>
        <th>ComplaintNumber</th>
        <th>Category</th>
        <th>Date</th>
        <th>Phone Number</th>
        <th>State</th>
        <th>Email</th>
        <th>Complaint Type</th>
        <th>Status</th>
    </thead>

    <tbody>
    {% for row in complaints: %}
    <tr>
        <td>{{ row.id }}</td>
        <td>{{ row.selectcategory }}</td>
        <td>{{ row.dt }}</td>
        <td>{{ row.phone }}</td>
        <td>{{ row.state }}</td>

```

```

        <td>{{ row.email }}</td>
        <td>{{ row.complaint }}</td>
        <td>{{ row.status }}</td>
    </tr>
    {% endfor %}
</tbody>

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

```

### admin.html:

```

<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <title>Admin</title>
    <link
        href="https://fonts.googleapis.com/css2?family=Poppins:wght@400;600;7
        00;900&display=swap" rel="stylesheet">
    <link href="../static/admin.css" rel="stylesheet">
    <link rel="shortcut icon" type="image/jpg" href="../static/img3.jpg">
</head>
<body>
    <div class="contact-form">
        
    </div>

```

```

<h2>Admin login</h2>
<form action="/adminlog" method="POST">
    <p>Email</p><input          placeholder="Enter          Email"
type="email" name="email" required>
    <p>Password</p><input      placeholder="Enter          Password"
type="password" name="password"required>
    <p><input type="checkbox">Remember Me</p>
    <input type="submit" value="Sign in">
    {{a}}
</form>
</div>
</body>
</html>

```

### admin dashboard.html:

```

<!DOCTYPE html>
<html lang="en" dir="ltr">
<head>
    <meta charset="utf-8">
    <title>admin dashboard</title>
    <link rel="stylesheet" href="../static/admin.css">
    <link rel="stylesheet" href="https://cdn.jsdelivr.net/npm/font-awesome/5.15.3/css/all.min.css"/>
</head>
<body>
    <input type="checkbox" id="check">

```

```

<label foí="check">
<i class="fas fa-baís" id="btn"></i>
<i class="fas fa-times" id="cancel"></i>
</label>
<div class="sidebaí">
  <headeí>Dashboaíd</headeí>
  <ul>
    <li><a híef="#"><i class="fas fa-qícode"></i>Dashboaíd</a></li>
    <li><a híef="/agent"><i class="fas fa-link"></i>Agent
Cíeation</a></li>
    <li><a híef="/adcomplainthist"><i class="fas fa-calendaí-
week"></i>Complaint histoíy</a></li>
    <li><a híef="/logout"><i></i>Logout</a></li>
  </ul>
</div>
</body>
</html>

```

### admincomphist.html:

```

<!DOCTYPE html>
<html lang="en" dir="ltr">
  <head>
    <meta charset="utf-8">
    <title>admin complaint history</title>
    <link rel="stylesheet" href="/static/admind.css">
    <link rel="stylesheet" href="/static/userd.css">
    <link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/5.15.3/css/all.min.css"/>

```

```

</head>
<body>
  <div class="navigation">
    <div class="toggle"></div>
    <ul>
      <li><a href="/adminpage">
        <span class="icon"><ion-icon name="home-outline"></ion-icon></span>
        <span class="title">Dashboard</span>
      </a></li>
      <li><a href="/agentcreate">
        <span class="icon"><ion-icon name="person-circle-outline"></ion-icon></span>
        <span class="title">Agent Creation</span>
      </a></li>
      <li><a href="/adcomplainthist">
        <span class="icon"><ion-icon name="chatbubbles-outline"></ion-icon></span>
        <span class="title">Complaint Details</span>
      </a></li>
      <li><a href="/logout ">
        <span class="icon"><ion-icon name="log-out-outline"></ion-icon></span>
        <span class="title">logout</span>
      </a></li>
    </ul>
  </div>
  <script type="module"
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.esm.js"></script>
  <script nomodule
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.js"></script>
  <script>
    let navigation = document.querySelector('.navigation');let
    toggle = document.querySelector('.toggle');
    toggle.onclick = function(){
      navigation.classList.toggle('active')
    }
  </script>

```

```
</script>
<div class="wrapper">
<div class="history">
  <span class="tab" style="position: relative; top: -
250px;
left: -400px;
padding: 10px; width: 940px;
font-weight: bold;">{{a}}</span>
```

```
<div class="tab" style="position: relative;
border: 1px solid black;
top: -250px;
left: -400px;
padding: 10px; width: 940px;">
```

