**IBM-PROJECT-42623-1660670239**

**CUSTOMER CARE REGISTRY**

** **

**TEAM DETAILS**

**Team id :** PNT2022TMID45034

**College Name :** JJ College of Engineering and Technology

**Department :** Computer Science and Engineering

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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 Recent Researches in Computer Science ISBN: 978- 1-61804-019-0 291 complaint system, only one researcher focused on in Complaints 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 used successfully registered their Admin has Quickly Response to the user.

**1.2 Purpose**

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.**LITERARURE 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 Name** | **Year** | **Methodology** | **Advantage** | **Disadvantage** |
| 1 | Vicente Guerola Navarro, Hermenegildo GilGomez, Raul OltraBadenes & Pedrosoto-Acosta | 2022 | Online Customer Experience | CRM technological  Solution. | Expectation of impact is greatest |
| 2 | Ebenezer Paul Raja | 2019 | Customer Experience Management in Online Retailing | Track, oversee and organize every interaction | Intuitively measured against customer expectation |
| 3 | Shenbhaga vadivu Thangavel | 2015 | A Study on Customer satisfaction Towards online shopping | Online Shopping | Possibility Of Fraud & Privacy Conflicts |
| 4 | Susan rose, Neil Hair, Moira Clark | 2011 | business-to customer online purchase context | Effective OCE for retail websites | Differences in relevance of different experimental states |

**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.

**2.2 REFERENCES**

[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 ServiceOriented 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 Unversiti Teknologi Mara Pahang from a Management Perspective.” Management Science & Engineering Vol.5, No.1, (2011), pp. 71-80.

**2.3 Problem Statement Definition**

In various departments, customer care plays an important role to solve the problems and make them more convenient to our solution.

The main task of the customer care registry is to satisfy the customer’s queries and support your offer both before and after they buy your product or use your service.

According to research, customer care service provided by automatic live chat is 30% better than phone calls because the reason is simple in phone calls it does not allow, we to manage multiple queries at a time.

If multiple queries at a same time in phone call may leads to unsatisfied of customers.

Among the different types of customer service available, customers consider email as a more trustworthy and professional channel. No wonder 12% of customers still choose email to register their requests.

Via E-Mail service also makes customer need to wait for their reply with efficient solution. This also makes minor inconvenient to customers.

Other services like Walk in service, social media customer service, video conference service, etc… also makes little level of inconvenient.

The aim of this project is to provide well solution to customer queries in quick manner and also need to satisfy the customer and make to prefer our service more.

**3.IDEATION PHASE**

**3.1Empathy Map Canvas**

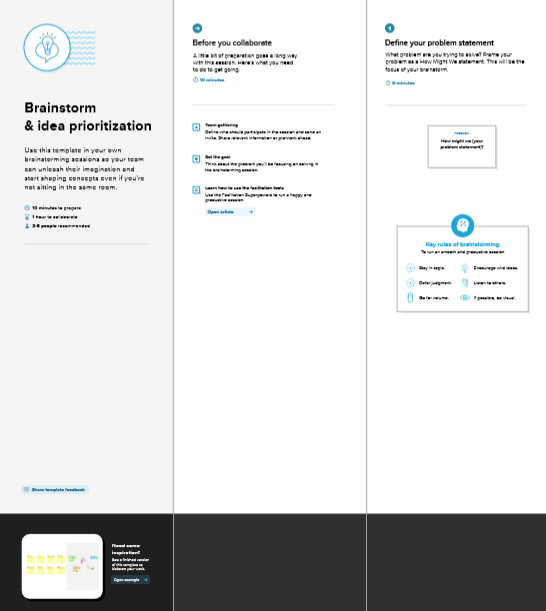


**3.2 Ideation & Brainstroming**

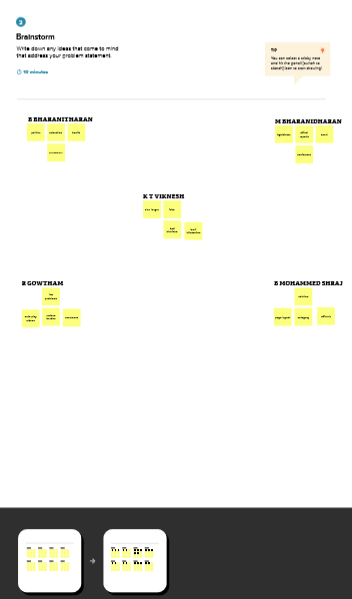
Brainstorming provides a free and open environment that encourages everyone within a team to participate in the creative thinking process that leads to problem solving. Prioritizing volume over value, out-of-the-box ideas are welcome and built upon, and all participants are encouraged to collaborate,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

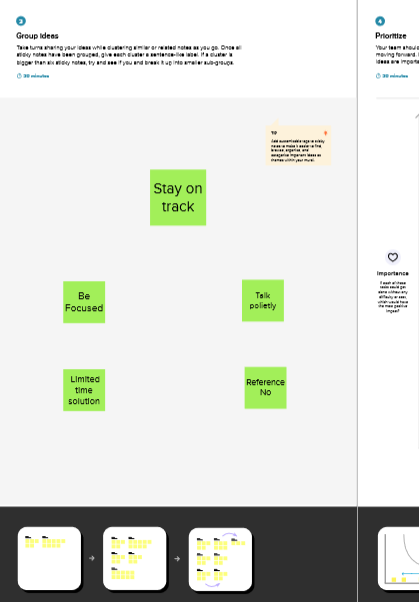
**Step-1:** Team Gathering, Collaboration and Select the Problem Statement



**Step-2:** Brainstorm, Idea Listing and Grouping



Step-3: Idea Prioritization



**3.3 Proposed Solution**

Featured Articles

• How does a chatbot work?

• What are the benefits of chatbot?

• Why are chatbot important?

• AI chatbot can understand language outside of a set of preprogrammed commands and continue learning based on the inputs it receives.This means AI bots can be applied to a range of uses from sentiment analysis to make predictions about what a visitor is looking on your website.

What problem do chatbots solve in the banking industry?

The main problem-Customer support queries, Here over 85% of customer interactions will be managed without human. Customer satisfaction is increased by the banks with the help of AI chatbot by proactively cross-selling and up-selling their product and services during customer interaction.

Problems can be solved by chatbot

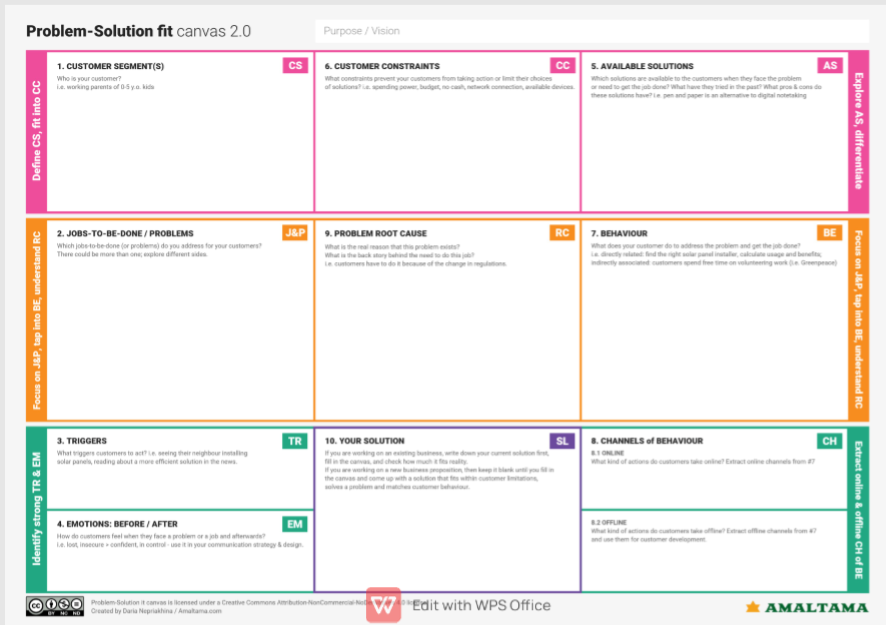
• Automate customer support

• Handle more customer interaction

• Lead generation

• Assist customer queries immediately

* 1. **Problem solution fit**

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**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 non functional requirements. Each one represents a stakeholder or stage of the project and communicates the project needs.

**4.1 Functional Requirement**

|  |  |  |
| --- | --- | --- |
| **FR NO** | **Functional requirement [epic]** | **Sub requirements[story\subtask]** |
| FR-1 | User registration | Registration through form  Registration through Gmail  Registration through LinkedIn  Registration with valid mobile number |
| FR-2 | User confirmation | Confirmation via mail  Confirmation via OTP  Two step verification for new device login |

|  |  |  |
| --- | --- | --- |
| FR-3 | Agent Registration | Registration through form  Registration through Gmail  Registration through LinkedIn  Registration with valid mobile number |
| FR-4 | Agent Confirmation | Confirmation via mail  Confirmation via OTP  Two step verification for new device login |
| FR-5 | Admin | Admin have both user details and agent details. Admin maintain agent allotment to the user based on problem category |

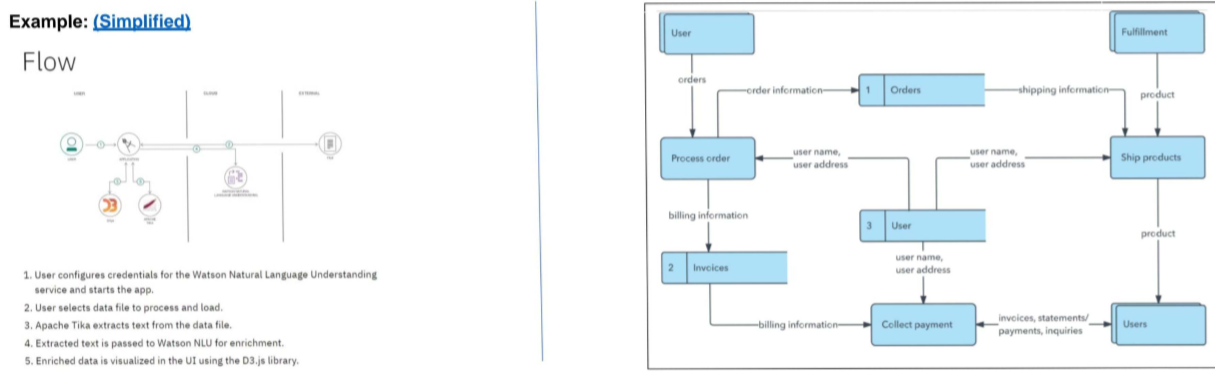
**4.2 Non Functional Requirement**

|  |  |  |
| --- | --- | --- |
| 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 do not have concentrated on visual clarity and developed web application which looks pleasant and simple thus making easier accessible to any aged person. For the first time user , guide tour will be available in order to provide better user satisfaction. Also made our web application flexible to all type of device such as android, Mac , and desktops. |
| NFR-2 | Security | Before any user trying to login their account to any new device, verification code will be sent either to their registered mobile number. Only after entering their code, they will be allowed to login. That code will be also made expire within particular time limit. Also notification will be sent for each and every user activity. Thus everyone will have a secured account and also their details will be maintained securely in the admin side. |
| NFR-3 | Reliability | Since we had split the agents into categories, system’s response time for each and every individual will be lesser. Thus making our web application more reliable |
| NFR-4 | Performance | 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. |
| **NFR-5** | **Availability** | **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.** |
| **NFR-6** | **Scalability** | **With respect to increase in user’s requests, allotment will be increased. Data storage will increase accordingly. Rescaling is always adaptable.** |

