

Sprint 3

Team ID:

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Team Mates:

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Sprint 3:

1. Admin Dashboard
2. Agent Dashboard
3. User Dashboard

Output:

1. Signup

Sign Up

127.0.0.1:5000/signup

Register Now!!

Username: cyrusjetson

Name: jetson

E - mail: jetson@gmail.com

Phone Number: 9889898981

Password: ...

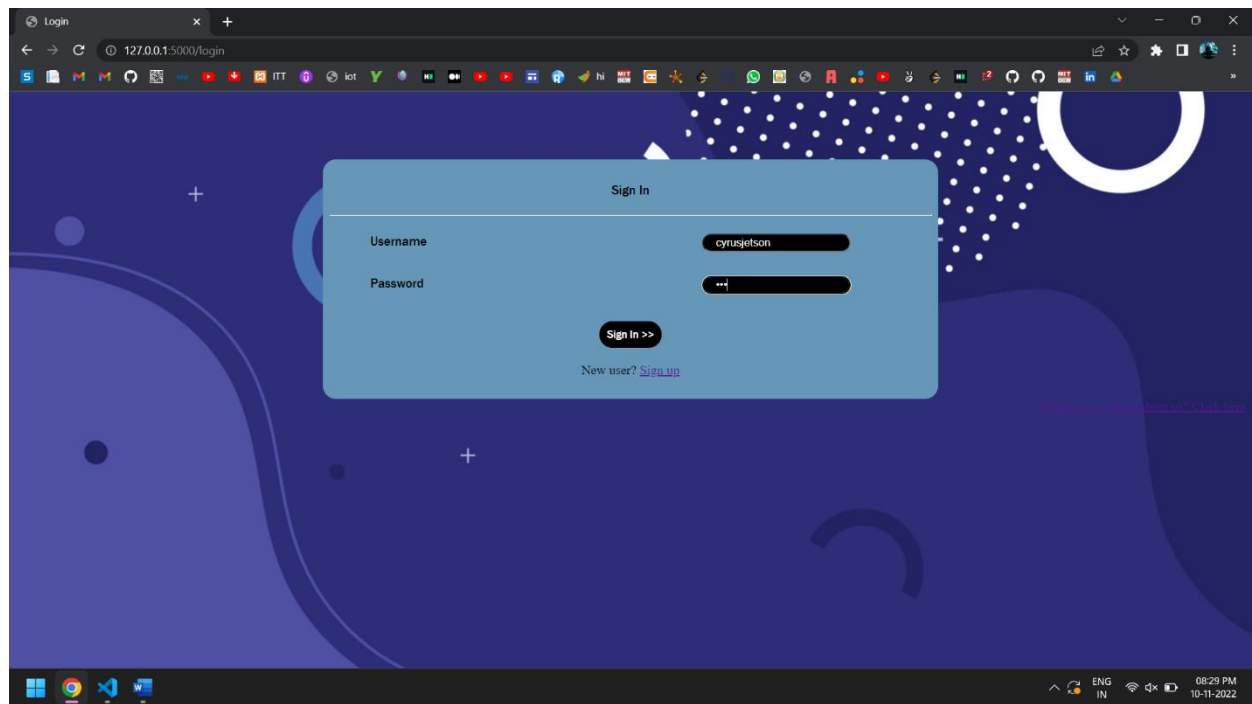
Re - enter Password: ...

Sign up >>

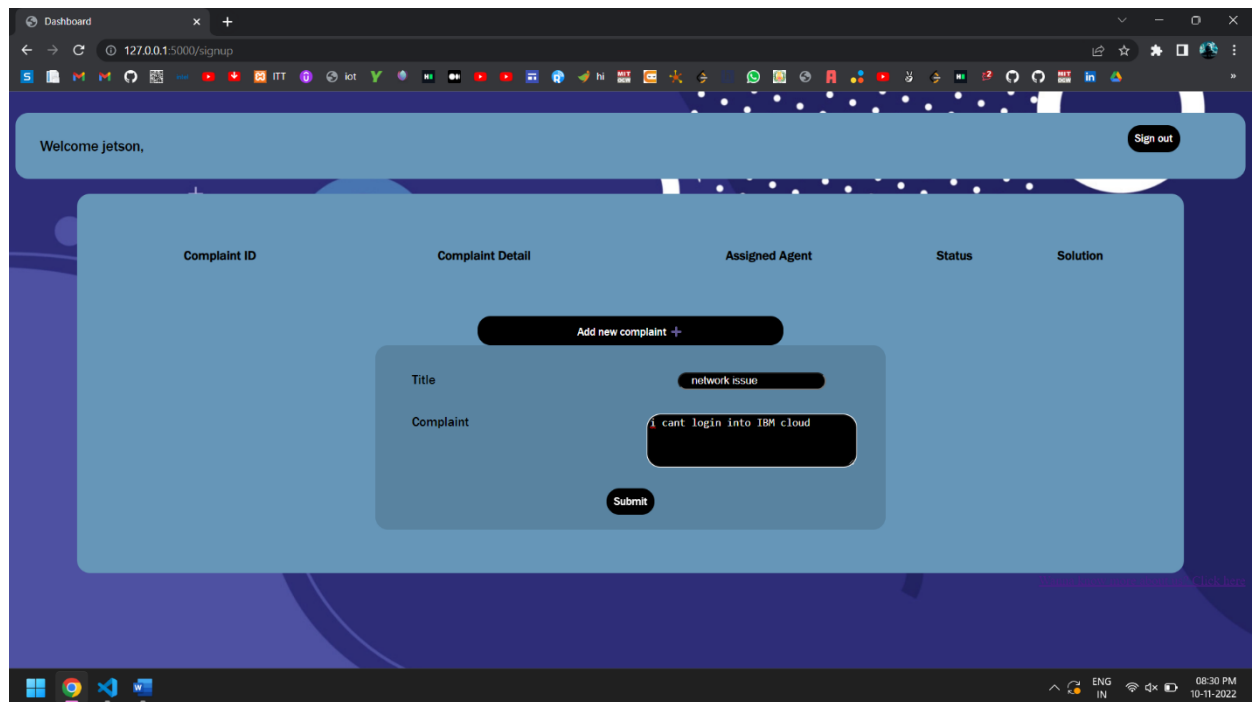
Already have an account? [Sign in](#)

