

# REPORT

CUSTOMER MANAGEMENT SYSTEM

(Project Name- CustomerConnect<-->)

By –: MANSI GUPTA

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# Introduction

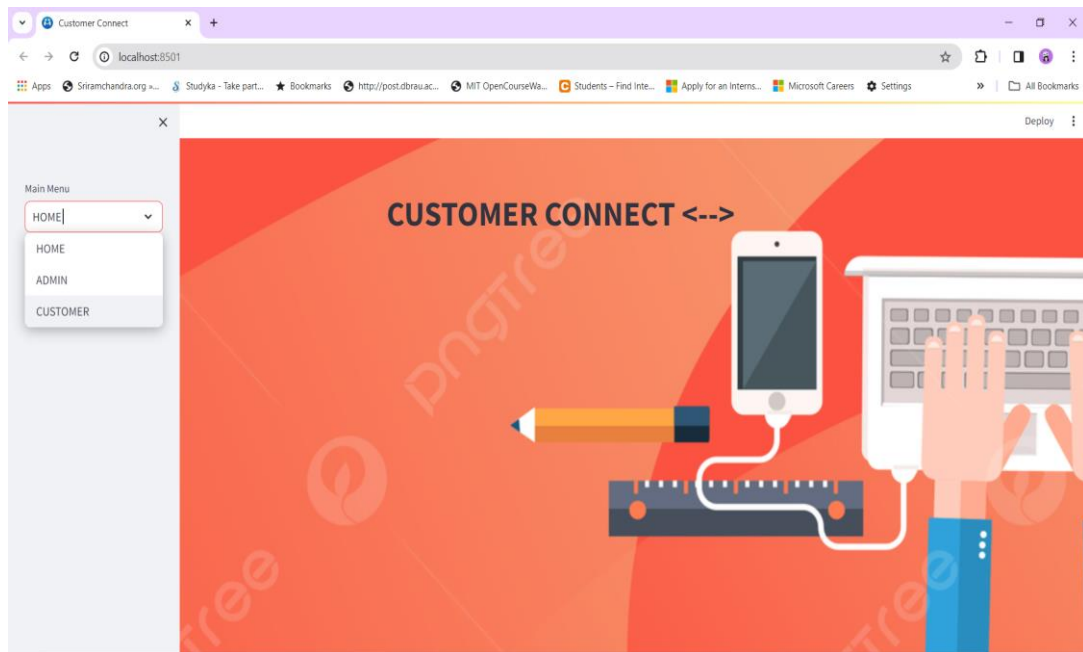
CustomerConnect is a comprehensive Customer Management System (CMS) designed to streamline and enhance interactions between businesses and their customers. It provides a centralized platform for both the business and the customer as well by managing and analysing customer data, setting communication between the two and helping customers to give valuable feedbacks and clear their concerns.

## Objective

- ✚ Efficiently manage customer information and interactions.
- ✚ Provide a common interaction for both the businesses and the customer.
- ✚ Enhance customer satisfaction and retention.
- ✚ Improve communication channels between the business and its customers.
- ✚ Provide analytics and insights for better decision-making.
- ✚ Streamline sales and marketing processes.