**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**.**

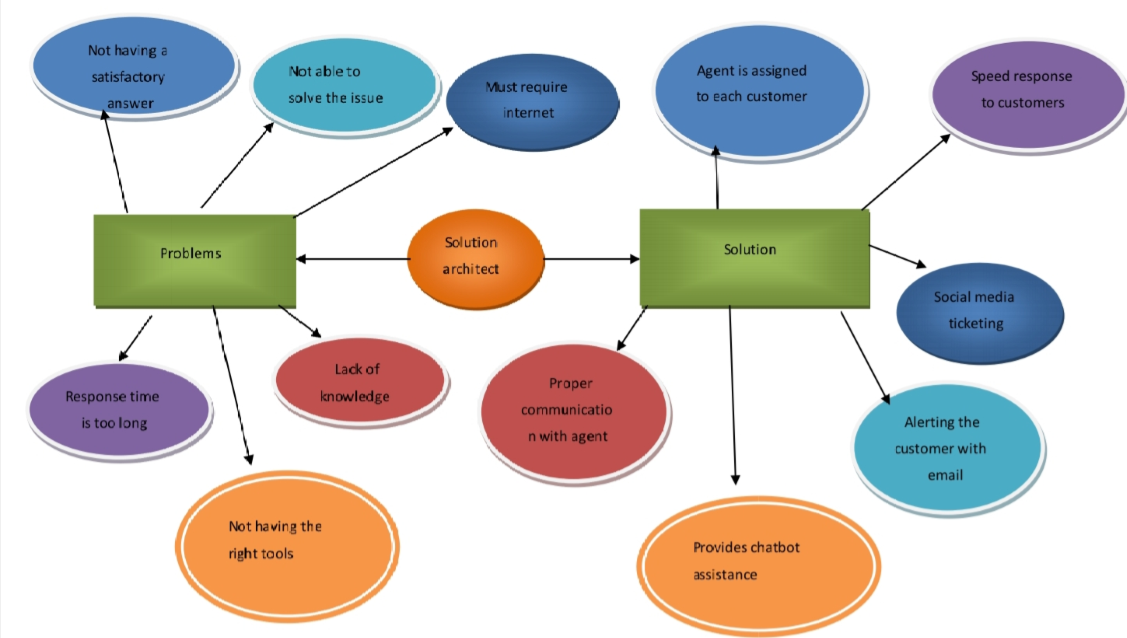
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**5.2 Solution and Technical Architecture**

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

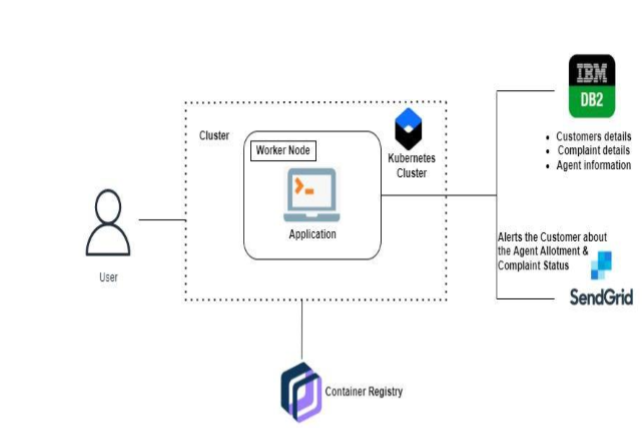
➢ Git & GitHub - Project Management

➢ IBM Cloud - Hosting

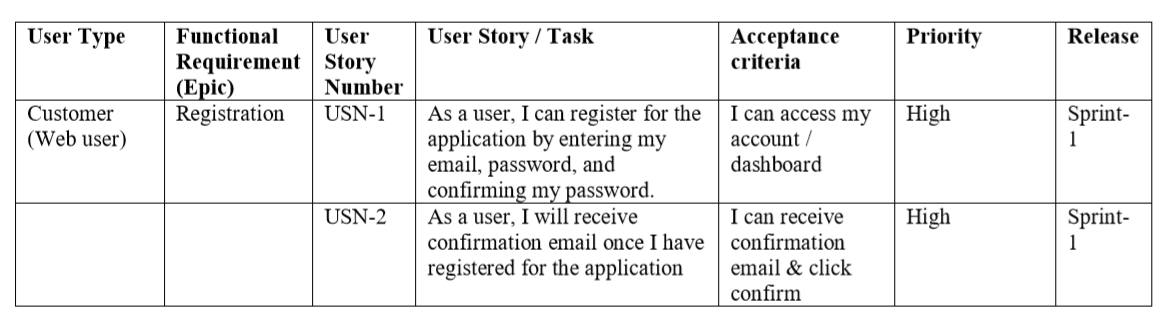
➢ IBM Watson – Using Customer Care

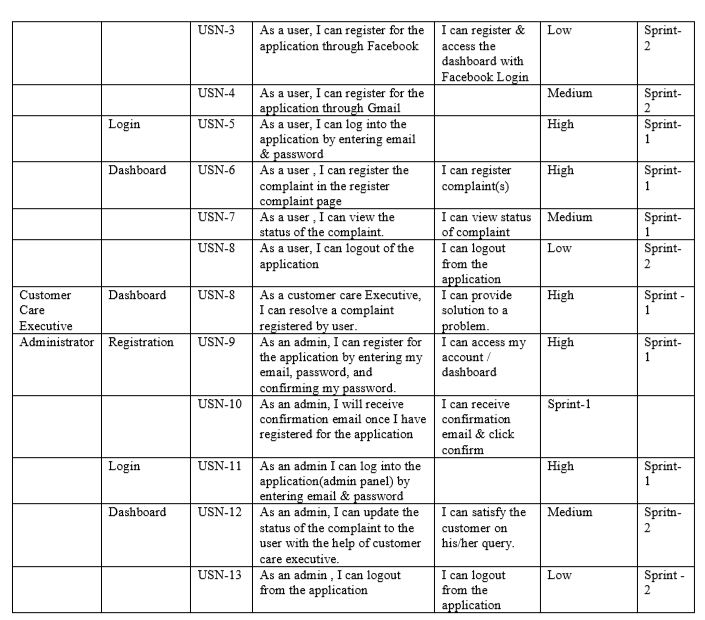
**Technical Architecture**

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

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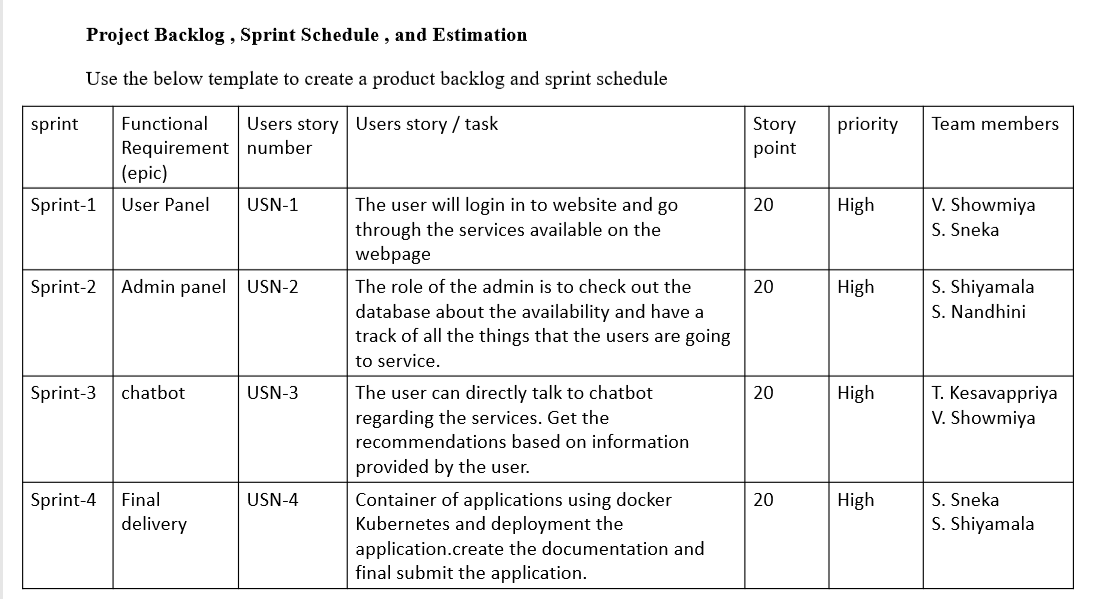
**5.3 User Stories**

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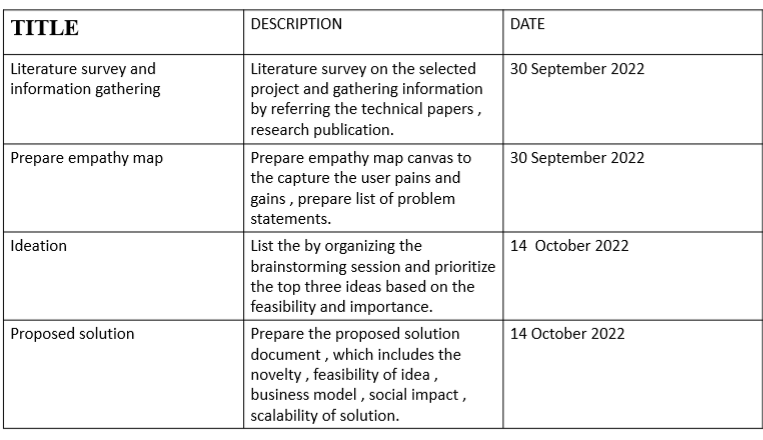
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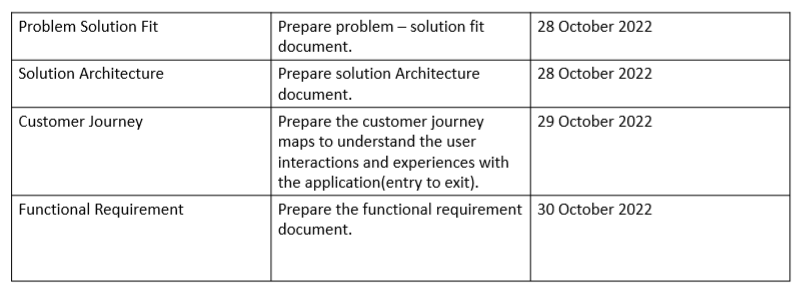
**6. PROJECT PLANNING & SCHEDULING**

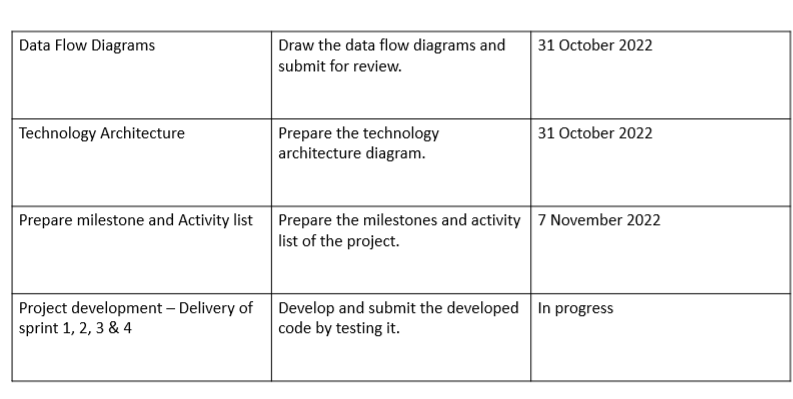
**6.1 Sprint Planning & Estimation**

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**6.2 Sprint Delivery Schedule:**