```
  <span style="margin-left: 10px;
text-align: left;">{{ row.0 }}</span>
  <span style="margin-left: 10px;
text-align: left;">{{ row.2 }}</span>
  <span style="margin-left: 20px;
text-align: left;">{{ row.3 }}</span>
  <span style="margin-left: 20px;
text-align: left;">{{ row.4 }}</span>
  <span style="margin-left: 20px;
text-align: left;">{{ row.5 }}</span>
  <span style="margin-left: 30px;
text-align: left;">{{ row.6 }}</span>
  <span style="margin-left: 20px;
text-align: left;">{{ row.7 }}</span>
  <span style="margin-left: 20px;
text-align: left;">{{ row.8 }}</span>
</div>
```



</div>

<table>

<thead>

<th>ComplaintNumber</th>

<th>Category</th>

<th>Date</th>

<th>Phone Number</th>

<th>State</th>

<th>Email</th>

<th>Complaint Type</th>

<th>Status</th>

</thead>

<!--<tr>

<td>{{ row.0 }}</td>

<td>{{ row.1 }}</td>

<td>{{ row.2 }}</td>

<td>{{ row.3 }}</td>

<td>{{ row.4 }}</td>

<td>{{ row.5 }}</td>

<td>{{ row.7 }}</td>

<td><a href="/solved/{{ row.0 }}"><span style="margin-left: 20px;  
text-align: left;">{{ row.8 }}</span></a></td>

</tr>-->

</table>

</div>

</body>

</html>

## adminagent.html:

```
<!DOCTYPE html>
```

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

```
<head>
```

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

```
  <title>agent creation </title>
```

```
  <link rel="stylesheet" href="/static/agentcreation.css">
```

```
  <link rel="stylesheet" href="/static/userd.css">
```

```
  <link          rel="stylesheet"          href="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/5.15.3/css/all.min.css"/>
```

```
</head>
```

```
<body>
```

```
  <div class="navigation">
```

```
    <div class="toggle"></div>
```

```

<ul>
  <li><a href="/adminpage">
    <span class="icon"><ion-icon name="home-outline"></ion-icon></span>
    <span class="title">Dashboard</span>
  </a></li>
  <li><a href="/agentcreate">
    <span class="icon"><ion-icon name="person-circle-outline"></ion-icon></span>
    <span class="title">Agent Creation</span>
  </a></li>
  <li><a href="/adcomplainthist">
    <span class="icon"><ion-icon name="chatbubbles-outline"></ion-icon></span>
    <span class="title">Complaint History</span>
  </a></li>
  <li><a href="/logout ">
    <span class="icon"><ion-icon name="log-out-outline"></ion-icon></span>
    <span class="title">logout</span>
  </a></li>
</ul>
</div>
<script
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.esm.js"></script>
  <script
src="https://unpkg.com/ionicons@5.5.2/dist/ionicons/ionicons.js"></script>
  <script>
    let navigation = document.querySelector('.navigation');let
    toggle = document.querySelector('.toggle');
    toggle.onclick = function(){
      navigation.classList.toggle('active')
    }
  </script>
<div class="vj">
  
</div>

```

type="module"

nomodule

```

<div class="wrapper">
  <div class="form">
    <h2> Agent Creation</h2>
    <form action="/agentdata" method="POST">
      <p style="padding-right: 40px;">Name</p>
      <div class="name">
        <input placeholder="Enter your name" type="text" name="username" required>
      </div>
      <p>Password</p>
      <div class="name">
        <input placeholder="Enter password" type="password" name="password" required>
        <span class="alert {{indicator}}">{{a}}</span>
      </div>
      <button class="button-85" role="button">CREATE</button>

    </form>
  </div>

</div>

</div>

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

```

## admin.html:

```
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <title>Agent login</title>
    <link
href="https://fonts.googleapis.com/css2?family=Poppins:wght@400;600;700;900&display=swap"
iel="stylesheet">
    <link href="../static/agent.css" iel="stylesheet">
</head>
<body>
    <div class="foim">
        <h2> Agent login</h2>
        <foim action="/agentdata" method="POST">
            <p>Useíname</p><input placeholder="Enteí youí name" type="text"
name='useíname'>
            <p>Passwoíd</p><input placeholder="Enteí passwoíd"
type="password" name='password'>
            <input type="submit" value="Sign in">
        </foim>
    <div class="links">
        <p>click heíe foí dashboaíd <a href="/adminpage"> Click heíe</a></p>
    </div>
    {{a}}
</div>
</body>
</html>
```

## **app.py:**