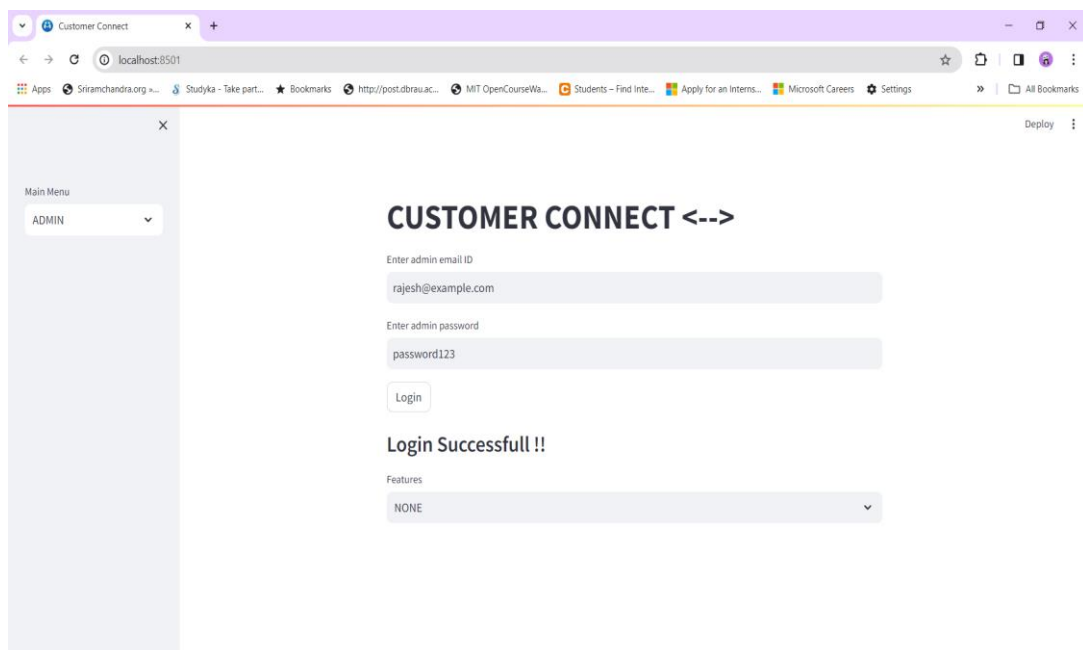
# Features

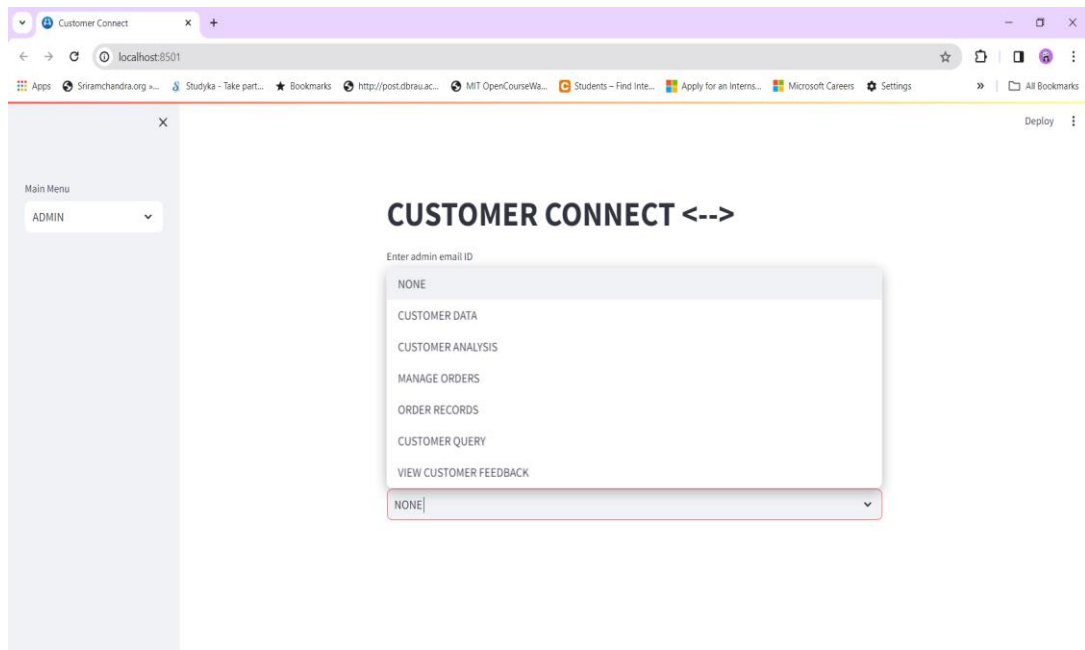
## ➤ HOME PAGE:



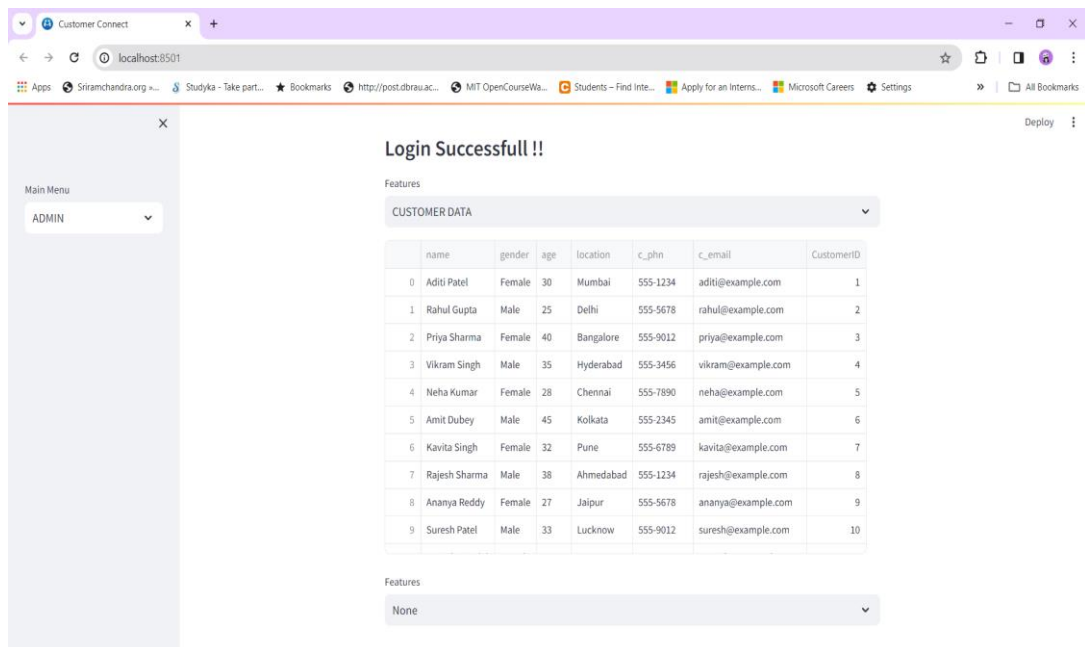
## ➤ FOR ADMIN:

- ADMIN LOGIN





- CUSTOMER DATA



Customer Connect

localhost:8501

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Deploy

Main MenuADMIN

Add Customer Data

Enter Customer NameRajni Bhalse

GenderFemale

Age34

Customer's Locationpune

Phone No.9918766523

Customer's emailrajni@example.com

Add Customer Data

Data Added Successfully !!