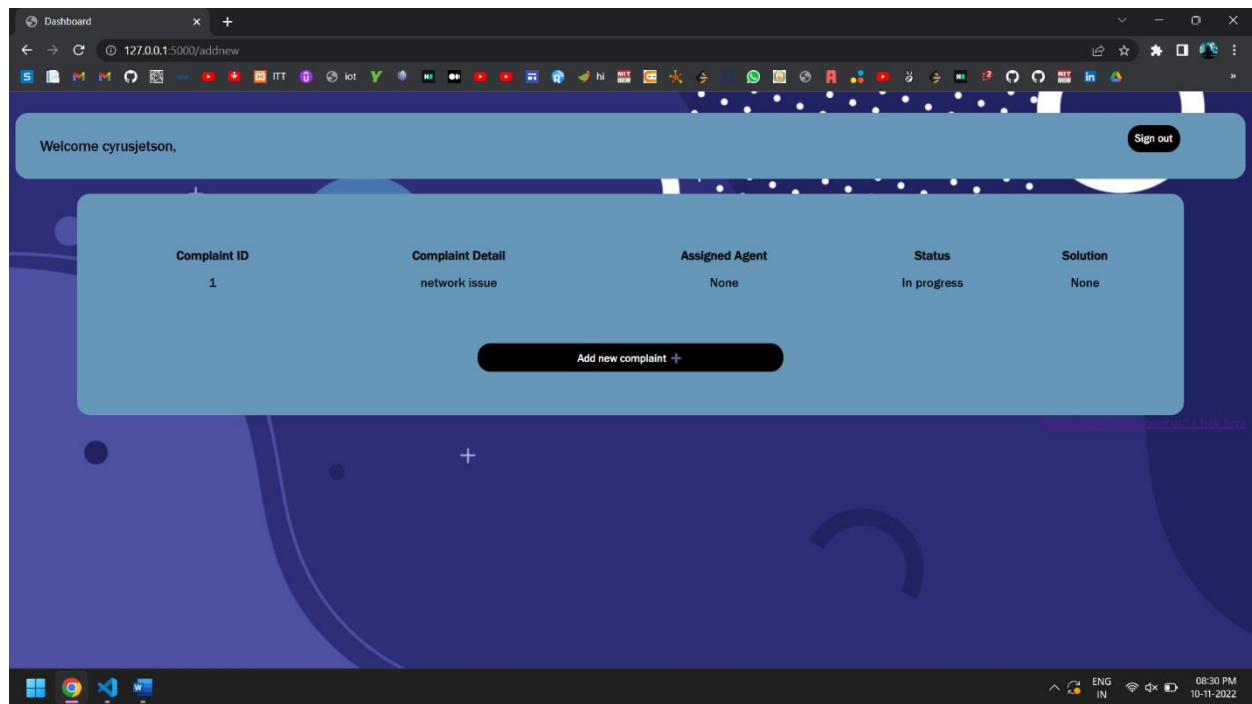
08:29 PM 10-11-2022

2. Sign In

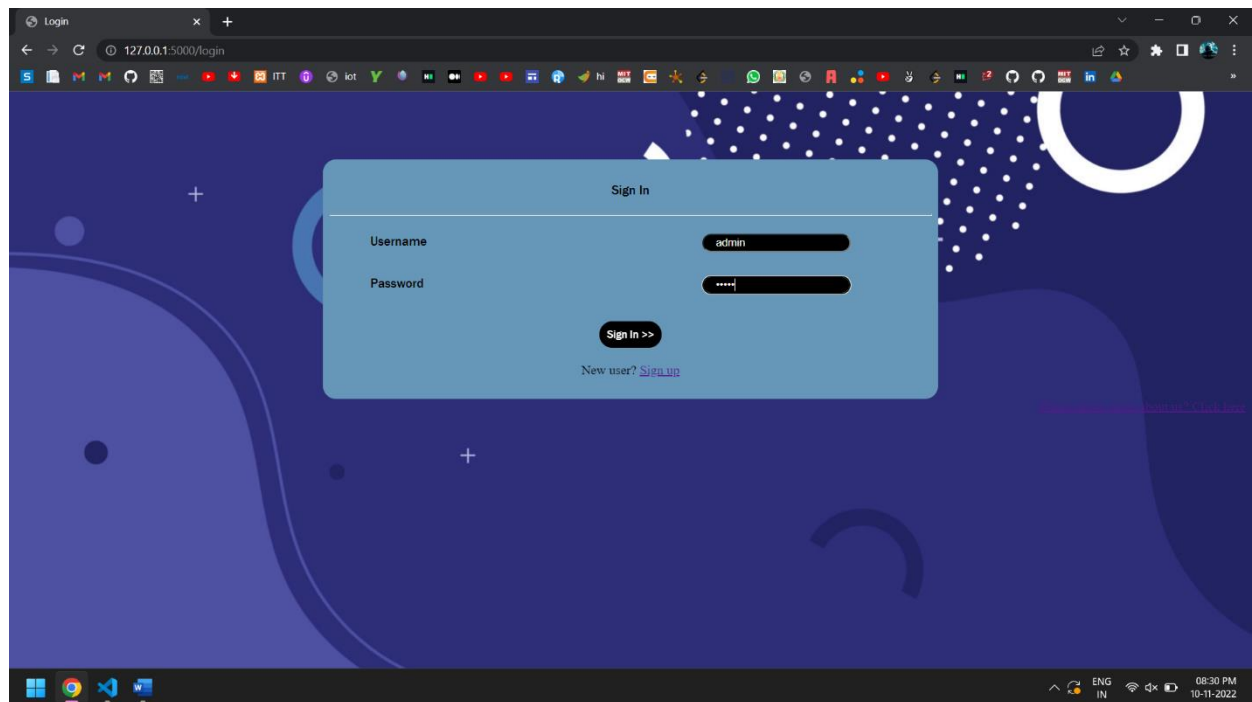