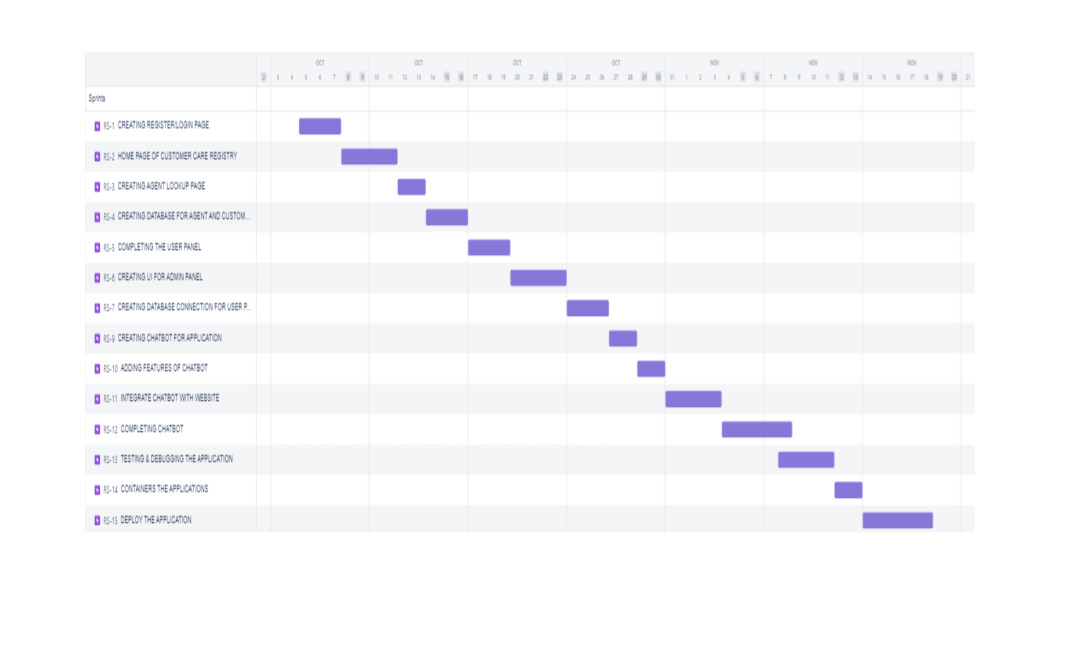
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**6.3 Report from JIRA**

**BURNDOWN CHART**

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**7. CODING & SOLUTIONING**

**Login 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></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&#39;t have an account yet? Click here to <a href="https://www.google.com/url?q=http://register&amp;source=gmail

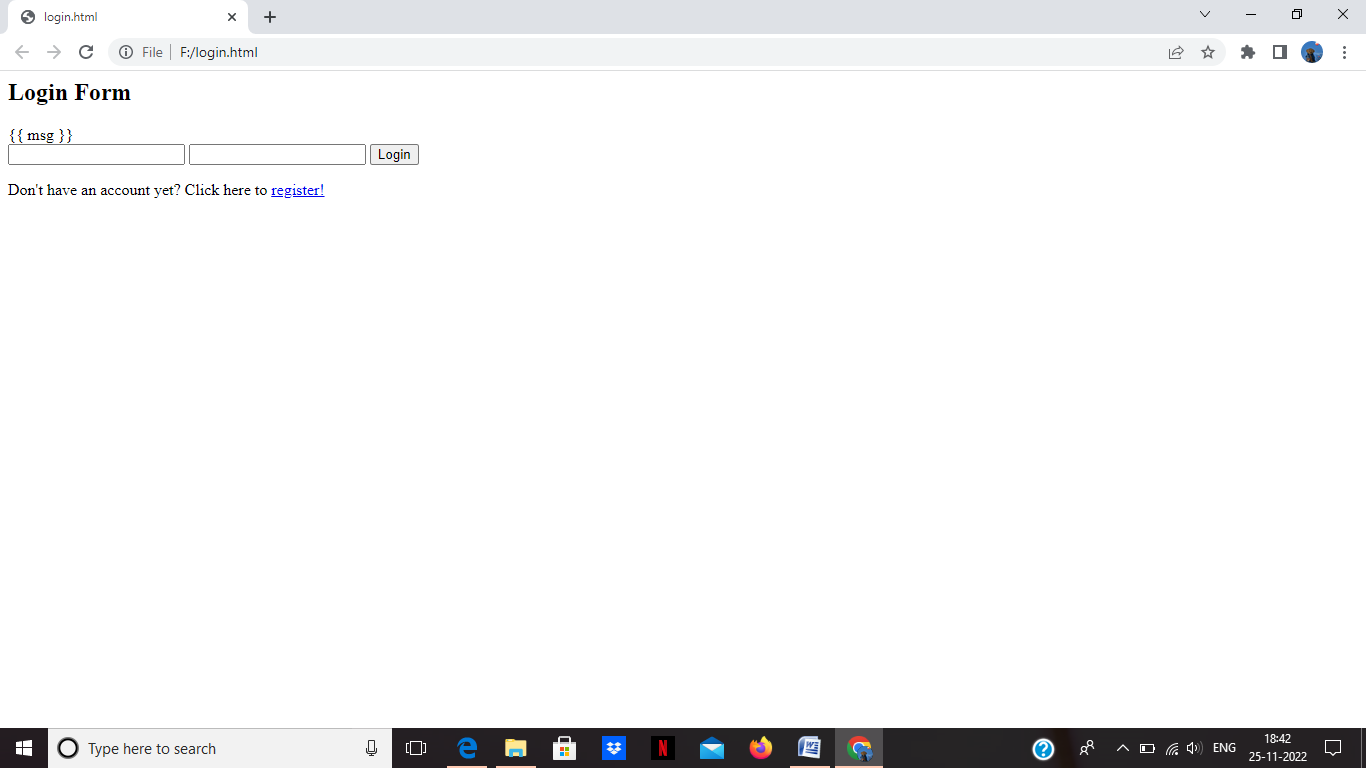
html&amp;ust=1668840138195000&amp;usg=AOvVaw1b8s46dpxdXhU53kr7kCzD" target="\_blank" rel="noreferrer">register!</a> </p>

</div>

</div>

</body></html>

**Output**

****

**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 onlytwo 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 quries per day</li>

<li>Query reslove within 48 hours</li>

</ul>

<button>Purchase here</button>

</div>

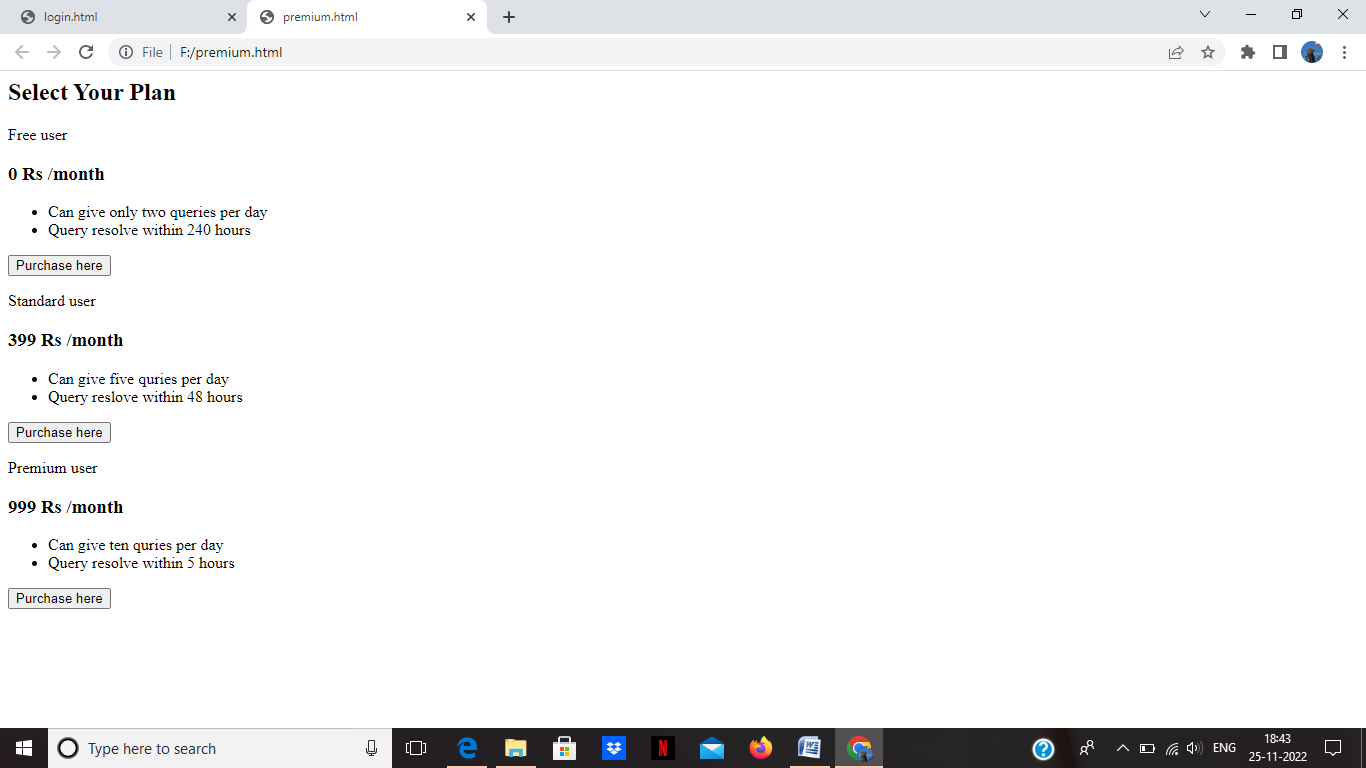
</div>

</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>

<span class="m\_logo\_name">Customer care Registory</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=gmailhtml&amp;ust=1668840564515000&amp;usg=AOvVaw3LymMXZkVBbIJEDIogh0ar" target="\_blank" rel="noreferrer">

<i class="m\_bx m\_bx-box"></i>

<span class="m\_links\_name">Create New Ticket</span>

</a>

</li>

<li>

<a href="https://www.google.com/url?q=http:///free&amp;source=gmailhtml&amp;ust=1668840564515000&amp;usg=AOvVaw3OrTKfs-kibBCEC8v\_mCfa" target="\_blank" rel="noreferrer">

<i class="m\_bx m\_bx-list-ul"></i>

<span class="m\_links\_name">Free users</span>

</a>

</li>

<li class="m\_log\_out">

<a href="https://www.google.com/url?q=http:///register&amp;source=gmailhtml&amp;ust=1668840564515000&amp;usg=AOvVaw0NbkIkpktgz-hAzVfjwVv9" target="\_blank" rel="noreferrer">

<i class="m\_bx m\_bx-log-out"></i>

<span class="m\_links\_name">Log out</span>

</a>

</li>

</ul>

</div>

<section class="m\_home-section">

<u></u>

<div class="m\_sidebar-button">

<i class="m\_bx m\_bx-menu m\_sidebarBtn"></i>

<span class="m\_dashboard">Dashboard</span>

</div>

<div class="m\_profile-details">

<img alt="">

<span class="m\_admin\_name">{{session[&quot;username&quot;]}}</span>

<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&amp;source=gmailhtml&amp;ust=1668840564515000&amp;usg=AOvVaw2cbDj1pYZx0VRrfChMnYnE" target="\_blank" rel="noreferrer">Welcome Admin</a></div>

</div>

</div>

</div>

<div class="m\_sales-boxes">

<div class="m\_recent-sales m\_box">

<ul class="m\_top-sales-details">

<a href="#m\_\_" rel="noreferrer">

<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">Premimum 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">Premimum user</span>

</li>

<li>

<a href="#m\_\_" rel="noreferrer">

<img alt="">

<span class="m\_product">Vetri</span>

</a>

<span class="m\_price">Premimum 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">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>