Customer Connect

localhost:8501

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Deploy

Main MenuADMIN

31	Zara Khan	Female	29	Chandigarh	9876543221	zarak@example.com	32
32	Advik Mishra	Male	32	Surat	9876543222	advikm@example.com	33
33	Anaya Jain	Female	27	Indore	9876543223	anayaj@example.com	34
34	Kian Singh	Male	30	Bhopal	9876543224	kians@example.com	35
35	Myra Choudhary	Female	28	Visakhapatna	9876543225	myrac@example.com	36
36	Reyansh Joshi	Male	35	Thane	9876543226	reyanshj@example.com	37
37	Kiara Gupta	Female	31	Patna	9876543227	kiarag@example.com	38
38	Shaurya Dubey	Male	26	Ludhiana	9876543228	shauryad@example.com	39

Features

Delete Customer Data

Choose Customer ID to delete42

Delete Customer Data

Data Deleted Successfully !!

- CUSTOMER ANALYSIS

Customer Connect

localhost:8501

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Main Menu

ADMIN

Features

CUSTOMER ANALYSIS

Choose Category

Male

Male

Female

3	Vikram Singh	Male	35	Hyderabad	555-3456	vikram@example.com	4
5	Amit Dubey	Male	45	Kolkata	555-2345	amit@example.com	6
7	Rajesh Sharma	Male	38	Ahmedabad	555-1234	rajesh@example.com	8
9	Suresh Patel	Male	33	Lucknow	555-9012	suresh@example.com	10
11	Vivek Verma	Male	42	Indore	555-7890	vivek@example.com	12
13	Rajat Singh	Male	47	Bhopal	555-6789	rajat@example.com	14
15	Alok Singh	Male	36	Visakhapatnam	555-5678	alok@example.com	16
17	Vinod Kumar	Male	39	Patna	555-3456	vinod@example.com	18
19	Ravi Kumar	Male	43	Varanasi	555-2345	ravi@example.com	20

Choose Visualization

NONE

Deploy

Customer Connect

localhost:8501

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Main Menu

ADMIN

30

meghanshi joshi

female

30

indore

9876543210

meghanshi@example.com

31

38

Shaurva Dubey

Male

26

Ludhiana

9876543228

shaurvadi@example.com

39

Choose Visualization

PIE CHART

Choose category

age

Age Distribution

28

30

25

34

35

26

32

31

27

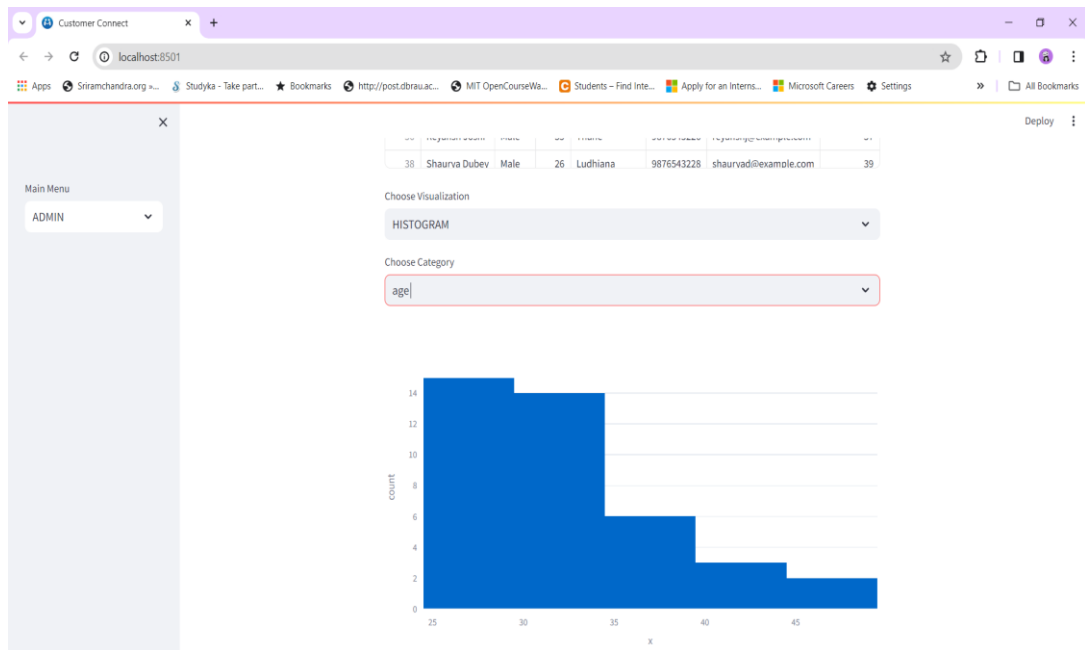
33

29

42

38

47



- MANAGE ORDERS

Customer Connect

localhost:8501

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Deploy

## CUSTOMER CONNECT <-->

Enter admin email ID

rajesh@example.com

Enter admin password

password123

Login

None

View Order

Order Details

Update Order Status

Order Status

None



- ORDER RECORDS

Customer Connect

localhost:8501

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Deploy

Main Menu

ADMIN

Login Successfull !!