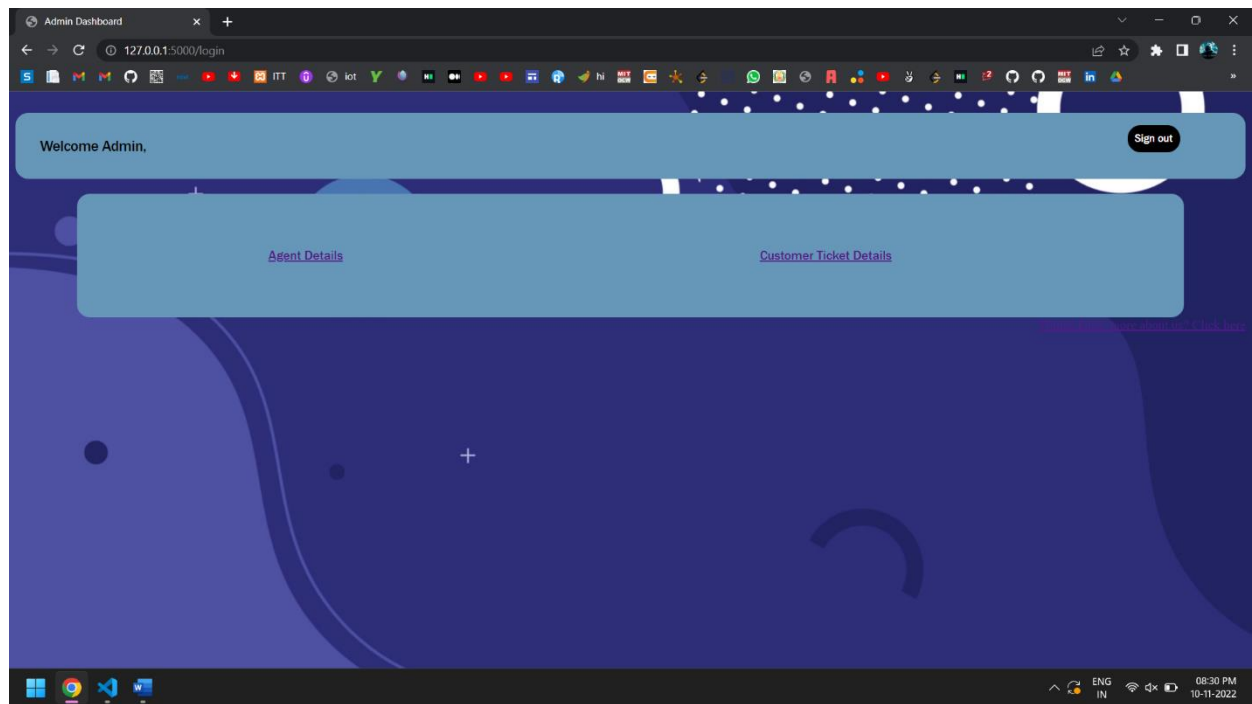
3. User dashboard



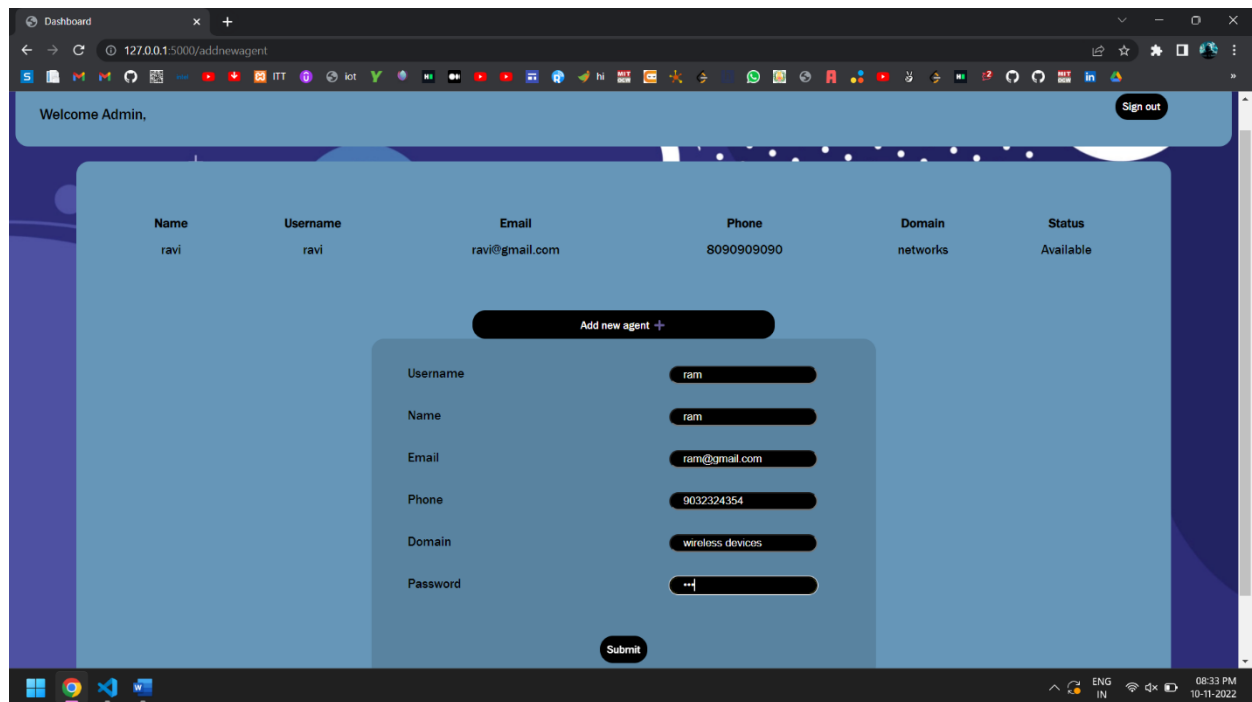


