SPRINT 2

Team ID : PNT2022TMID07931

Teammates:

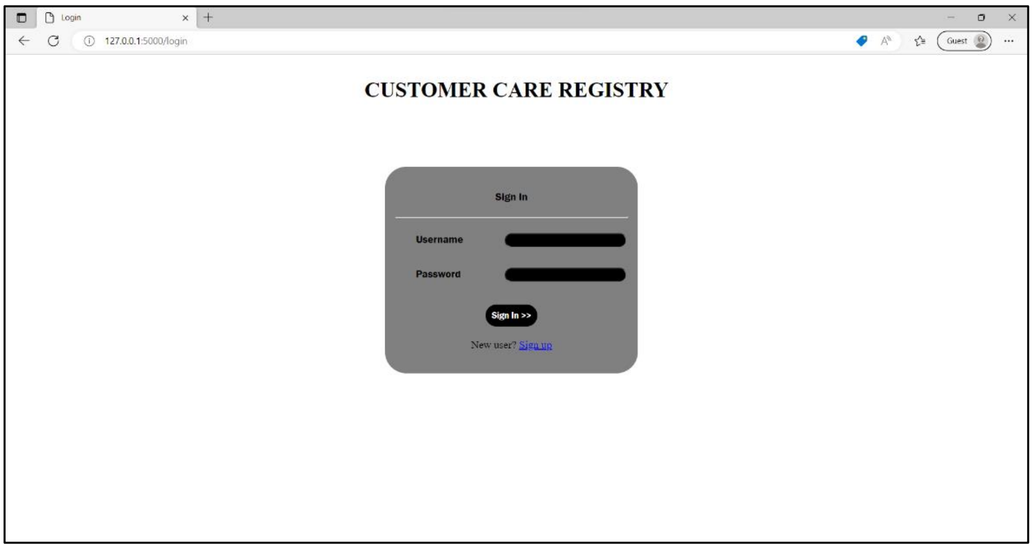
1. BARATH KUMAR S (TL)
2. BALAJI S
3. ARUN KUMAR S
4. DEEPAK K

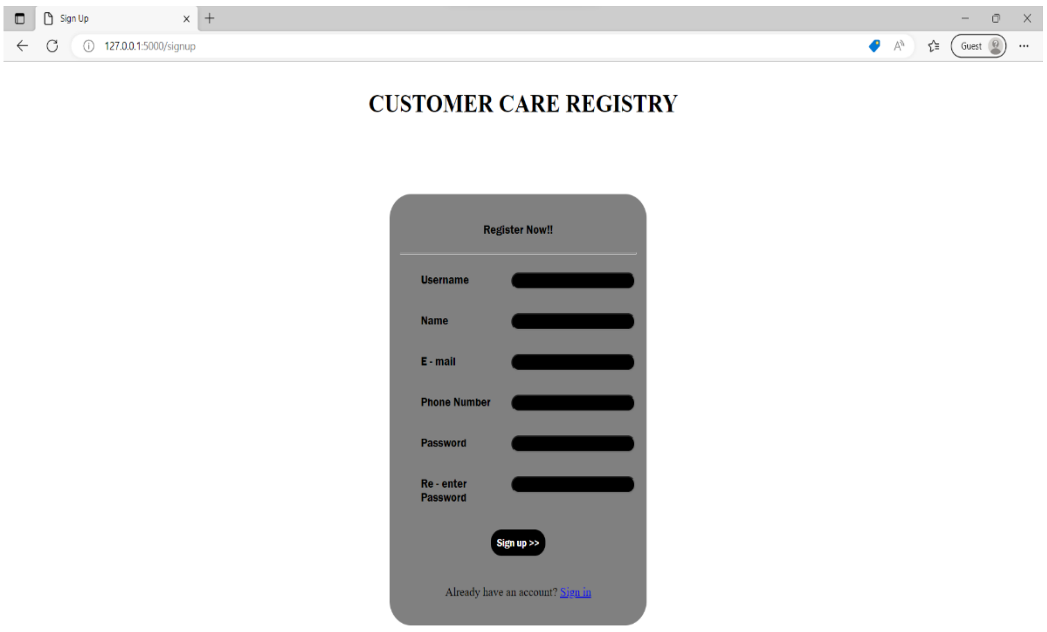
SPRINT 2

Completed tasks:

- Login page
- Signup page
- Dashboard page
- Add tickets page

1. Create a UI to interact with Application.





CUSTOMER CARE REGISTRY

Register Now!!

Username

Name

E - mail

Phone Number

Password

Re - enter Password

Sign up >>

Already have an account? Sign in

CODE:

App.py

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

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=55fbc997-9266-4331-afd3-888b05e734c0.bs2io90l08kqb1od8lcg.databases.appdomain.cloud;PORT=31929;SECURITY=SSL;SSLServerCertificate=DigiCertGlobalRootCA.crt;UID=ynw48180;PWD=I1EGQPDz745BoBjp;", '', '')
```

```
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 = 'Acccount already exists'
        else:
            userid = username
            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, name)
            ibm_db.bind_param(prep_stmt, 3, email)
            ibm_db.bind_param(prep_stmt, 4, phn)
            ibm_db.bind_param(prep_stmt, 5, password)
            ibm_db.execute(prep_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('/')
def base():
    return redirect(url_for('login'))

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

```
if request.method == 'POST':
    username = request.form['username']
    userid = username
    password = request.form['pass']
    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 =?,status=1 where c_id = ? and
assigned_agent=?"
```

```
            stmt = ibm_db.prepare(conn, sql)
            ibm_db.bind_param(stmt, 1, solution)
            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)

        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'))


if __name__ == "__main__":

    app.run(debug=True)
```