Features

ORDER RECORDS

Complete Order Record:

	OrderID	CustomerID	OrderDate	TotalAmount	OrderStatus	ShippingAddress
0	100	1	2024-03-25 10:00:00	\$50.00	Processing	15 Taj Mahal Road, Agra
1	101	2	2024-03-25 11:30:00	\$120.00	Shipped	27 Bollywood Street, Mumbai
2	102	3	2024-03-26 09:45:00	\$75.50	Delivered	10 Ganges Bank, Varanasi
3	103	4	2024-03-26 13:20:00	\$200.00	Processing	45 Curry Lane, New Delhi
4	104	5	2024-03-27 14:00:00	\$35.00	cancelled	5 Elephant Road, Jaipur
5	105	6	2024-03-27 16:30:00	\$90.00	Shipped	8 Spice Market Lane, Kochi
6	106	7	2024-03-28 08:45:00	\$15.00	Delivered	12 Yoga Street, Rishikesh
7	107	8	2024-03-28 10:20:00	\$45.00	Processing	30 Coconut Avenue, Goa
8	108	9	2024-03-29 12:00:00	\$80.00	Shipped	55 Silk Road, Bangalore
9	109	10	2024-03-29 15:30:00	\$55.00	Delivered	77 Spice Garden, Hyderabad

- CUSTOMER QUERY

Customer Connect

localhost:8501

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Source file changed. RunAlways rerunDeploy

Main Menu

ADMIN

Login Successfull !!

Features

CUSTOMER QUERY

	TicketID	CustomerID	TicketType	Tsubject	Tdescription
0	1001	1	Query	Payment discrepancy	I noticed a discrepancy in my recent payment s
1	1002	2	Problem	Login issue	I am unable to log in to my account.
2	1003	3	Question	Product inquiry	I would like to know more about the features of
3	1004	4	Query	Shipping status	Can you please provide an update on the shipp
4	1005	5	Problem	Website error	I encountered an error while trying to complete
5	1006	6	Query	Product availability	Are the products listed on your website current
6	1007	7	Question	Return policy	What is your return policy for online purchases
7	1008	8	Problem	Order cancellation	I would like to cancel my recent order.
8	1009	9	Query	Account upgrade	How can I upgrade my account to premium me
9	1010	10	Question	Product specifications	Can you provide detailed specifications for the

- VIEW CUSTOMER FEEDBACK

VIEW CUSTOMER FEEDBACK

View Customer Feedback

View All

View Customer Specific

1	52	Amit Kumar	amit@example.com	Complaint	Slow service response	3
2	69	Priya Sharma	priya@example.com	Suggestion	Improvement in website navigation	4
3	65	Rahul Singh	rahul@example.com	Compliment	Excellent customer service	5
4	104	Neha Patel	neha@example.com	Complaint	Product received damaged	2
5	96	Ravi Gupta	ravi@example.com	Complaint	Late delivery of order	3
6	75	Anita Verma	anita@example.com	Suggestion	Expand product range	4
7	47	Vijay Yadav	vijay@example.com	Compliment	User-friendly website interface	5
8	54	Deepak Jain	deepak@example.com	Complaint	Incorrect billing amount	2
9	102	Sunita Singh	sunita@example.com	Complaint	Poor quality of product	2