4. Admin dashboard

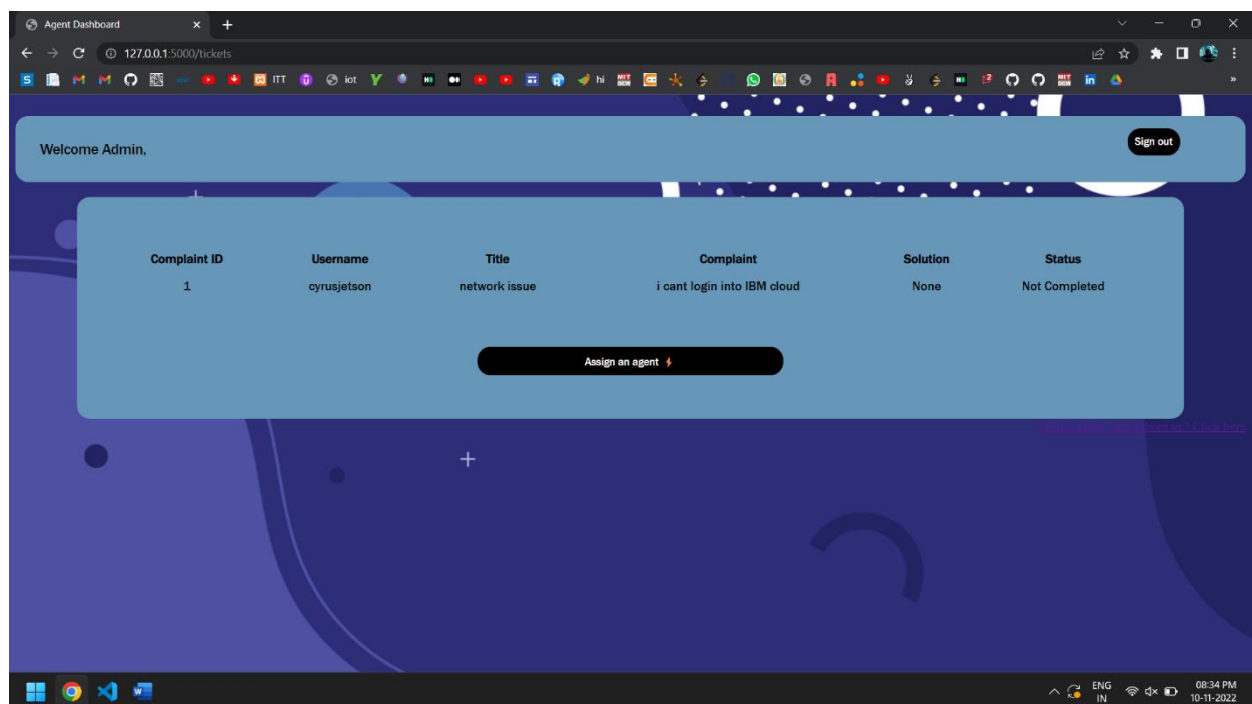
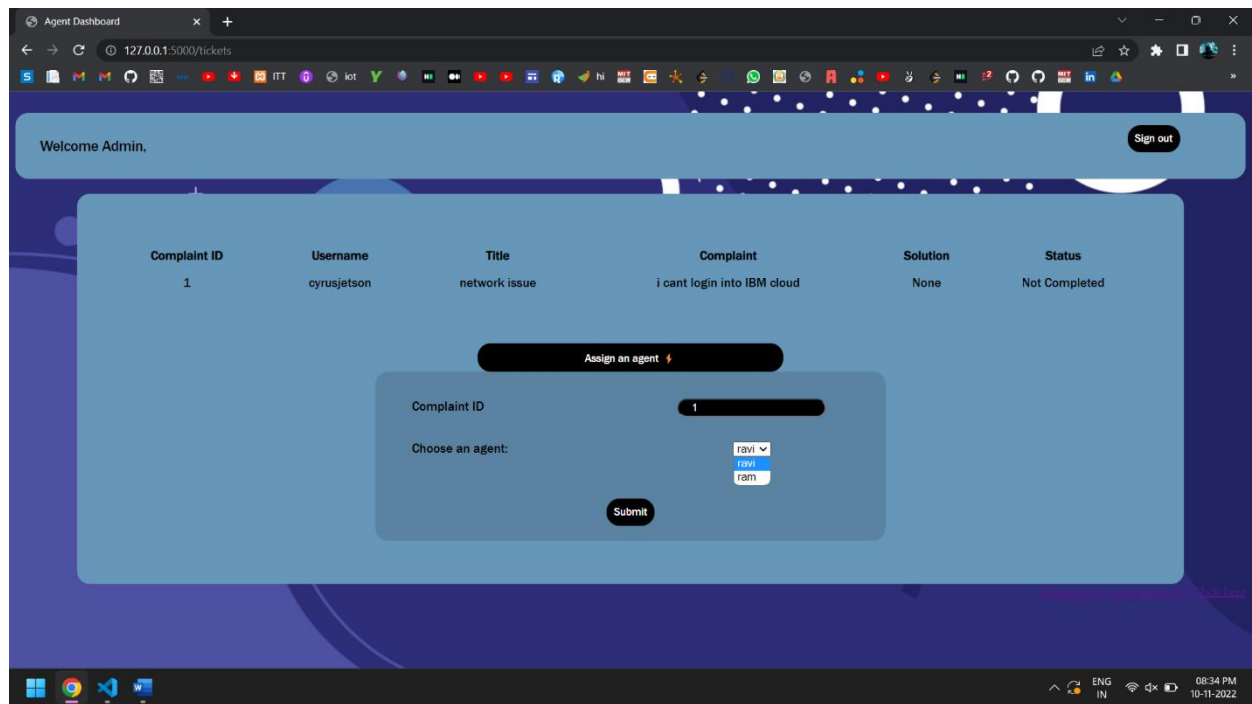