```
from flask import Flask, render_template, request, redirect, url_for, sessionimport
```

```
ibm_db
```

```
import re
```

```
from flask_mail import Mail, Message
```

```
app = Flask(_name_)
```

```
mail = Mail(app)
```

```
app.config['MAIL_SERVER']='smtp.gmail.com'
```

```
app.config['MAIL_PORT'] = 465
```

```
app.config['MAIL_USERNAME'] = 'customercare.in2022@gmail.com'
```

```
app.config['MAIL_PASSWORD'] = 'dutxqvejaxonmmew'
```

```
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=54a2f15b-5c0f-46df-8954-7e38e612c2bd.c1ogj3sd0tgtu0lqde00.databases.appdomain.cloud;PORT=32733;Security=SSL;SSLServerCertificate=DigiCertGlobalRootCA.crt;UID=fqt70379;PWD=KdUUJ3RnMlMqAimg;", "", "")
```

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

```
def home():
```

```
    return render_template('/home.html')
```

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

```
def registertemp():
```

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

```

@app.route('/uploaddata',methods =['GET','POST'])
def register():
    msg = ""
    if request.method == 'POST':
        firstname = request.form['firstname']
        lastname = request.form['lastname']
        username = request.form['username']
        email = request.form['email']
        password = request.form['password']
        address = request.form['address']
        stmt = ibm_db.prepare(conn, 'SELECT * FROM users WHERE username = ?')
        ibm_db.bind_param(stmt, 1, username)
        ibm_db.execute(stmt)
        account = ibm_db.fetch_assoc(stmt)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:
            prep_stmt = ibm_db.prepare(conn,'INSERT INTO users(firstname, lastname, username,
email, password, address) VALUES(?, ?, ?, ?, ?, ?)')
            ibm_db.bind_param(prep_stmt, 1, firstname)
            ibm_db.bind_param(prep_stmt, 2, lastname)
            ibm_db.bind_param(prep_stmt, 3, username)
            ibm_db.bind_param(prep_stmt, 4, email)
            ibm_db.bind_param(prep_stmt, 5, password)
            ibm_db.bind_param(prep_stmt, 6, address)
            ibm_db.execute(prep_stmt)
            msg = 'Dear % s You have successfully registered!'%(username)
            msg1 = Message('Hello', sender = 'customercare.in2022@gmail.com', recipients = [email])
            msg1.body = 'Hello'+ username +'',

```

**Account creation in customer care registry was successful.**

**For raising Complaints, login with your username and password.Thank  
You)'''**

**mail.send(msg1)**

**return render\_template('register.html',a = msg,indicator='success')else:**

**msg = 'Please fill the form!'**

**return render\_template('register.html',a = msg, indicator='failure')**

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

**def login():**

**return render\_template("login.html")**

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

**def logindata():**

**global userid**

**msg = ''**

**if request.method == 'POST' and 'username' in request.form and 'password' in request.form:**

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

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

**stmt = ibm\_db.prepare(conn,'SELECT \* FROM users WHERE username = ? AND password =  
?')**

**ibm\_db.bind\_param(stmt,1,username)**

**ibm\_db.bind\_param(stmt,2,password)**

**ibm\_db.execute(stmt)**

**account = ibm\_db.fetch\_tuple(stmt) if**

**account:**

**session['id'] = account[0]userid**

**= account[0]**

**session['username'] = account[1] return**

**redirect(url\_for('dashboard'))**

**else:**

**msg = 'Incorrect username / password !'**



```
        return render_template('login.html', b = msg, indicator="failure")
```

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

```
def dashboard():
```

```
    if 'id' in session: uid
```

```
        = session['id']
```

```
    stmt = ibm_db.prepare(conn, 'SELECT * FROM users WHERE id = ?')
```

```
    ibm_db.bind_param(stmt, 1, uid)
```

```
    ibm_db.execute(stmt)
```

```
    ibm_db.fetch_tuple(stmt)
```

```
    username = session['username']
```

```
    return render_template('user dashboard.html', name = username)
```

```
return render_template('user dashboard.html')
```

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