➤ **FOR CUSTOMERS:**

- CUSTOMER LOGIN

CUSTOMER CONNECT <-->

Enter Customer email ID

aditi@example.com

Enter Customer password

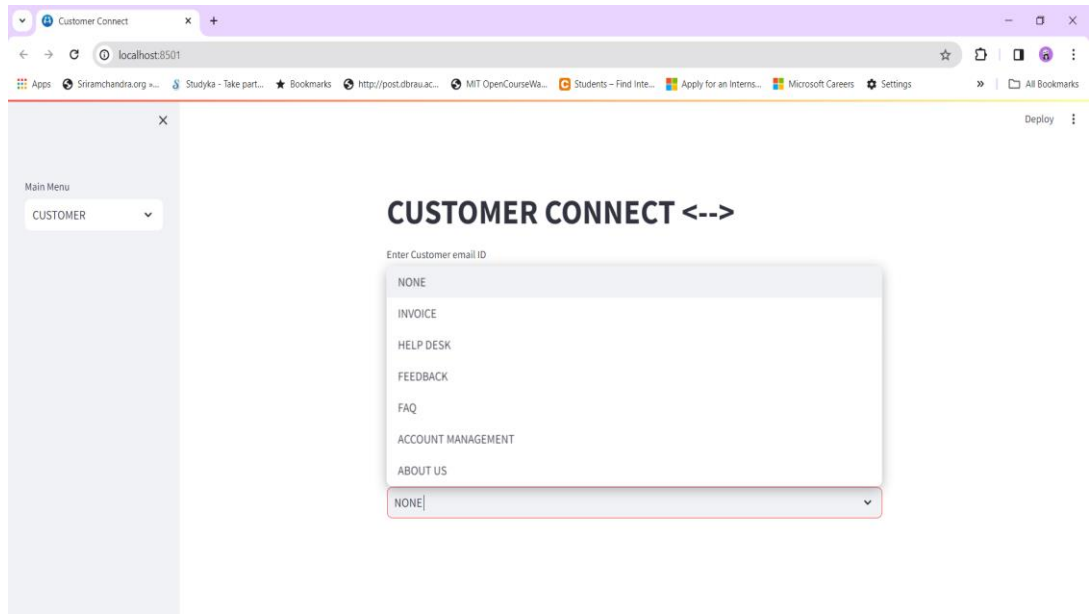
password123

Login

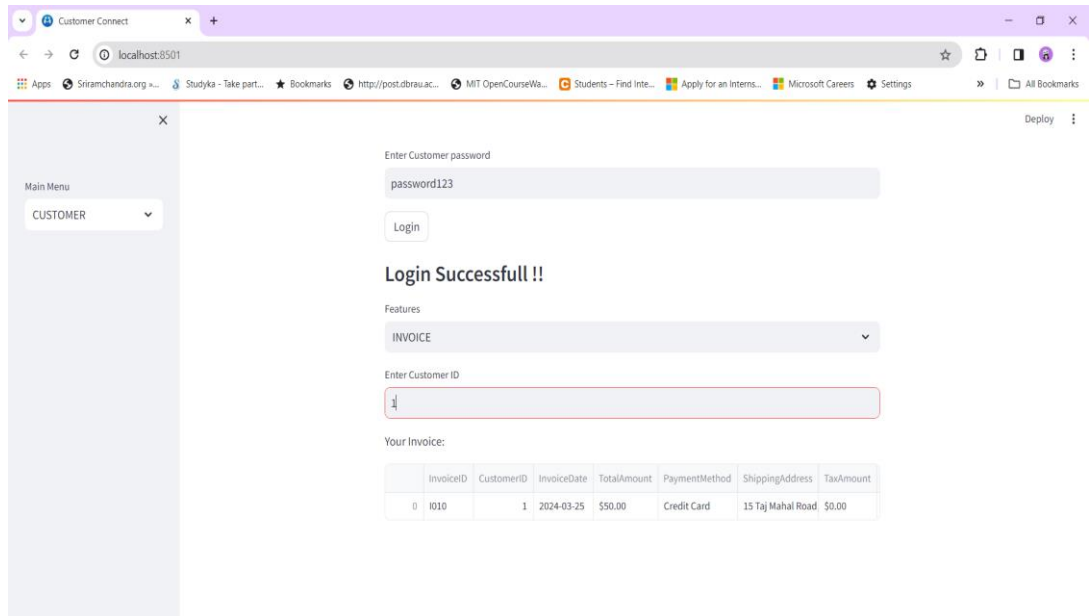
Login Successfull !!

Features

NONE



## • INVOICE



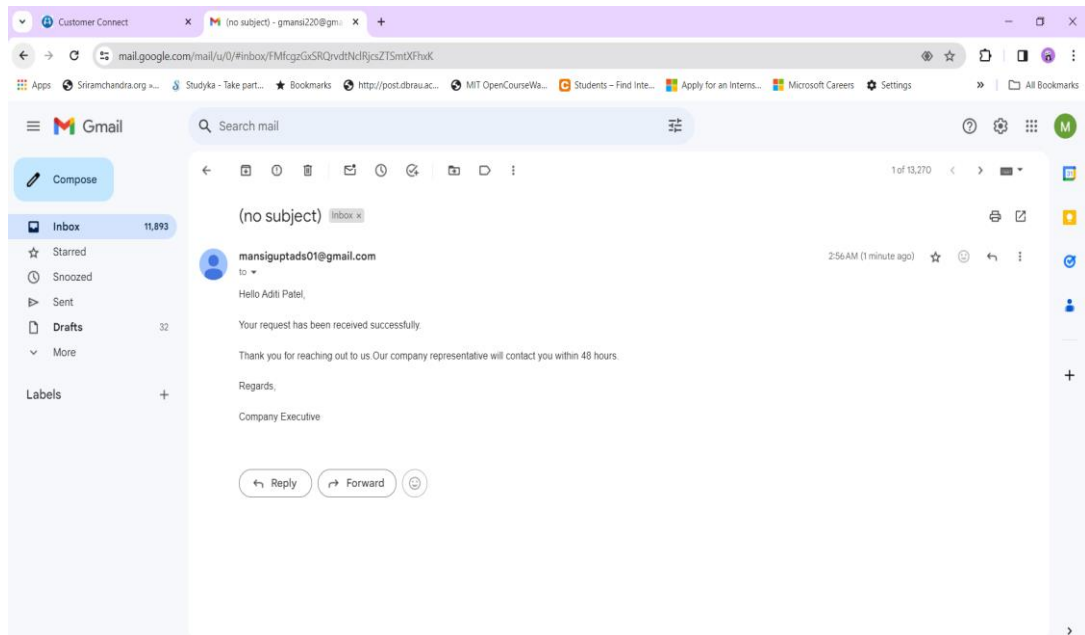
- **HELP DESK** (*customers gets a response mail in return*)