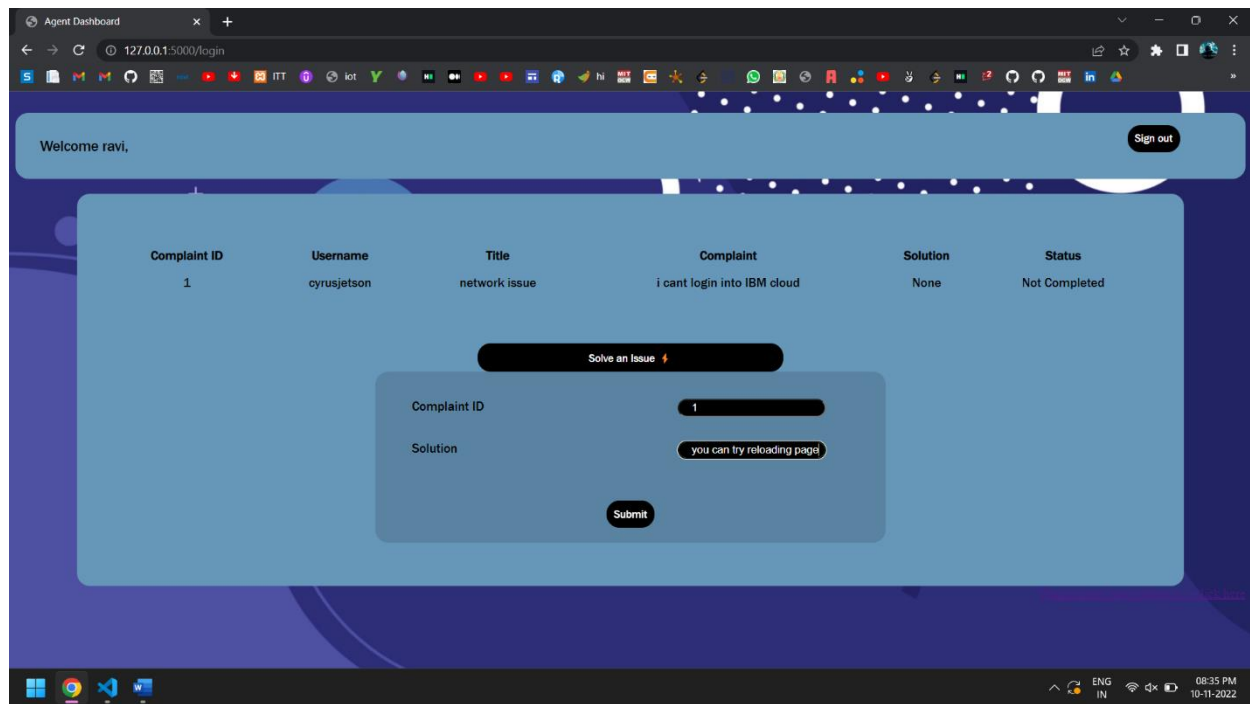
5. Agent details page



6. Assign agent page



7. Agent dashboard



Code:

Admin.html

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

{% block head %}

<title>
    Admin Dashboard
</title>

{% endblock %}

{% block body %}

<!-- things

    div 1
welcome jetson,    sign out

    div 2
your complaints status

add new complaint -->
<br>
```

```

<!-- <br>
{% for i in range(11) %}
    {{ i }}
{% endfor %}

<br>
{% for i in complaints %}
    {{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% endfor %}
<br>
{% endfor %} -->

<div class="fordashboardtop">
    <div class="fordashboardtopelements1">
        Welcome Admin,
    </div>
    <div class="fordashboardtopelements2">
        <a href="/login"><button class="forbutton">Sign out</button></a>
    </div>

</div>
<br>
<div class="outerofdashdetails">

    <div class="fordashboarddetails">
        <br>
        <!-- table of customers complaints -->
        <table class="fortable">
            <thead>
            </thead>
            <tbody>
                <tr>
                    <td class="pad">
                        <a href="/agents">Agent Details</a>
                    </td>
                    <td class="pad">
                        <a href="/tickets">Customer Ticket Details</a>
                    </td>
                </tr>
            </tbody>

        </table>

        <br>

    </div>

</div>

```

```
{% endblock %}
```

Agentdas.html

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

{% block head %}

<title>
    Agent Dashboard
</title>

{% endblock %}

{% block body %}

<!-- things

    div 1
welcome jetson,    sign out

    div 2
your complaints status

add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
    {{ i }}
{% endfor %}

<br>
{% for i in complaints %}
{{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}
{% endfor %}
<br>
{% endfor %} -->

<div class="fordashboardtop">
    <div class="fordashboardtopelements1">
        Welcome {{ name }},
    </div>
    <div class="fordashboardtopelements2">
        <a href="/login"><button class="forbutton">Sign out</button></a>
    </div>
</div>
```



```

</div>
<br>
<div class="outerofdashdetails">

    <div class="fordashboarddetails">
        <br>
        <!-- table of customers complaints -->
        <table class="fortable">
            <thead>
                <th>Complaint ID</th>
                <th class="pad">Username</th>
                <th>Title</th>
                <th>Complaint</th>
                <th>Solution</th>
                <th>Status</th>
            </thead>
            <tbody>
                {% for i in complaints %}
                <tr>
                    <td class="pad">
                        {{ i['C_ID'] }}
                    </td>
                    <td class="pad">
                        {{ i['USERNAME'] }}
                    </td>
                    <td>
                        {{ i['TITLE'] }}
                    </td>
                    <td>
                        {{ i['COMPLAINT'] }}
                    </td>
                    <td>
                        {{ i['SOLUTION'] }}
                    </td>
                    <td>
                        {% if i['STATUS'] == 1 %}
                        Completed
                        {% else %}
                        Not Completed
                        {% endif %}
                    </td>
                </tr>
                {% endfor %}
            </tbody>

        </table>

        <br>
        <center>

            <div class="fordashboarddetails">