```
def profile():
```

```
    if 'id' in session: uid
```

```
        = session['id']
```

```
    stmt = ibm_db.prepare(conn, 'SELECT * FROM users WHERE id = ?')
```

```
    ibm_db.bind_param(stmt, 1, uid)
```

```
    ibm_db.execute(stmt)
```

```
    acc = ibm_db.fetch_tuple(stmt)
```

```
    return
```

```
render_template('userprofile.html', fullname=acc[1]+acc[2], username=acc[3], email=acc[4], address=acc[6])
```

```
    return render_template('userprofile.html')
```

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

```
def edit():
```

```
    return render_template('editprofile.html')
```

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

```
def editprofile():
```

```

if request.method == 'POST' :
    msg = ''
    if 'id' in session: uid
        = session['id']
        firstname = request.form['firstname']
        lastname = request.form['lastname']
        username = request.form['username']
        email = request.form['email']
        address = request.form['address']
        stmt = ibm_db.prepare(conn,"UPDATE users SET firstname = ?, lastname = ?, username =
?, email = ?, address = ? WHERE id = ?")
        ibm_db.bind_param(stmt, 1, firstname)
        ibm_db.bind_param(stmt, 2, lastname)
        ibm_db.bind_param(stmt, 3, username)
        ibm_db.bind_param(stmt, 4, email)
        ibm_db.bind_param(stmt, 5, address)
        ibm_db.bind_param(stmt, 6, uid)ibm_db.execute(stmt)
        msg = 'Profile Updated Successfully!'
        return render_template('editprofile.html',a = msg)return
render_template('editprofile.html')

```

```

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

```

```

def addcomplaint():

```

```

    if request.method == "POST":
        if 'id' in session:
            msg = ''
            uid=session['id']
            selectcategory = request.form['selectcategory']
            date = request.form['dt']
            phone = request.form['phone']
            state = request.form['state']

```

```

email = request.form['email']
complaint = request.form.get('complaint')
stmt = ibm_db.prepare(conn,"SELECT * FROM users WHERE id = ?")
ibm_db.bind_param(stmt, 1, uid)
ibm_db.execute(stmt)
acc = ibm_db.fetch_tuple(stmt)email
= acc[4]

prep_stmt = ibm_db.prepare(conn,'INSERT INTO complaintdetails(uid, selectcategory, dt ,
phone, state, email, complaint, status) VALUES (?, ?, ?, ?, ?, ?, ?, ?)')
ibm_db.bind_param(prepare_stmt, 1, uid)
ibm_db.bind_param(prepare_stmt, 2, selectcategory)
ibm_db.bind_param(prepare_stmt, 3, date)
ibm_db.bind_param(prepare_stmt, 4, phone)
ibm_db.bind_param(prepare_stmt, 5, state)
ibm_db.bind_param(prepare_stmt, 6, email)
ibm_db.bind_param(prepare_stmt, 7, complaint)
ibm_db.bind_param(prepare_stmt, 8, 'pending')
ibm_db.execute(prepare_stmt)
msg = 'You have successfully registered your complaint'
TEXT1 = Message('Hello', sender = 'customercare.in2022@gmail.com', recipients =
[email])
TEXT1.body = """ Dear """+acc[1]+" "+acc[2]+""""
        Your complaint has been successfully registered....!!
        One of our agent is assigned , will surely resolve your complaint as soon as possible
        Please check the complaint details in dashboard for status of complaint."""
mail.send(TEXT1)
se = ibm_db.exec_immediate(conn, 'SELECT * FROM agentinfo ORDER BY RAND() LIMIT
1')
agmail = ibm_db.fetch_tuple(se)
agentemail = agmail[1]
TEXT = Message('Hello', sender = 'customercare.in2022@gmail.com', recipients =
[agentemail])
TEXT.body = """New Complaint from """+acc[1]+" "+acc[2]+""""

```

### **Complaint Description :**

```
        """"+complaint+""""
    """mail.send(TEXT)

    return render_template('userlodgecomp.html',a = msg)
return render_template('userlodgecomp.html')


@app.route('/view',methods=["POST","GET"])
def view():
    if 'id' in session:
        return render_template('usercomphist.html')


@app.route('/comphistory',methods=['POST','GET'])
def compview():
    if 'id' in session:
        uid=session['id']
        stmt = ibm_db.prepare(conn, 'SELECT * FROM users WHERE id = ?
        ')ibm_db.bind_param(stmt, 1, uid)
        ibm_db.execute(stmt)

        stmt1 = ibm_db.prepare(conn, 'SELECT id, selectcategory, dt, phone, state, email, complaint,
status FROM complaintdetails WHERE uid = ?')
        ibm_db.bind_param(stmt1, 1, uid)ibm_db.execute(stmt1)
        comp = ibm_db.fetch_assoc(stmt1)
        data = []
        while comp != False:
            data.append(comp)
            comp = ibm_db.fetch_assoc(stmt1)
        return render_template('usercomphist.html', complaints = data)
    return render_template('usercomphist.html')