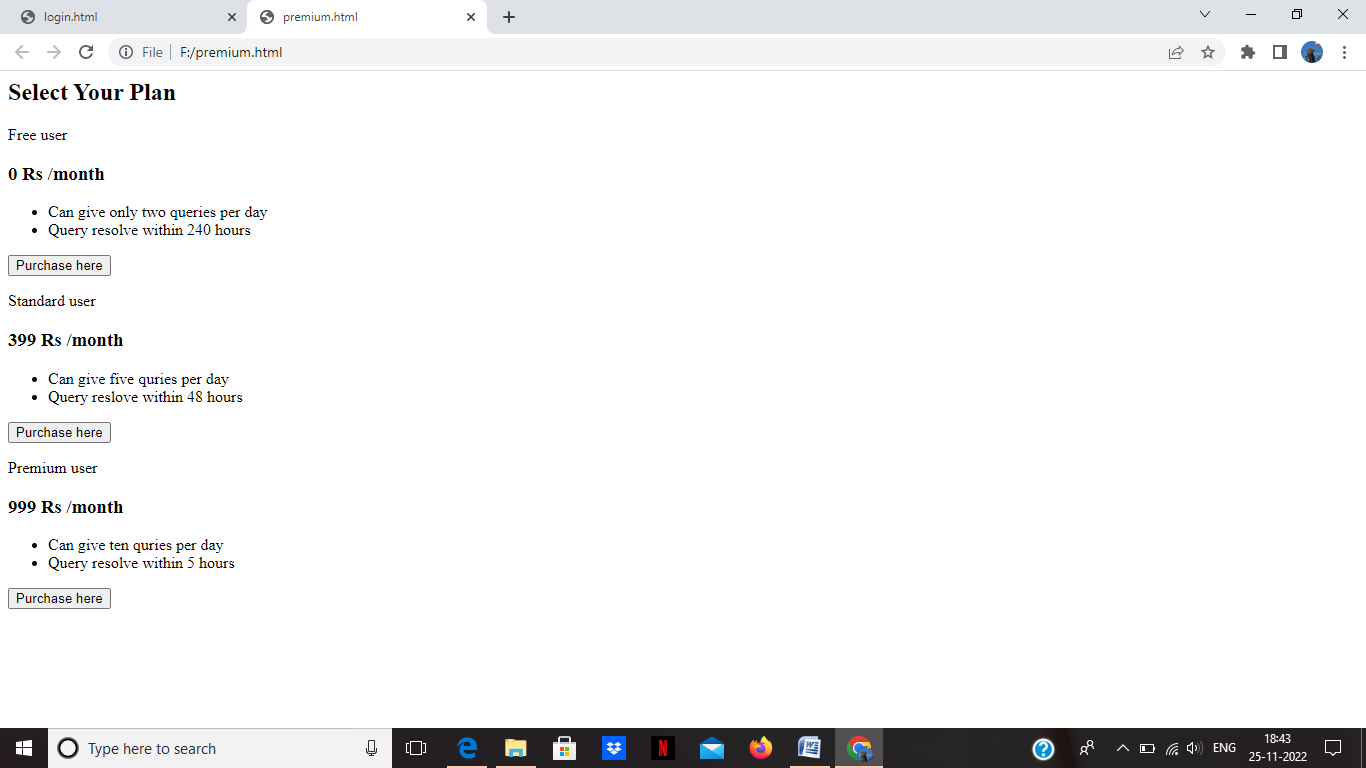
</div>

</section>

</div>

</body></html>

**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="noreferrer"><i class="m\_fa m\_fa-facebook" aria-hidden="true"></i>Login with Facebook</a>

<a href="#m\_\_" rel="noreferrer"><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&#39;t have an account? <a href="https://www.google.com/url?q=http:///register&amp;source=gmailhtml&amp;ust=1668840616816000&amp;usg=AOvVaw2ejs2\_ceyN6W\_NX2UjXgqY" target="\_blank" rel="noreferrer">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&amp;source=gmailhtml&amp;ust=1668840616816000&amp;usg=AOvVaw2r1b1jqwwJb6XrCtjg6hPg" target="\_blank" rel="noreferrer">Login</a></p>

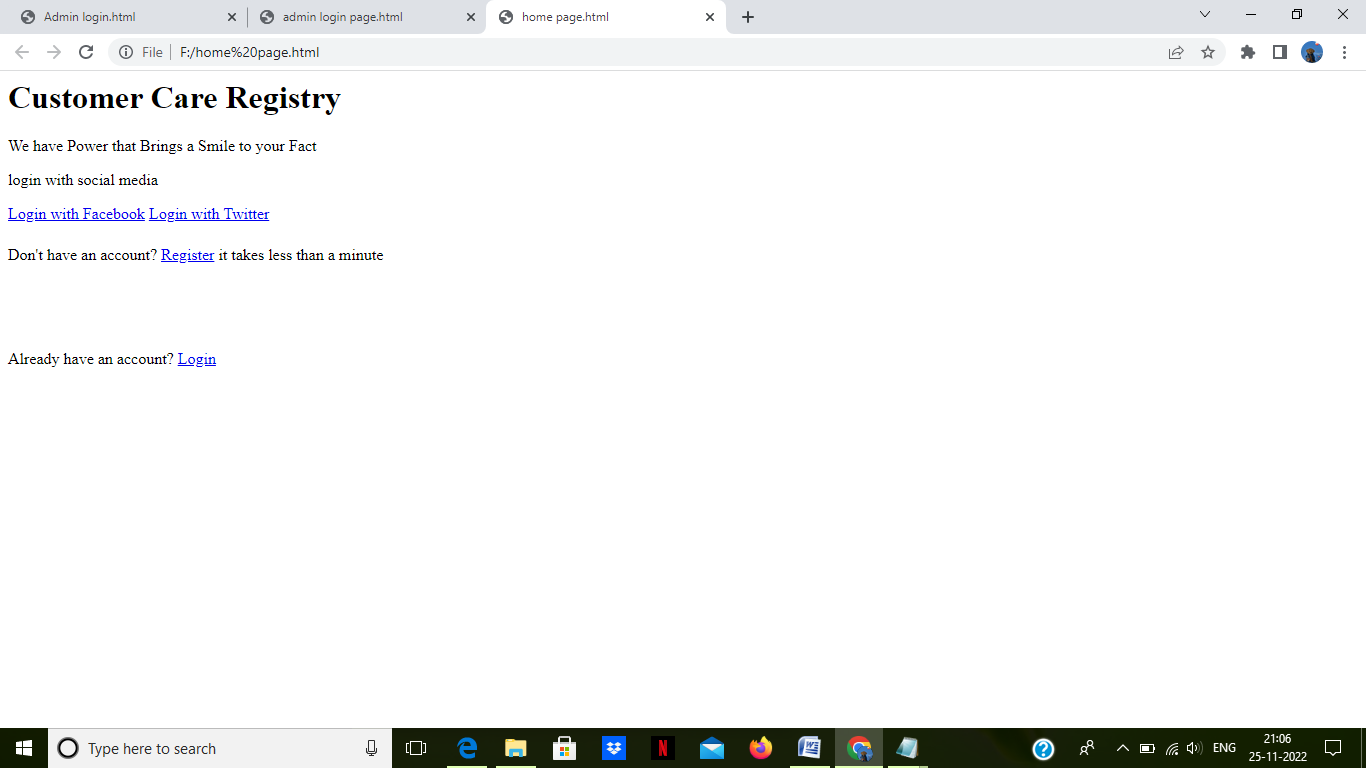
</div>

</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 #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 #EFEEF1;

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 Registory</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">

<img src="{{url\_for('static', filename='sunglasses.jpg')}}" alt="">

<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="#">

<img src="{{url\_for('static', filename='sunglasses.jpg')}}" alt="tamil">

<span class="product">manidhan </span>

</a>

<span class="price">Premimum user</span>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='jeans.jpg')}}" alt="">

<span class="product">sowmiya </span>

</a>

<span class="price">Standard user</span>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='nike.jpg')}}" alt="">

<span class="product">sneka </span>

</a>

<span class="price">Premimum user</span>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='scarves.jpg')}}" alt="">

<span class="product">shiyamala </span>

</a>

<span class="price">Premimum user</span>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='bag.jpg')}}" alt="">

<span class="product">Surya</span>

</a>

<span class="price">Standard user</span>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='blueBag.jpg')}}" alt="">

<span class="product">Rahul</span>

</a>

<span class="price">Premimum user</span>

<li>

<a href="#">

<img src="{{url\_for('static', filename='addidas.jpg')}}" alt="">

<span class="product">Asmira</span>

</a>

<span class="price">Premimum user</span>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='shirt.jpg')}}" alt="">

<span class="product">Banu</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");

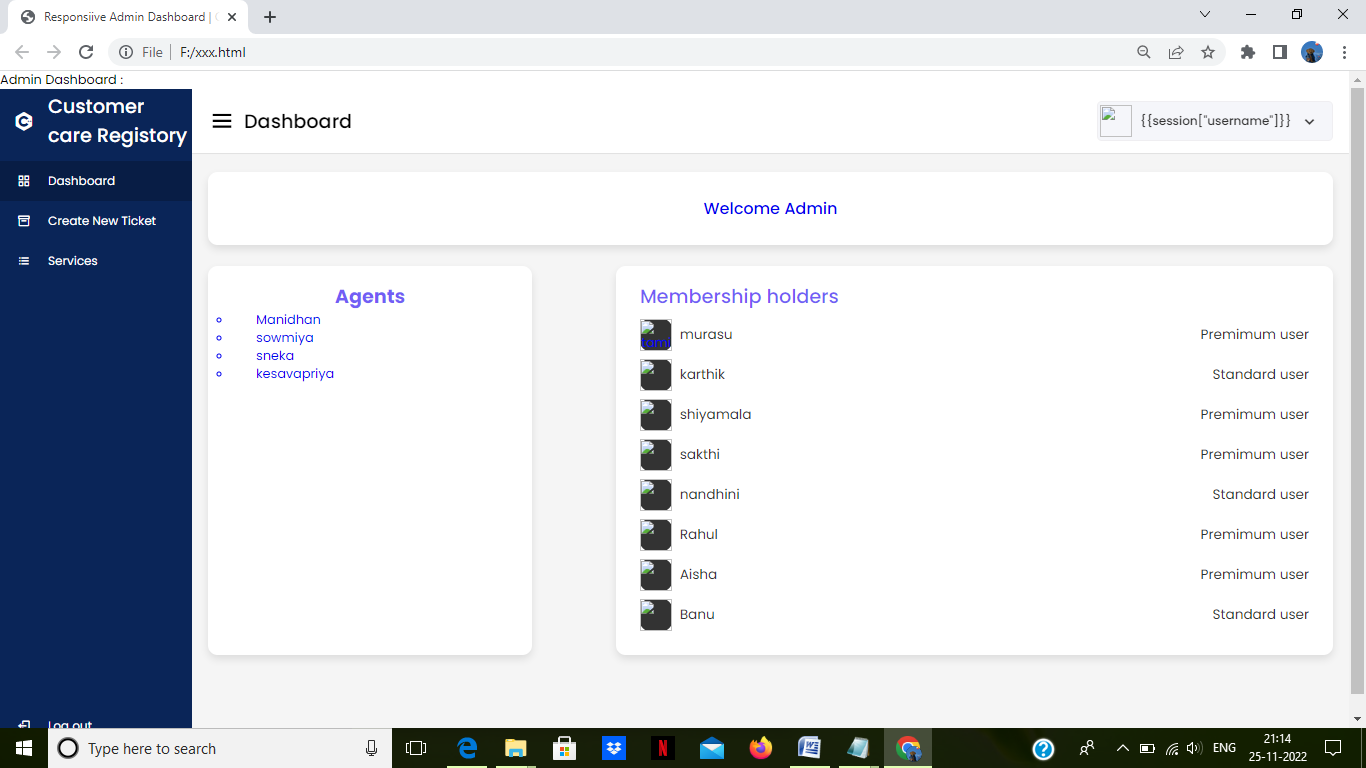
}

</script>

</body>

</html>

**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="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 #EFEEF1;

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 Registary</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">

<img src="{{url\_for('static', filename='sunglasses.jpg')}}" alt="">

<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="#">

<img src="{{url\_for('static', filename='sunglasses.jpg')}}" alt="tamil">

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

</a>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='nike.jpg')}}" alt="">

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

</a>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='scarves.jpg')}}" alt="">

<span class="product">Vetri</span>

</a>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='bag.jpg')}}" alt="">

<span class="product">Surya</span>

</a>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='blueBag.jpg')}}" alt="">