```

```

        <button type="button" class="collapsible">Solve an Issue
    ⚡ </button>
    <div class="content">
        <br>
        <form action="/updatecomplaint" method="post">
            <div class="forform">
                <div class="textinformleft">
                    Complaint ID
                </div>
                <div class="textinformright">
                    <input type="text" name="cid">
                </div>
            </div>
            <div class="forform">
                <div class="textinformleft">
                    Solution
                </div>
                <div class="textinformright">
                    <input type="text" name="solution">
                </div>
            </div>

            <br>
            <br>
            <div>
                <button class="forbutton" type="submit"> Submit
    </button>

        </div>
    </form>
    <br>
</div>

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

</div>

{% endblock %}

```

Agents.html

```

{% extends 'base.html' %}

{% block head %}

<title>
    Dashboard
</title>

```

```
{% endblock %}
```

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

```
<!-- things
```

```
div 1  
welcome jetson,  sign out
```

```
div 2
your complaints status
```

```
add new complaint -->
```

```
<br>
```

```
<!-- <br>
```

```
{% for i in range(11) %}
```

$$\{\{i\}\}$$

```
{% endfor %}
```



```
{% for i in complaints %}
```

```
{{ i['USERNAME'] }}
```



```
{% for j in i.values() %}
```

 $\{\{j\}\}$

```
{% endfor %}
```



```
{% endfor %} -->
```

```
<div class="fordashboardtop">
```

```
<div class="fordashboardtopelements1">
```

Welcome Admin,

</div>

```
<div class="fordashboardtopelements2">
```

```
<a href="/login"><button class="forbutton">Sign out</button></a>
```

</div>

</div>


```
<div class="outerofdashdetails">
```

```
<div class="fordashboarddetails">
```



```
<!-- table of customers complaints -->
```

```
<table class="fortable">
```

Table 1. General characteristics of the study population

```

        <th>Username</th>
        <th>Email</th>
        <th>Phone</th>
        <th>Domain</th>
        <th>Status</th>
    </thead>
    <tbody>
        {% for i in agents %}
        <tr>
            <td class="pad">
                {{ i['NAME'] }}
            </td>
            <td class="pad">
                {{ i['USERNAME'] }}
            </td>
            <td>
                {{ i['EMAIL'] }}
            </td>
            <td>
                {{ i['PHN'] }}
            </td>
            <td>
                {{ i['DOMAIN'] }}
            </td>
            <td>
                {% if i['STATUS'] == 1 %}
                Assigned to job
                {% elif i['STATUS'] == 0 %}
                not Available
                {% else %}
                Available
                {% endif %}
            </td>
        </tr>
        {% endfor %}
    </tbody>
</table>

<br>
<center>

    <div class="fordashboarddetails">

        <button type="button" class="collapsible">Add new agent
+ </button>

        <div class="content">
            <br>
            <form action="/addnewagent" method="post">
                <div class="forform">
                    <div class="textinformleft">
                        Username
                    </div>

```



```

        </div>

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

</div>

{% endblock %}

```

Dashboard.html

```

{% extends 'base.html' %}

{% block head %}

<title>
    Dashboard
</title>

{% endblock %}

{% block body %}

<!-- things

    div 1
welcome jetson,    sign out

    div 2
your complaints status

add new complaint -->
<br>
<!-- <br>
{% for i in range(11) %}
    {{ i }}
{% endfor %}

<br>
{% for i in complaints %}
    {{ i['USERNAME'] }}
<br>
{% for j in i.values() %}
    {{ j }}

```



```

        </tbody>

    </table>

    <br>
    <center>

        <div class="fordashboarddetails">

            <button type="button" class="collapsible">Add new complaint
+ </button>
            <div class="content">
                <br>
                <form action="/addnew" method="post">
                    <div class="forform">
                        <div class="textinformleft">
                            Title
                        </div>
                        <div class="textinformright">
                            <input type="text" name="title">
                        </div>
                    </div>

                    <div class="forform">
                        <div class="textinformleft">
                            Complaint
                        </div>
                        <div class="textinformright">
                            <textarea name="des"
90%;height: 150%;background-color: black;color: white;"></textarea>
                        </div>
                    </div>

                    <br>
                    <br>
                    <div>
                        <button class="forbutton" type="submit"> Submit
</button>
                    </div>
                </form>
                <br>
            </div>

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

</div>

{% endblock %}

```


Login.html

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

{% block head %}

<title>
    Login
</title>

{% endblock %}

{% block body %}

<div class="forpadding">

    <!-- for box of the signup form -->
    <div class="sign">
        <div>
            <p class="fortitle">
                Sign In
            </p>
            <hr>
            <form action="/login" method="post">
                <div class="forform">
                    <div class="textinformleft">
                        Username
                    </div>
                    <div class="textinformright">
                        <input type="text" name="username">
                    </div>
                </div>

                <div class="forform">
                    <div class="textinformleft">
                        Password
                    </div>
                    <div class="textinformright">
                        <input type="password" name="pass">
                    </div>
                </div>

                <br>
                <div>
                    <button class="forbutton" type="submit"> Sign In >></button>
                </div>
            </form>
        </div>
    </div>
</div>
```

```

        <div>
            New user? <a href="/signup">Sign up</a>
        </div>
    <br>
</div>

</div>
</div>

{% endblock %}

```

Signup.html

```

{% extends 'base.html' %}

{% block head %}

<title>
    Sign Up
</title>
{% endblock %}

{% block body %}

<div class="forpadding">

    <!-- for box of the signup form -->
    <div class="sign">
        <div>
            <p class="fortitle">
                Register Now!!
            </p>
            <hr>
            <form action="/signup" method="post">
                <div class="forform">
                    <div class="textinformleft">
                        Username
                    </div>
                    <div class="textinformright">
                        <input type="text" name="username">
                    </div>
                </div>
                <div class="forform">
                    <div class="textinformleft">
                        Name
                    </div>
                    <div class="textinformright">
                        <input type="text" name="name">
                    </div>
                </div>
            </form>
        </div>
    </div>

```