The screenshot shows a web browser window with the address bar at localhost:8501. The page is titled 'Customer Connect' and features a sidebar with a 'Main Menu' dropdown set to 'CUSTOMER'. The main content area contains a form for submitting a request. The form fields are as follows:

- Features:** A dropdown menu with 'HELP DESK' selected.
- Enter Customer ID:** A text input field containing the number '1'.
- Enter your name:** A text input field containing 'Aditi Patel'.
- Enter subject:** A text input field containing 'UI problem'.
- Choose request type:** A dropdown menu with 'Problem' selected.
- Choose priority preference:** A dropdown menu with 'Low' selected.
- Write a brief description for your request:** A text area containing 'UI is not working properly'.
- Enter your mobile number:** A text input field containing '8891284032'.
- Enter your registered email ID:** A text input field containing 'gmansi220@gmail.com'.
- Submit Request:** A button at the bottom of the form.

Below the form, a confirmation message reads: 'Request Raised Successfully !!' followed by 'Confirmation mail has been sent to your registered emailid'.

Email received in response of submitting a request to the company-



- FEEDBACK

Customer Connect x (no subject) - gmansi220@gmail.com x +

localhost:8501

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Deploy

Main Menu  
CUSTOMER

Features  
FEEDBACK

Enter Customer ID:  
1

Enter your name:  
Aditi Patel

Enter your registered email ID:  
gmansi220@gmail.com

Choose Feedback type  
None

Enter subject:  
UI problem

Rate between 1-5  
4

Submit Feedback

Feedback Submitted Successfully.Thanks for your valuable Time !!

- FAQ

Customer Connect x (no subject) - gmansi220@gmail.com x +

localhost:8501

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Deploy

Main Menu  
CUSTOMER

Features  
FAQ

How can I reset my password?  
Answer: reset your password, visit the login page and click on the 'Forgot Password' link. Follow the instructions to reset your password via email.

What payment methods do you accept?  
Answer: We accept various payment methods including credit/debit cards, PayPal, and bank transfers. You can view all available payment options during the checkout process.

How long does shipping take?  
Answer: Shipping times vary depending on your location and the shipping method selected. Standard shipping typically takes 3-5 business days, while expedited shipping may arrive within 1-2 business days.

What is your return policy?  
Answer: Our return policy allows you to return items within 30 days of purchase for a full refund or exchange. Items must be unused and in their original packaging. Please refer to our Returns page for more details.

Do you offer international shipping?  
Answer: Yes, we offer international shipping to select countries. Shipping costs and delivery times vary depending on the destination. You can view available shipping options during the checkout process.

How can I track my order?  
Answer: Once your order has been shipped, you will receive a tracking number via email. You can use this tracking number to track your order's status on our website or the carrier's website.

Can I cancel my order after it's been placed?  
Answer: Orders can be canceled within 24 hours of purchase before they are shipped. Once the order has been shipped, it cannot be canceled but can be returned following our return policy.

- ACCOUNT MANAGEMENT

Customer Connect (no subject) - gmana220@gmail.com

localhost:8501

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Deploy

Main Menu  
CUSTOMER

Features  
ACCOUNT MANAGEMENT

Enter your customer ID:  
1

Enter your full name:  
Aditi Patel

Gender:  
Female

Age:  
24

Enter your location:  
Kanpur

Enter your mobile no.:  
8810196782

Enter your email id:  
aditi@example.com

Update Data

Data updated successfully !!

- ABOUT US

Customer Connect (no subject) - gmana220@gmail.com

localhost:8501

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Deploy

Main Menu  
CUSTOMER

Features  
ABOUT US

### About Us

At our Company, we are dedicated to providing innovative solutions tailored to meet the evolving needs of our clients. With over 20+ years of experience in the industry, we have established ourselves as a trusted partner known for delivering exceptional results.

### Our Clients

We take pride in serving a diverse clientele ranging from small startups to multinational corporations. Our client base includes leading names. We value each client relationship and are committed to exceeding their expectations with our personalized approach and high-quality services.

### Our Branches

Headquartered in UP, we have expanded our presence to 100+ branches across India. Our strategic locations enable us to provide localized support and services, ensuring seamless collaboration with our clients wherever they are located.