<span class="product">Rahul</span>

</a>

<li>

<a href="#">

<img src="{{url\_for('static', filename='addidas.jpg')}}" alt="">

<span class="product">Arun</span>

</a>

</li>

<li>

<a href="#">

<img src="{{url\_for('static', filename='shirt.jpg')}}" alt="">

<span class="product">Bala</span>

</a>

</li>

</ul>

</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

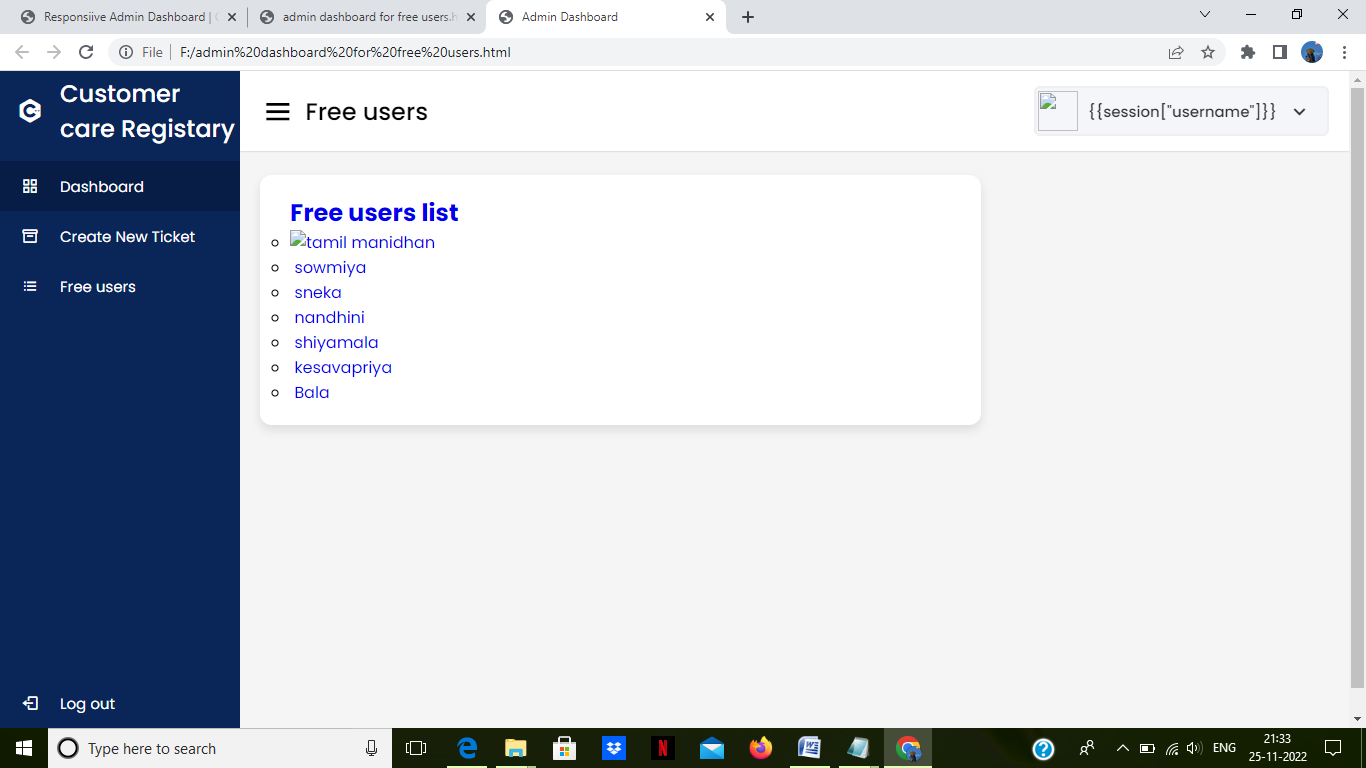
sidebarBtn.classList.replace ("bx-menu-alt-right", "bx-menu");

}

</script>

</body></html>

**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&amp;source=gmailhtml&amp;ust=1668844696131000&amp;usg=AOvVaw2CCjJHVDB9DwfXw7dwaM50" 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=gmailhtml&amp;ust=1668844696131000&amp;usg=AOvVaw21a06eZ5Zz\_KkZgAWxqoEN" target="\_blank" rel="noreferrer">

Sign In.</a></h5>

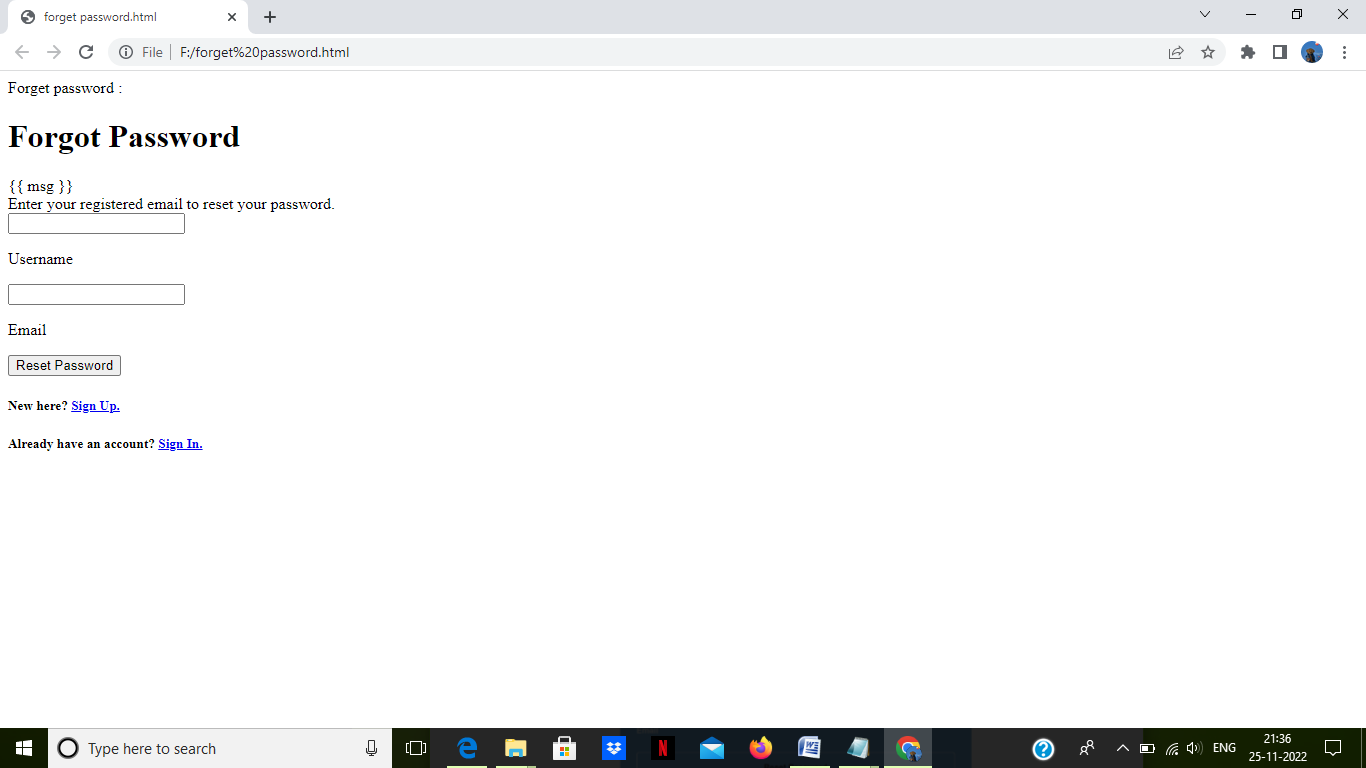
</div>

</form></div>

</div>

</body></html>

Output



**Registration Page**

<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"><html><head><META http-equiv="Content-Type" content="text/html; charset=utf8"><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:borderbox;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;textalign:center}button.m\_social-signin{marginbottom:20px;width:220px;height:36px;border:none;border-radius:2px;color:#fff;fontfamily:'Roboto',sans-serif;font-weight:500}button.m\_socialsignin:hover{}button.m\_social-signin.m\_facebook{background:#32508e}button.m\_social

signin.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>

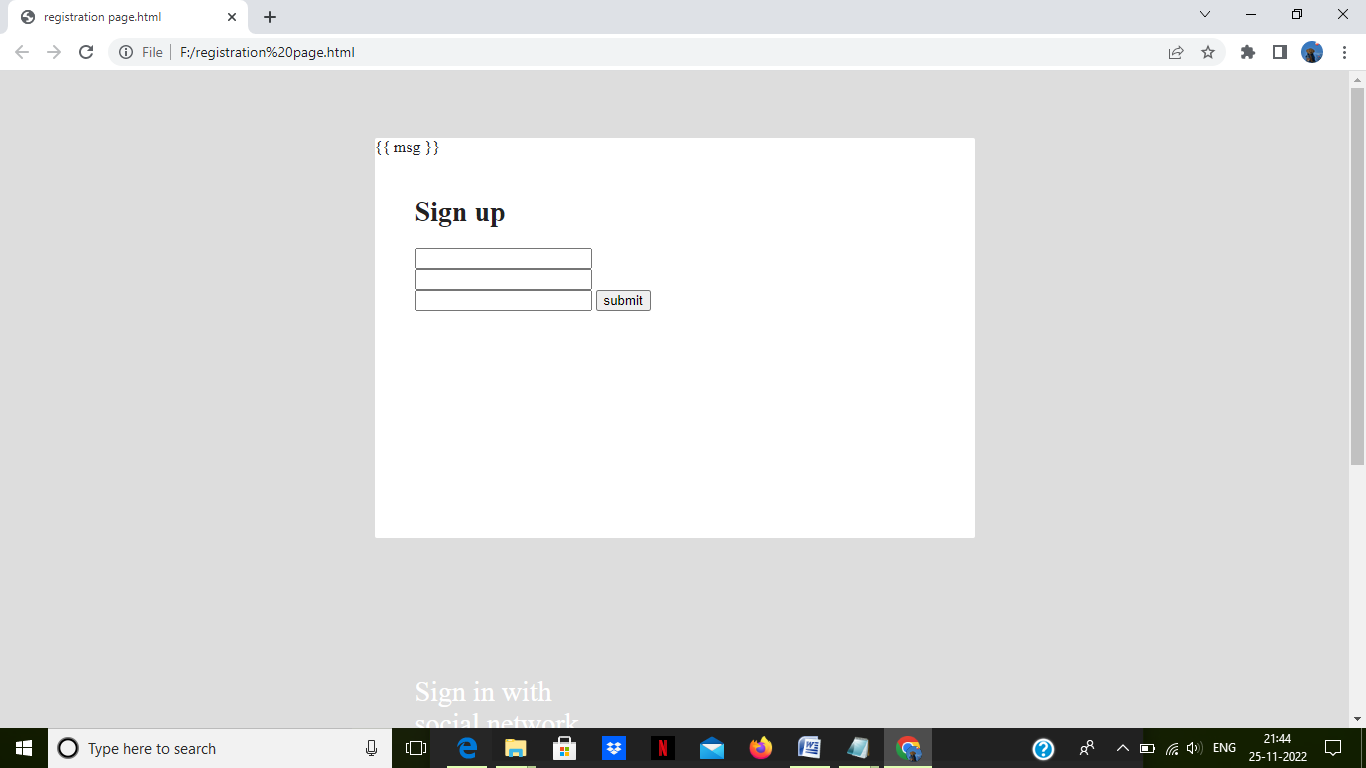
</form>

</div>

</body>

</html>

**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'] = 'smtp.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-a1f523dbb4c6a74e.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 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(prep\_stmt, 1, username)

ibm\_db.bind\_param(prep\_stmt, 2, email)

ibm\_db.bind\_param(prep\_stmt, 3, password)

ibm\_db.execute(prep\_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)