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

```

def admin():
    return render_template('admin.html')

@app.route('/adminpage')
def adminpage():
    return render_template('admin dashboard.html')

@app.route('/adminlog',methods=["POST","GET"])
def adminlog():
    msg = "
    email = request.form['email']
    password = request.form['password']
    stmt = ibm_db.prepare(conn, 'SELECT * FROM admininfo WHERE email = ? and password = ?')
    ibm_db.bind_param(stmt,1, email)
    ibm_db.bind_param(stmt,2, password)ibm_db.execute(stmt)
    logged = ibm_db.fetch_assoc(stmt)
    if(logged):
        msg = 'successfully loggedin'
        return render_template("admin dashboard.html",a=msg)
    else:
        return render_template("admin.html",a="Incorrect email/password")

@app.route('/adcomplainthist',methods=['POST','GET'])
def adcomplainthist():
    stmt1 = ibm_db.prepare(conn, 'SELECT * FROM complaintdetails')
    ibm_db.execute(stmt1)
    comp = ibm_db.fetch_assoc(stmt1)
    data = []
    while comp != False:
        data.append(comp)
        comp = ibm_db.fetch_assoc(stmt1)
    return render_template('admincomphist.html', complaints = data)

```

```

@app.route('/agcomplainthist',methods=['POST','GET'])
def agcomplainthist():
    stmt1 = ibm_db.prepare(conn, 'SELECT * FROM complaintdetails')
    ibm_db.execute(stmt1)
    comp = ibm_db.fetch_assoc(stmt1)
    data = []
    while comp != False:
        data.append(comp)
        comp = ibm_db.fetch_assoc(stmt1)
    return render_template('admincomphist.html', complaints = data)

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

@app.route('/agentdata',methods=["POST","GET"])
def agentdata():
    msg = ""
    username = request.form['username']
    password = request.form['password']
    stmt = ibm_db.prepare(conn,'INSERT INTO agentinfo(username, password) VALUES (?, ?)')
    ibm_db.bind_param(stmt, 1, username)
    ibm_db.bind_param(stmt, 2, password)ibm_db.execute(stmt)
    msg = 'Agent has been created successfully' return
    render_template('adminagent.html',a = msg)

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

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

```

```

def agentlogin():msg
    = "
    email = request.form['username']
    password = request.form['password']
    stmt = ibm_db.prepare(conn, 'SELECT * FROM agentinfo WHERE username = ? and password
= ?')
    ibm_db.bind_param(stmt,1, email)
    ibm_db.bind_param(stmt,2, password)ibm_db.execute(stmt)
    logged = ibm_db.fetch_assoc(stmt)
    if(logged):
        msg = 'successfully loggedin'
        return render_template("agentdashboard.html",a=msg)else:
        return  render_template("agent.html",a="Incorrect  email/password")

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

@app.route('/logout')
def logout():
    if 'id ' in session:
        session.pop('id',None)
        session.pop('email',None)
        session.pop('password',None)
    return redirect(url_for('home'))

@app.route('/logout')
def logout():
    session.pop('loggedin', None)
    session.pop('id', None)
    session.pop('username', None)

```

```

    return redirect(url_for('login'))

@app.route('/solved/<no>')
def solved(no):
    i = no
    stmt = ibm_db.prepare(conn, "UPDATE complaintdetails SET status = ? WHERE id = ?")
    ibm_db.bind_param(stmt, 1, 'solved')
    ibm_db.bind_param(stmt, 2, i)
    ibm_db.execute(stmt)
    se = ibm_db.prepare(conn, 'SELECT * FROM complaintdetails where id = ?')
    ibm_db.bind_param(se, 1, i)
    ibm_db.execute(se)
    em = ibm_db.fetch_tuple(se)
    email = em[6]
    print(email)
    TEXT = Message('Hello', sender = 'customercare.in2022@gmail.com', recipients = [email])
    TEXT.body = """"Your Complaint has been solved."""
    mail.send(TEXT)
    return render_template('solve.html', a ="Complaint Resolved" )

if __name__ == '__main__':
    app.debug=True
    app.run(host='0.0.0.0',port=8080)

```