### Contact Information

Address: 123 Main Street, Kanpur, UP  
Phone: +91 (55) 123-4567  
Email: info@example.com

### Social Media

Connect with us on social media to stay updated on the latest news, events, and industry insights:

Facebook  
Twitter  
LinkedIn

### Promoting Gender Equality

At our Company, we believe in creating an inclusive workplace culture where diversity is celebrated and everyone has equal opportunities for growth and success. We are proud to have a gender-balanced workforce and actively promote initiatives that support gender equality, including mentorship programs, leadership development, and flexible work arrangements.

### Sustainability Commitment

# Technology Used

**Programming Languages:** Python (including libraries like pandas, datetime etc.) for backend development. HTML, CSS for frontend.

**Databases:** MySQL, for storing customer data.

**Frameworks:** Streamlit, for web development.

**Communication:** SMTP (Simple Mail Transfer Protocol), for email communication.

**Analytics Tools:** Plotly Express Library

## CODE:

```
import mysql.connector
```

```
import streamlit as st
```

```
import pandas as pd
```

```
import datetime
```

```
import plotly.express as px
```

```
import smtplib
```

```
def sendEmail(to,content):
```

```
    server=smtplib.SMTP('smtp.gmail.com',587)
```

```
    server.ehlo()
```

```
    server.starttls()
```

```
    server.login('mansiguptads01@gmail.com','*****')
```

```
    server.sendmail('mansiguptads01@gmail.com',to,content)
```

```
    server.close()
```

```
st.set_page_config(page_title="Customer Management  
System",page_icon="https://tse4.mm.bing.net/th?id=OIP.IJDftVMr58wdM1kn6ZWvkwHaHa&p  
id=Api&P=0&h=220")
```

```

st.title("CUSTOMER MANAGEMENT SYSTEM")
choice=st.sidebar.selectbox("Main Menu",("HOME","ADMIN","CUSTOMER"))

if(choice=="HOME"):
    # Set a background image
    background_image = 'https://png.pngtree.com/background/20210711/original/pngtree-business-desktop-meeting-background-picture-image_1090184.jpg'

    # Use HTML and CSS to set the background image
    st.markdown(
        f"""
        <style>
        .stApp {{
            background-image: url('{background_image}');
            background-size: cover;
        }}
        </style>
        """,
        unsafe_allow_html=True
    )

elif(choice=="ADMIN"):
    if "islogin" not in st.session_state:
        st.session_state['islogin']=False
        aid=st.text_input("Enter admin email ID")
        pwd=st.text_input("Enter admin password")
        btn=st.button("Login")
        if btn:

            mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@1234",database="cms")
            c=mydb.cursor()
            c.execute("select * from adminData")
            data=c.fetchall()
            for k in data:

                if (k[6]==aid and k[5]==pwd):

                    st.session_state['islogin']=True

                    break

            if not st.session_state['islogin']:

                st.subheader("Incorrect ID or Passwowrd")

    if st.session_state['islogin']:

        st.subheader("Login Successfull !!")

        choice2=st.selectbox("Features",("NONE","CUSTOMER DATA", "CUSTOMER ANALYSIS", "MANAGE ORDERS", "ORDER RECORDS", "CUSTOMER QUERY","VIEW CUSTOMER FEEDBACK"))

```



```

if(choice2=="CUSTOMER DATA"):

    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@123
4",database="cms")
    c=mydb.cursor()
    c.execute("select * from custData")
    mydata=c.fetchall()
    mycolumns=c.column_names
    df=pd.DataFrame(data=mydata,columns=mycolumns)
    st.dataframe(df)

    choice3=st.selectbox("Features",("None","Add Customer Data","Delete Customer
Data"))
    if(choice3=="Add Customer Data"):
        cname=st.text_input("Enter Customer Name")
        gender = st.text_input("Gender")
        age= st.text_input("Age")
        loc= st.text_input("Customer's Location")
        phn= st.text_input("Phone No.")
        cemail= st.text_input("Customer's email")
        btn2=st.button("Add Customer Data")
        if btn2:

            mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
            34",database="cms")
            c=mydb.cursor()
            c.execute("insert into custData(name,gender,age,location,c_phn,c_email)
            values(%s,%s,%s,%s,%s,%s)",(cname,gender,age,loc,phn, cemail))
            mydb.commit()
            st.subheader("Data Added Successfully !!")
            elif(choice3=="Delete Customer Data"):

                mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
                34",database="cms")
                c=mydb.cursor()
                c.execute("select * from custData")
                mydata=c.fetchall()
                mycolumns=c.column_names
                df=pd.DataFrame(data=mydata,columns=mycolumns)
                cid=st.selectbox("Choose Customer ID to delete",df['CustomerID'])
                btn2=st.button("Delete Customer Data")
                if btn2:

                    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@
                    1234",database="cms")
                    c=mydb.cursor()
                    c.execute("delete from custData where CustomerID=%s",(cid,))
                    mydb.commit()
                    st.subheader("Data Deleted Successfully !!")

            elif(choice2=="MANAGE ORDERS"):