```
{% endblock %}
```

Tickets.html

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

```
{% block head %}
```

```
<title>
```

```
    Agent Dashboard
```

```
</title>
```

```
{% endblock %}
```

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

```
<!-- things
```

```
    div 1
```

```
welcome jetson,    sign out
```

```
    div 2
```

```
your complaints status
```

```
add new complaint -->
```

```
<br>
```

```
<!-- <br>
```

```
{% for i in range(11) %}
```

```
    {{ i }}
```

```
{% endfor %}
```

```
<br>
```

```
{% for i in complaints %}
```

```
{{ i['USERNAME'] }}
```

```
<br>
```

```
{% for j in i.values() %}
```

```
    {{ j }}
```

```
{% endfor %}
```

```
<br>
```

```
{% endfor %} -->
```

```
<div class="fordashboardtop">
```

```
    <div class="fordashboardtopelements1">
```

```
        Welcome Admin,
```

```
    </div>
```

```

<div class="fordashboardtopelements2">
    <a href="/login"><button class="forbutton">Sign out</button></a>
</div>

</div>
<br>
<div class="outerofdashdetails">

    <div class="fordashboarddetails">
        <br>
        <!-- table of customers complaints -->
        <table class="fortable">
            <thead>
                <th>Complaint ID</th>
                <th class="pad">Username</th>
                <th>Title</th>
                <th>Complaint</th>
                <th>Solution</th>
                <th>Status</th>
            </thead>
            <tbody>
                {% for i in complaints %}
                <tr>
                    <td>{{ i['C_ID'] }}</td>
                    <td class="pad">
                        {{ i['USERNAME'] }}
                    </td>
                    <td>
                        {{ i['TITLE'] }}
                    </td>
                    <td>
                        {{ i['COMPLAINT'] }}
                    </td>
                    <td>
                        {{ i['SOLUTION'] }}
                    </td>
                    <td>
                        {% if i['STATUS'] == 1 %}
                        Completed
                        {% else %}
                        Not Completed
                        {% endif %}
                    </td>
                </tr>
                {% endfor %}
            </tbody>

        </table>

        <br>
        <center>

```

```

<div class="fordashboarddetails">

```

```

        <button type="button" class="collapsible">Assign an agent
    ⚡ </button>

    <div class="content">
        <br>
        <form action="/assignagent" method="post">
            <div class="forform">
                <div class="textinformleft">
                    Complaint ID
                </div>
                <div class="textinformright">
                    <input type="name" name="ccid">
                </div>
            </div>
            <div class="forform">
                <div class="textinformleft">
                    <label for="agent">Choose an agent:</label>
                </div>
                <div class="textinformright">
                    <select name="agent" id="agent">
                        {% for i in freeagents %}
                            <option value={{ i['USERNAME'] }}>{{
i['USERNAME'] }}</option>
                        {% endfor %}
                    </select>
                </div>
            </div>

            <br>
            <br>
            <div>
                <button class="forbutton" type="submit"> Submit
            </div>
        </form>
    </div>

    <br>
    </div>
</div>

{% endblock %}

```

App.py:

```

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

app = Flask(__name__)

import ibm_db
import re

app = Flask(__name__)

# for connection
# conn= ""

app.secret_key = 'a'
print("Trying to connect...")
conn = ibm_db.connect("DATABASE=bludb;HOSTNAME=824dfd4d-99de-440d-9991-629c01b3832d.bs2io90l08kqb1od8lcg.databases.appdomain.cloud;PORT=30119;SECURITY=SSL;SSLServerCertificate=DigiCertGlobalRootCA.crt;UID=qvk70423;PWD=saDlGasU4iQy1yvk;", '', '')
print("connected..")

@app.route('/signup', methods=['GET', 'POST'])
def signup():
    global userid
    msg = ''
    if request.method == 'POST':
        username = request.form['username']
        name = request.form['name']
        email = request.form['email']
        phn = request.form['phn']
        password = request.form['pass']
        repass = request.form['repass']
        print("inside checking")
        print(name)
        if len(username) == 0 or len(name) == 0 or len(email) == 0 or len(phn)
== 0 or len(password) == 0 or len(repass) == 0:
            msg = "Form is not filled completely!!"
            print(msg)
            return render_template('signup.html', msg=msg)
        elif password != repass:
            msg = "Password is not matched"
            print(msg)
            return render_template('signup.html', msg=msg)
        elif not re.match(r'[a-z]+', username):
            msg = "Username can contain only small letters and numbers!"

```

```

        print(msg)
        return render_template('signup.html', msg=msg)
    elif not re.match(r'^@+@[^@]+\.[^@]+', email):
        msg = 'Invalid email'
        print(msg)
        return render_template('signup.html', msg=msg)
    elif not re.match(r'[A-Za-z]+', name):
        msg = "Enter valid name"
        print(msg)
        return render_template('signup.html', msg=msg)
    elif not re.match(r'[0-9]+', phn):
        msg = "Enter valid phone number"
        print(msg)
        return render_template('signup.html', msg=msg)

    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'
    else:
        userid = username
        insert_sql = "insert into users values(?,?,?,?,?)"
        prep_stmt = ibm_db.prepare(conn, insert_sql)
        ibm_db.bind_param(prepare_stmt, 1, username)
        ibm_db.bind_param(prepare_stmt, 2, name)
        ibm_db.bind_param(prepare_stmt, 3, email)
        ibm_db.bind_param(prepare_stmt, 4, phn)
        ibm_db.bind_param(prepare_stmt, 5, password)
        ibm_db.execute(prepare_stmt)
        print("successs")
        msg = "succesfully signed up"
        return render_template('dashboard.html', msg=msg, name=name)
    else:
        return render_template('signup.html')

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

@app.route('/login', methods=["GET", "POST"])
def login():
    global userid
    msg = ''
    if request.method == 'POST':
        username = request.form['username']
        userid = username
        password = request.form['password']

```



```

if userid == 'admin' and password == 'admin':
    print("its admin")
    return render_template('admin.html')
else:
    sql = "select * from agents 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'