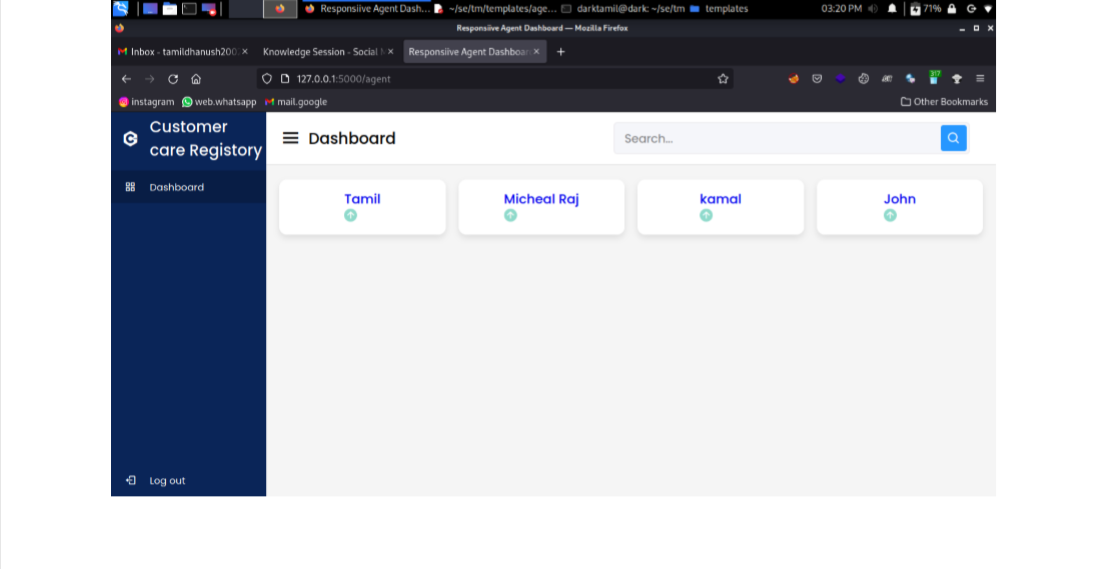
return render\_template("success.html")

return render\_template("form.html")

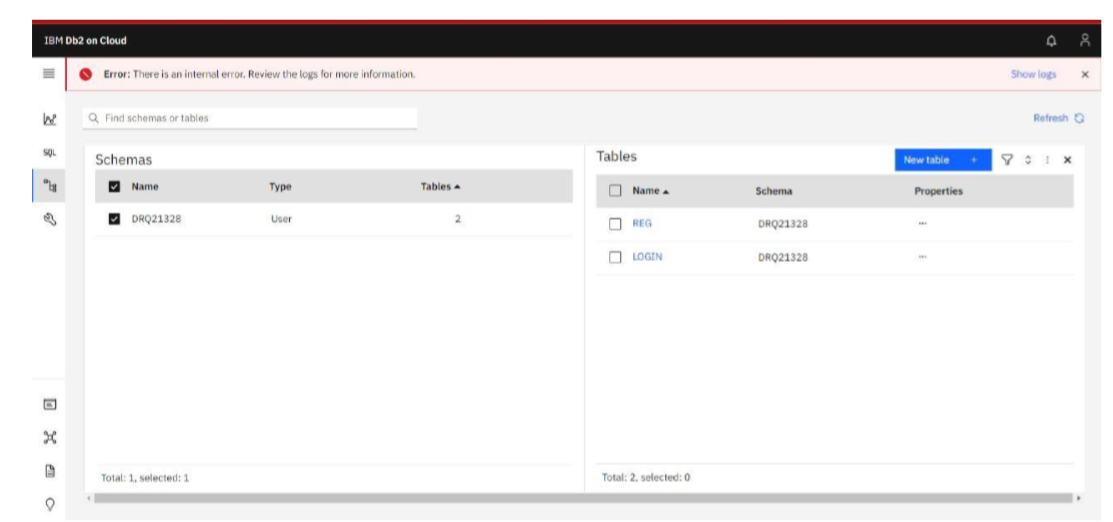
if \_\_name\_\_ == '\_\_main\_\_':

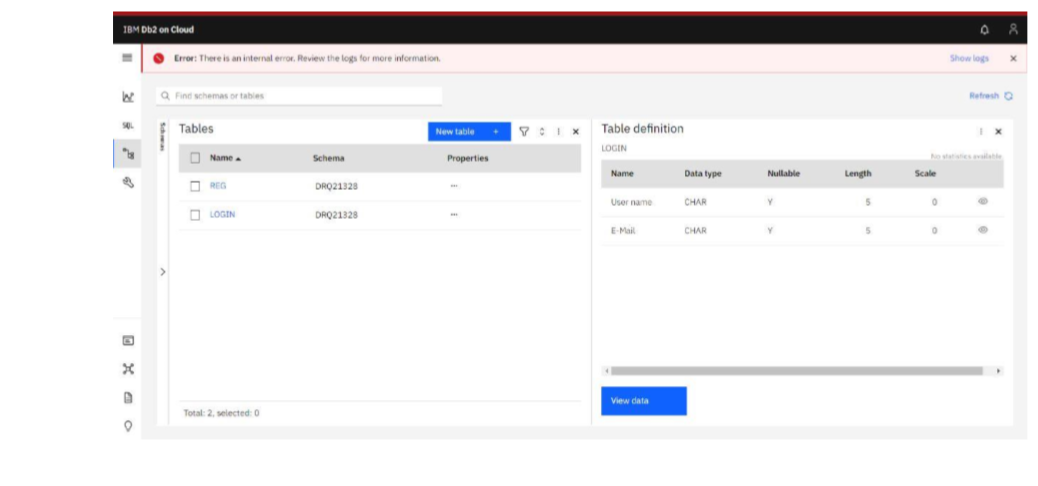
app.run(host='0.0.0.0')

Output



**7.3 Database Schema**

****

****

**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.

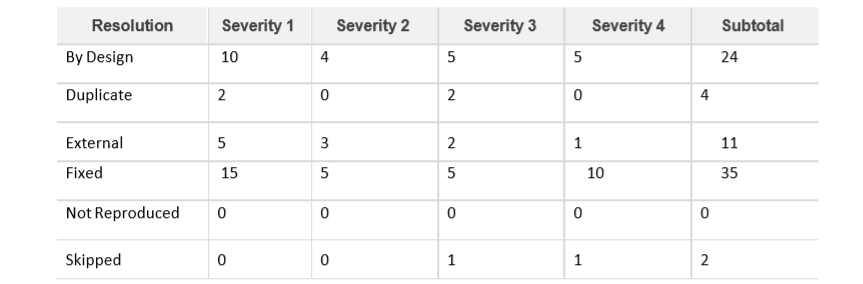
**User Accepting Test :**

**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).

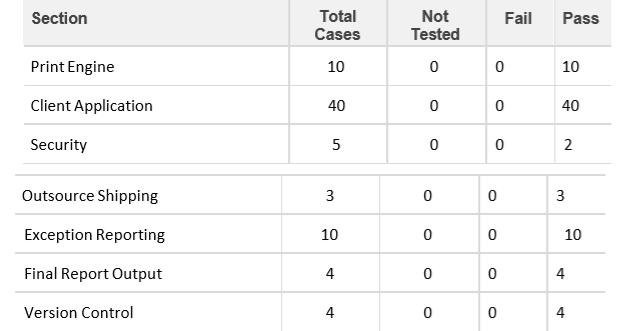
**2. DEFECT ANALYSIS**

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



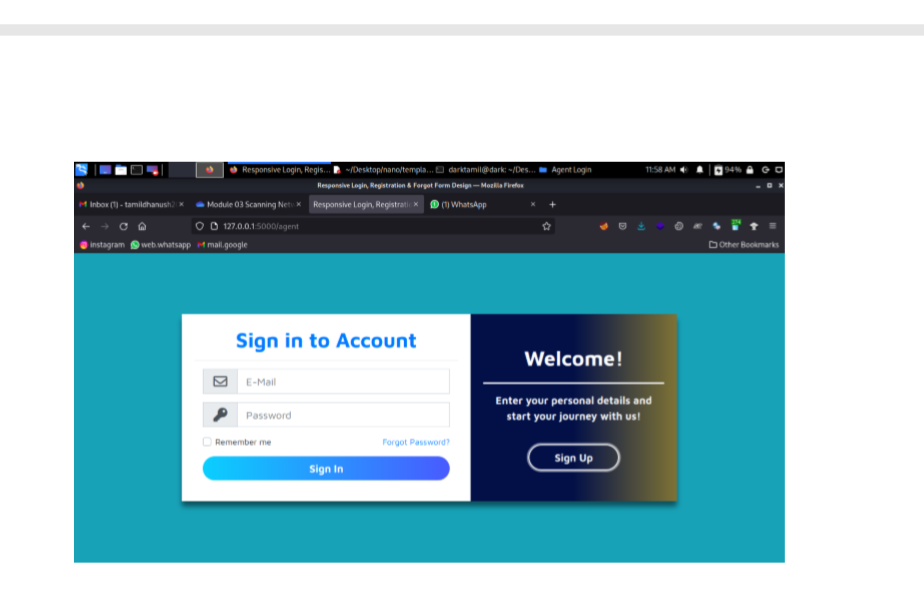
**3. TEST CASE ANALYSIS**

This report shows thenumber of test cases that have passed, failed, and untested Section Total Cases Not Tested Fail Pass