        # for getting complaints details
        sql = "select * from complaints where assigned_agent = ?"
        complaints = []
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, username)
        ibm_db.execute(stmt)
        dictionary = ibm_db.fetch_assoc(stmt)
        while dictionary != False:
            complaints.append(dictionary)
            dictionary = ibm_db.fetch_assoc(stmt)
        print(complaints)
        return render_template('agentdash.html',
name=account['USERNAME'], complaints=complaints)

    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'

        # for getting complaints details
        sql = "select * from complaints where username = ?"
        complaints = []
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, username)
        ibm_db.execute(stmt)
        dictionary = ibm_db.fetch_assoc(stmt)

```

```

        while dictionary != False:
            # print "The ID is : ", dictionary["EMPNO"]
            # print "The Name is : ", dictionary[1]
            complaints.append(dictionary)
            dictionary = ibm_db.fetch_assoc(stmt)

        print(complaints)
        return render_template('dashboard.html', name=account['USERNAME'],
complaints=complaints)
    else:
        msg = 'Incorrect user credentials'
        return render_template('dashboard.html', msg=msg)
    else:
        return render_template('login.html')

@app.route('/addnew', methods=["GET", "POST"])
def add():
    if request.method == 'POST':
        title = request.form['title']
        des = request.form['des']
        try:
            sql = "insert into complaints(username,title,complaint)
values(?,?,?)"
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, userid)
            ibm_db.bind_param(stmt, 2, title)
            ibm_db.bind_param(stmt, 3, des)
            ibm_db.execute(stmt)
        except:
            print(userid)
            print(title)
            print(des)
            print("cant insert")
            sql = "select * from complaints where username = ?"
            complaints = []
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, userid)
            ibm_db.execute(stmt)
            dictionary = ibm_db.fetch_assoc(stmt)
            while dictionary != False:
                # print "The ID is : ", dictionary["EMPNO"]
                # print "The Name is : ", dictionary[1]
                complaints.append(dictionary)
                dictionary = ibm_db.fetch_assoc(stmt)
            print(complaints)
            return render_template('dashboard.html', name=userid,
complaints=complaints)

@app.route('/agents')
def agents():
    sql = "select * from agents"

```

```

agents = []
stmt = ibm_db.prepare(conn, sql)
ibm_db.execute(stmt)
dictionary = ibm_db.fetch_assoc(stmt)
while dictionary != False:
    agents.append(dictionary)
    dictionary = ibm_db.fetch_assoc(stmt)
return render_template('agents.html', agents=agents)

@app.route('/addnewagent', methods=["GET", "POST"])
def addagent():
    if request.method == 'POST':
        username = request.form['username']
        name = request.form['name']
        email = request.form['email']
        phone = request.form['phone']
        domain = request.form['domain']
        password = request.form['password']
        try:
            sql = "insert into agents values(?,?,?,?,?,2)"
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, username)
            ibm_db.bind_param(stmt, 2, name)
            ibm_db.bind_param(stmt, 3, email)
            ibm_db.bind_param(stmt, 4, phone)
            ibm_db.bind_param(stmt, 5, password)
            ibm_db.bind_param(stmt, 6, domain)
            ibm_db.execute(stmt)
        except:
            print("cant insert")
            sql = "select * from agents"
            agents = []
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.execute(stmt)
            dictionary = ibm_db.fetch_assoc(stmt)
            while dictionary != False:
                agents.append(dictionary)
                dictionary = ibm_db.fetch_assoc(stmt)

            return render_template('agents.html', agents=agents)

@app.route('/updatecomplaint', methods=["GET", "POST"])
def updatecomplaint():
    if request.method == 'POST':
        cid = request.form['cid']
        solution = request.form['solution']
        try:
            sql = "update complaints set solution =? where c_id = ? and assigned_agent=?"
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, solution)

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        ibm_db.bind_param(stmt, 2, cid)
        ibm_db.bind_param(stmt, 3, userid)
        ibm_db.execute(stmt)
        sql = "update agents set status =3 where username=?"
        stmt = ibm_db.prepare(conn, sql)
        ibm_db.bind_param(stmt, 1, userid)
        ibm_db.execute(stmt)
    except:
        print("cant insert")
    sql = "select * from complaints where assigned_agent = ?"
    complaints = []
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, userid)
    ibm_db.execute(stmt)
    dictionary = ibm_db.fetch_assoc(stmt)
    while dictionary != False:
        complaints.append(dictionary)
        dictionary = ibm_db.fetch_assoc(stmt)
    # print(complaints)
    return render_template('agentdash.html', name=userid,
complaints=complaints)

@app.route('/tickets')
def tickets():
    sql = "select * from complaints"
    complaints = []
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.execute(stmt)
    dictionary = ibm_db.fetch_assoc(stmt)
    while dictionary != False:
        complaints.append(dictionary)
        dictionary = ibm_db.fetch_assoc(stmt)

    sql = "select username from agents where status <> 1"
    freeagents = []
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.execute(stmt)
    dictionary = ibm_db.fetch_assoc(stmt)
    while dictionary != False:
        freeagents.append(dictionary)
        dictionary = ibm_db.fetch_assoc(stmt)
    print(freeagents)
    return render_template('tickets.html', complaints=complaints,
freeagents=freeagents)

@app.route('/assignagent', methods=['GET', 'POST'])
def assignagent():
    if request.method == "POST":
        ccid = request.form['ccid']
        agent = request.form['agent']
        print(ccid)

```

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print(agent)
try:
    sql = "update complaints set assigned_agent =? where c_id = ?"
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, agent)
    ibm_db.bind_param(stmt, 2, ccid)
    ibm_db.execute(stmt)
    sql = "update agents set status =1 where username = ?"
    stmt = ibm_db.prepare(conn, sql)
    ibm_db.bind_param(stmt, 1, userid)
    ibm_db.execute(stmt)
except:
    print("cant update")
return redirect(url_for('tickets'))

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

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

if __name__ == "__main__":
    app.run(debug=True)

```