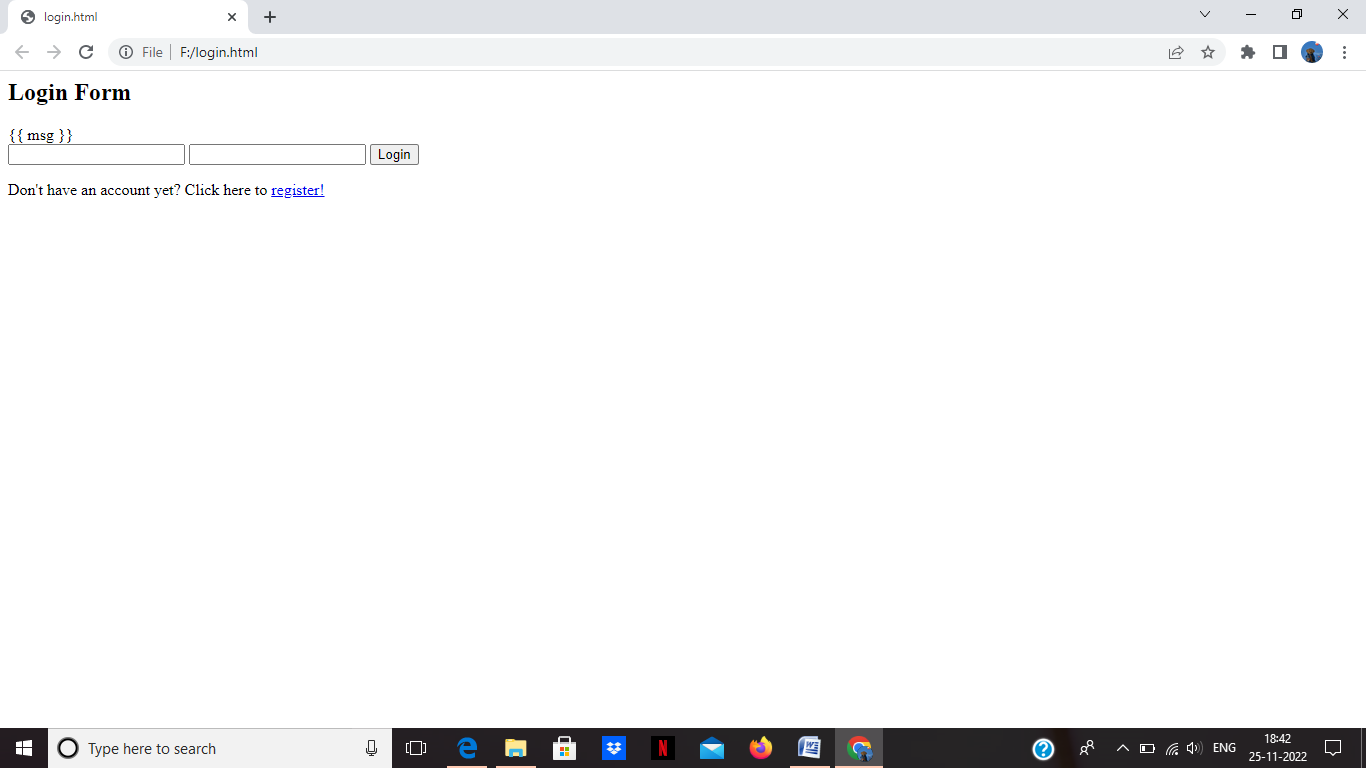


**9. RESULTS**

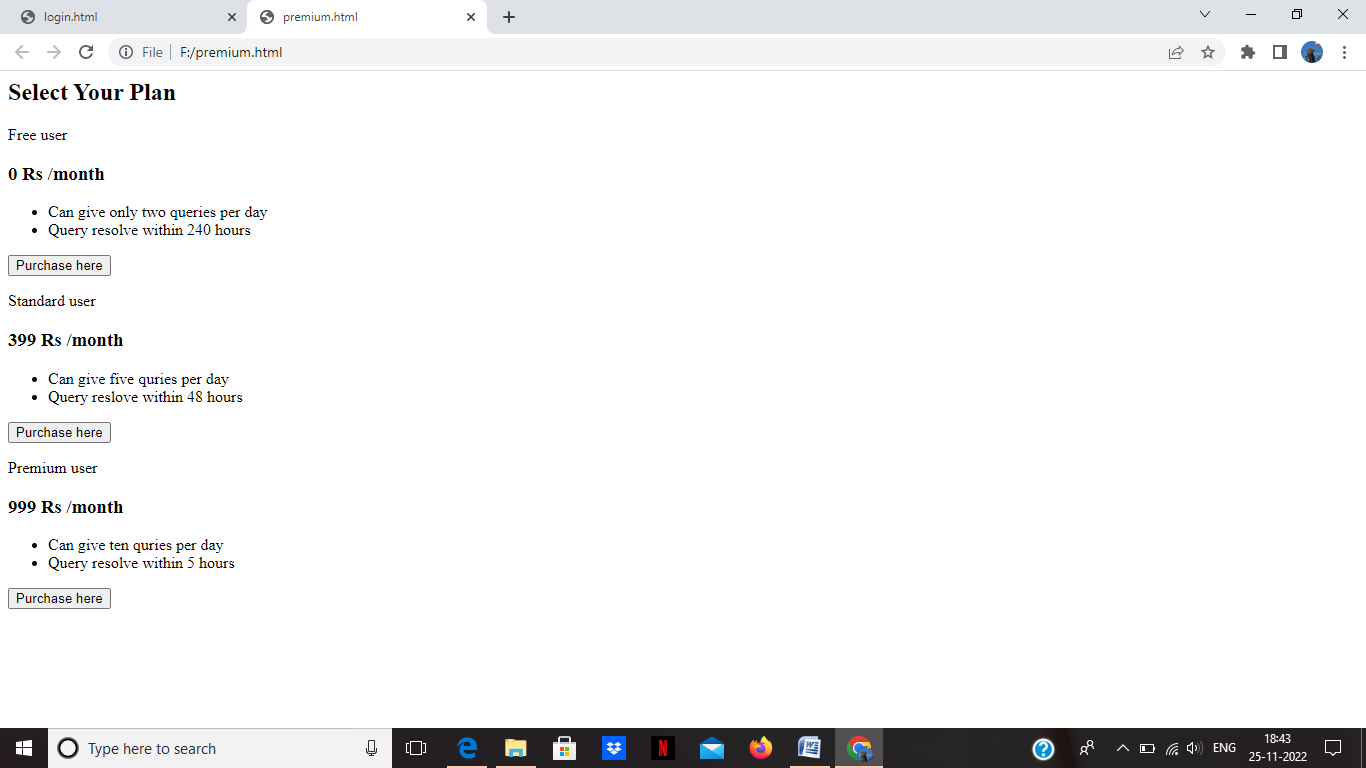
**Login page**

****

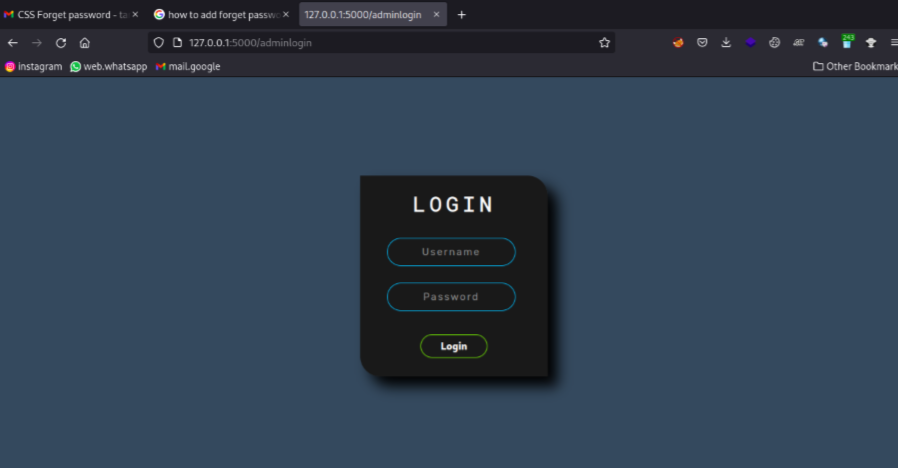
**Login form**

****

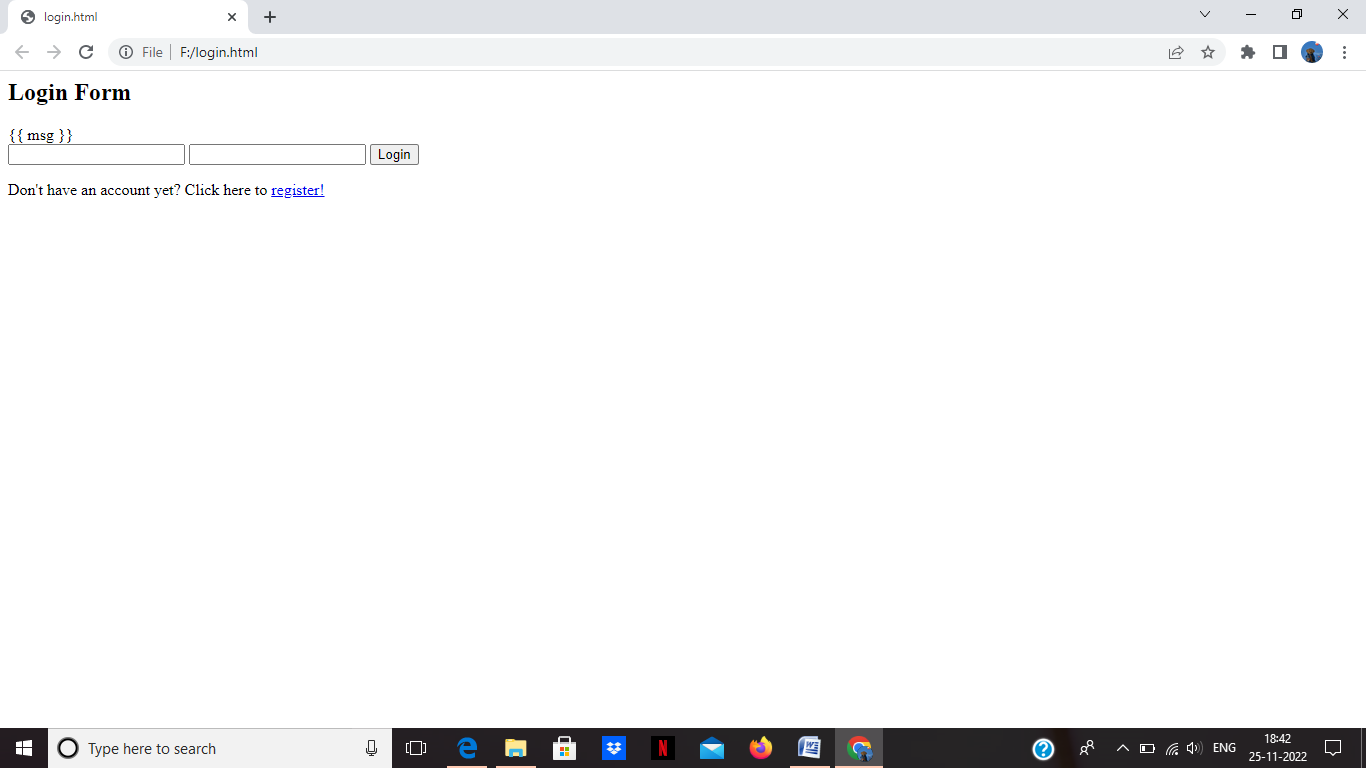
**Premium package**

****

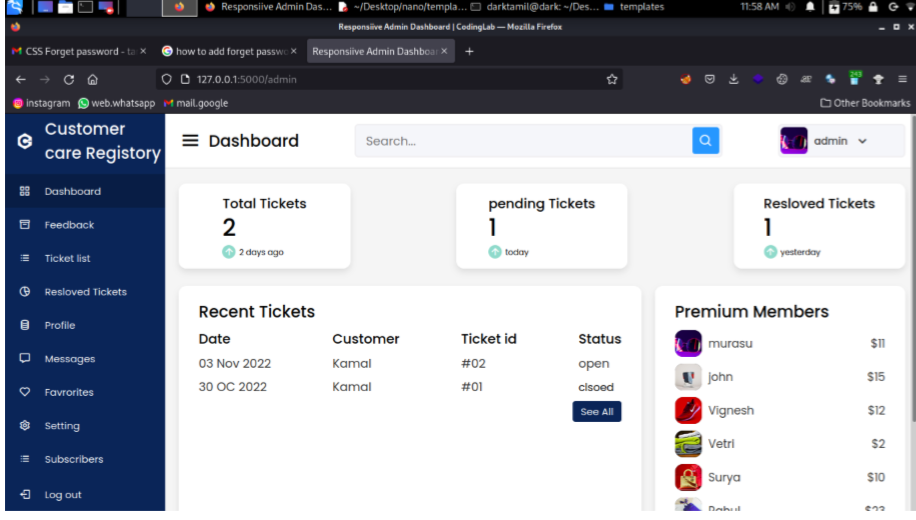
**Admin login page**

****

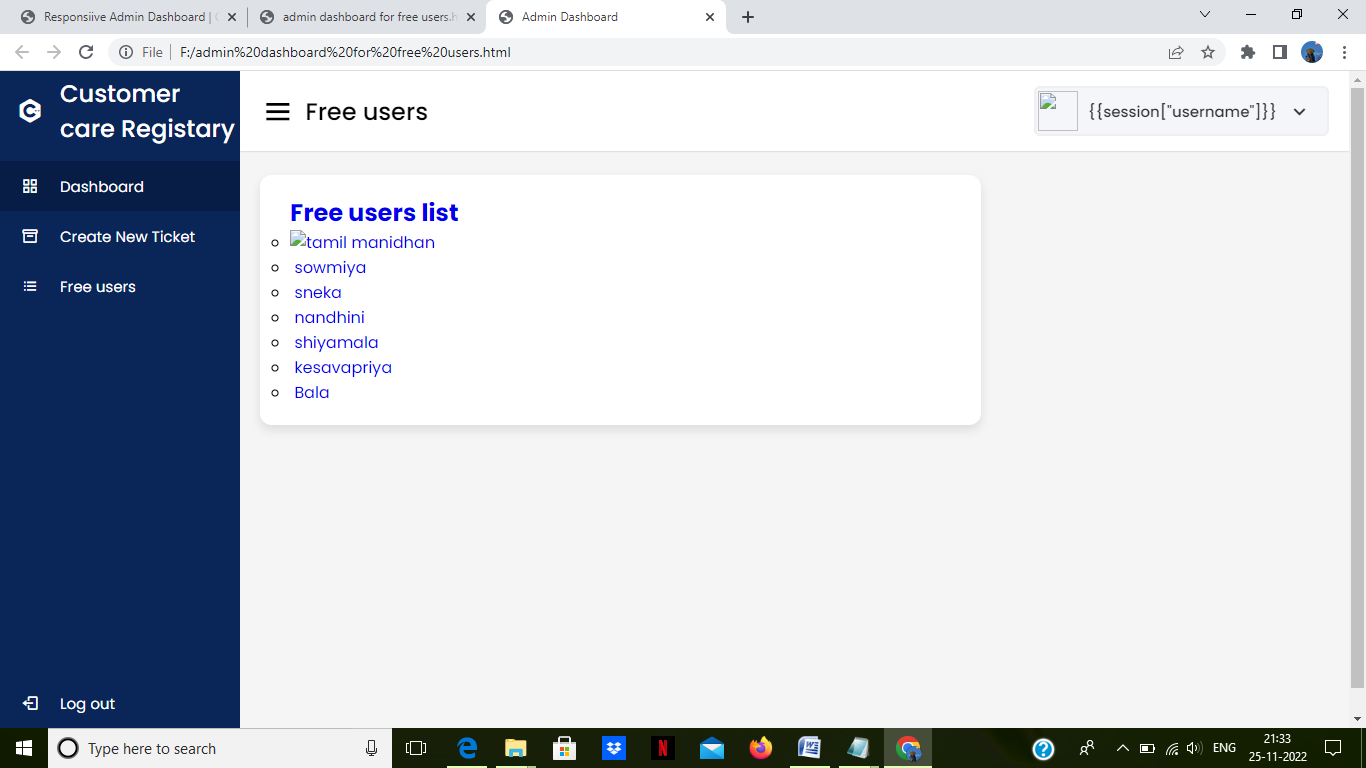
**Home page**

****

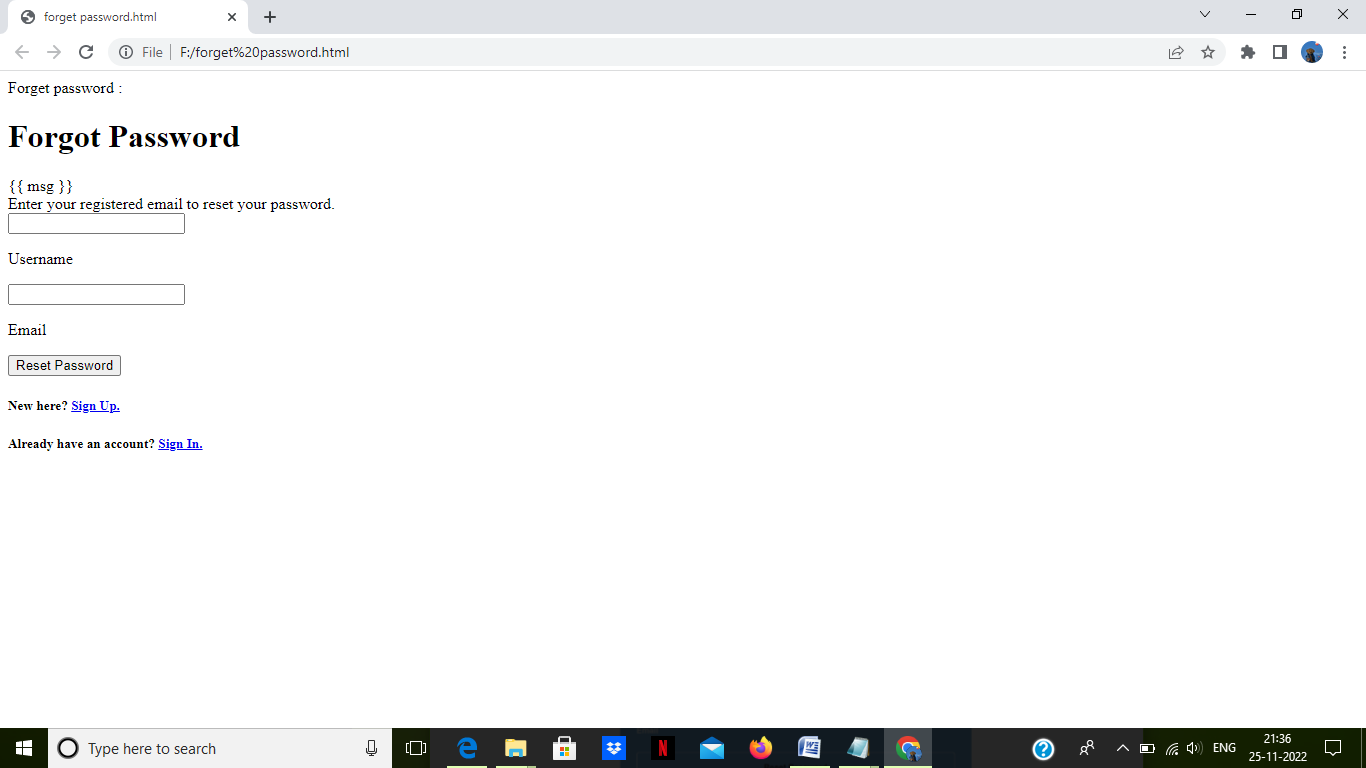
**Admin dashboard**

****

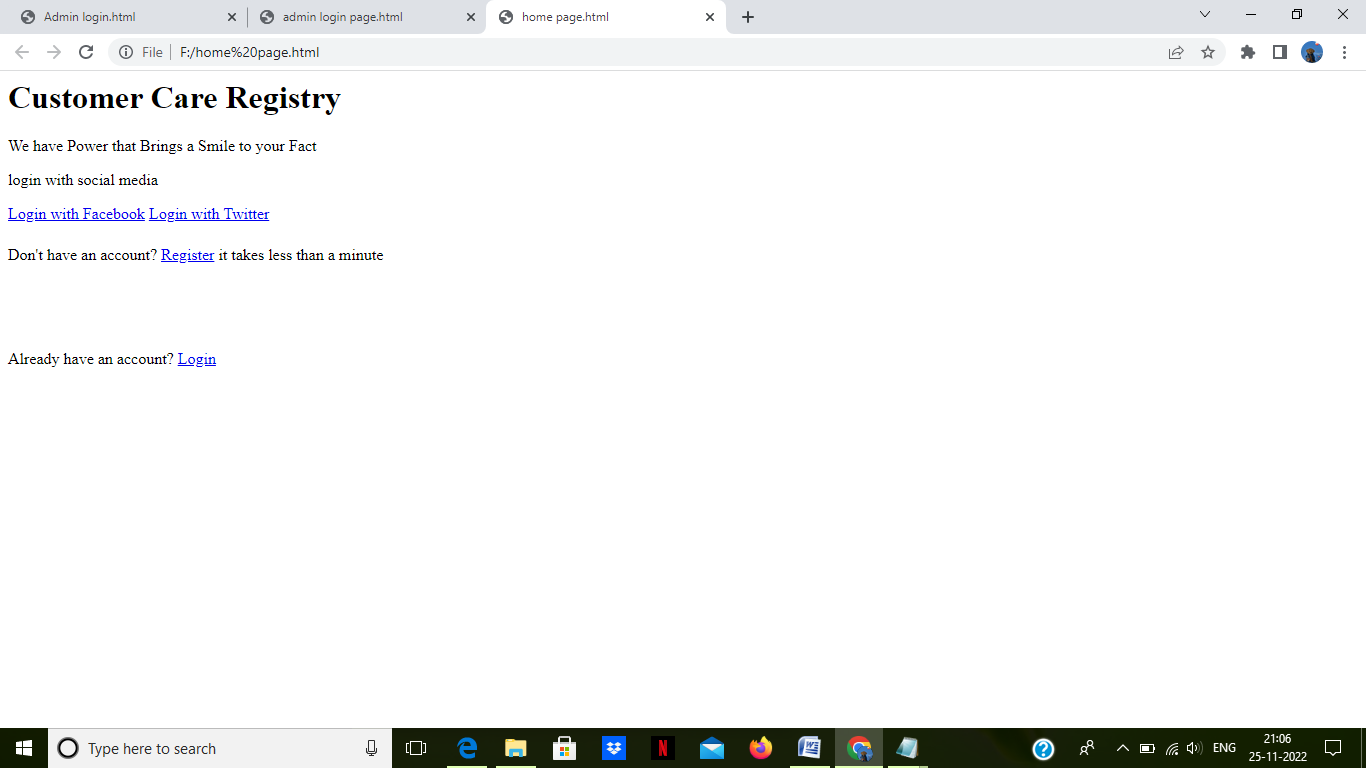
**Admin dashboard for free user**

****

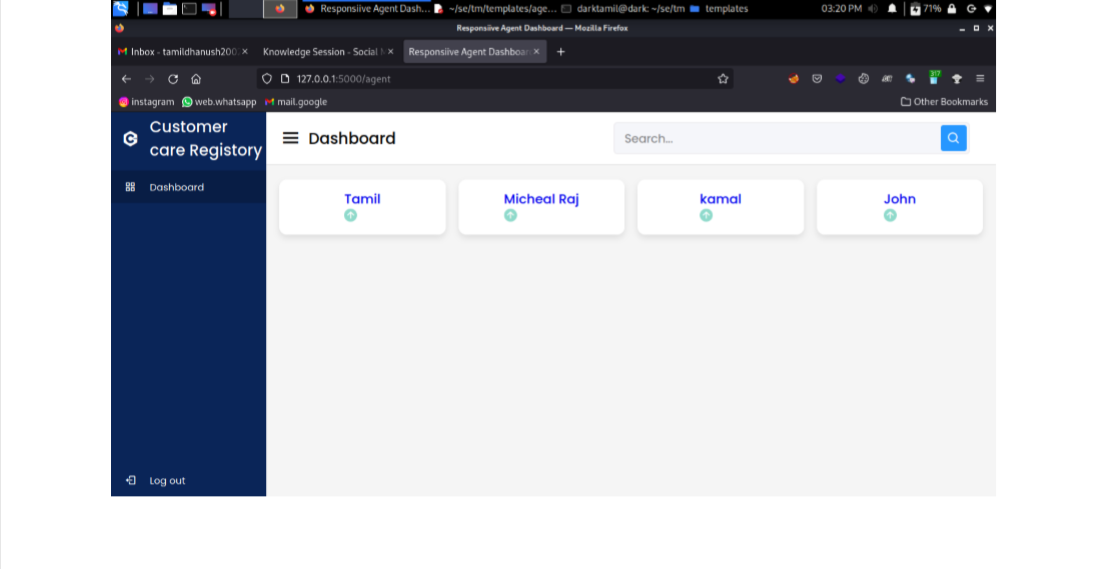
**Forgot password**

****

**Registration page**

****

**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 businessemployees 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.

**Disadvantages:**

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 or more complex systems in the future as the Complaints Management is a complex and critical problem. Complaints and compliments are 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 customerfocused 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**

**Git hub link:**

[**https://github.com/IBM-EPBL/IBM-Project-42623-1660670239**](https://github.com/IBM-EPBL/IBM-Project-42623-1660670239)

**Demo link:**

[**https://drive.google.com/file/d/1-lsvuR7Dk2AIsGdg96f34uR4fndh26hI/view?usp=drivesdk**](https://drive.google.com/file/d/1-lsvuR7Dk2AIsGdg96f34uR4fndh26hI/view?usp=drivesdk)

**Youtube link**

[**https://youtu.be/fPdT4pF2AeY**](https://youtu.be/fPdT4pF2AeY)