```

```

choice3=st.selectbox("Features",("None","View Order","Order Details","Update Order
Status","Order Status"))
if(choice3=="View Order"):
    c_id=st.text_input("Enter Customer ID")

    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
34",database="cms")
    c=mydb.cursor()
    c.execute("select ItemsOrdered from orderDetails where CustomerID= %s",(c_id,))
    mydata=c.fetchall()
    mycolumns=c.column_names
    df=pd.DataFrame(data=mydata,columns=mycolumns)
    st.write("Items Ordered:")
    st.dataframe(df)
elif(choice3=="Order Details"):
    c_id=st.text_input("Enter Customer ID")

    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
34",database="cms")
    c=mydb.cursor()
    c.execute("select * from orderDetails where CustomerID= %s",(c_id,))
    mydata=c.fetchall()
    mycolumns=c.column_names
    df=pd.DataFrame(data=mydata,columns=mycolumns)
    st.write("Complete Order Details:")
    st.dataframe(df)
elif(choice3=="Order Status"):
    c_id=st.text_input("Enter Customer ID")

    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
34",database="cms")
    c=mydb.cursor()
    c.execute("select OrderStatus from orderDetails where CustomerID= %s",(c_id,))
    mydata=c.fetchall()
    mycolumns=c.column_names
    df=pd.DataFrame(data=mydata,columns=mycolumns)
    st.write("Status of the Order is:")
    st.dataframe(df)
elif(choice3=="Update Order Status"):
    c_id=st.text_input("Enter Customer ID")

    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
34",database="cms")
    c=mydb.cursor()
    st.write("Current Order Status:")
    c.execute("select OrderStatus from orderDetails where CustomerID= %s",(c_id,))
    mydata=c.fetchall()
    mycolumns=c.column_names
    df=pd.DataFrame(data=mydata,columns=mycolumns)
    st.dataframe(df)
    st.write("Updated Order Status:")

```

```

o_stat=st.text_input("Enter Updated Order Status")
btn2=st.button("Update Order Status")
if btn2:

    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@1234",database="cms")
    c=mydb.cursor()
    c.execute("update orderDetails set OrderStatus=%s where CustomerID=%s",(o_stat,c_id))
    mydb.commit()
    st.subheader("Status Updated Successfully !!")
elif(choice2=="VIEW CUSTOMER FEEDBACK"):
    c=st.selectbox("View Customer Feedback",("View All","View Customer Specific"))
    if(c=="View All"):

        mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@1234",database="cms")
        c=mydb.cursor()
        c.execute("select * from feedback")
        mydata=c.fetchall()
        mycolumns=c.column_names
        df=pd.DataFrame(data=mydata,columns=mycolumns)
        st.dataframe(df)
    else:
        c_id=st.text_input("Enter Customer ID")

        mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@1234",database="cms")
        c=mydb.cursor()
        c.execute("select * from feedback where c_id= %s",(c_id,))
        mydata=c.fetchall()
        mycolumns=c.column_names
        df=pd.DataFrame(data=mydata,columns=mycolumns)
        st.dataframe(df)

elif(choice2=="ORDER RECORDS"):
    st.write("Complete Order Record:")

    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@1234",database="cms")
    c=mydb.cursor()
    c.execute("select * from orderDetails")
    mydata=c.fetchall()
    mycolumns=c.column_names
    df=pd.DataFrame(data=mydata,columns=mycolumns)
    st.dataframe(df)

elif(choice2=="CUSTOMER QUERY"):

    mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@1234",database="cms")

```

```

c=mydb.cursor()
c.execute("select * from HelpDesk")
mydata=c.fetchall()
mycolumns=c.column_names
df=pd.DataFrame(data=mydata,columns=mycolumns)
st.write("Items Ordered:")
st.dataframe(df)
elif(choice2=="CUSTOMER ANALYSIS"):
df=pd.read_csv("Customer Analysis.csv")
c=st.selectbox("Choose Category",("Male","Female"))
df2=df[df['gender']==c]
st.dataframe(df2)
choice3=st.selectbox("Choose Visualization",("NONE","PIE CHART","HISTOGRAM"))
if(choice3 == "HISTOGRAM"):
k=st.selectbox("Choose Category",("gender","age","location"))
if k:
fig=px.histogram(x=df[k])
st.plotly_chart(fig)
elif(choice3 == "PIE CHART"):
c=st.selectbox("Choose category",("age","gender","location"))
if(c=="age"):
# Pie chart for 'age' column
age_counts = df['age'].value_counts()
fig_age = px.pie(values=age_counts, names=age_counts.index, title='Age
Distribution')
st.plotly_chart(fig_age)
elif(c=="gender"):
# Pie chart for 'gender' column
gender_counts = df['gender'].value_counts()
fig_gender = px.pie(values=gender_counts, names=gender_counts.index,
title='Gender Distribution')
st.plotly_chart(fig_gender)
elif(c=="location"):
# Pie chart for 'location' column
location_counts = df['location'].value_counts()
fig_location = px.pie(values=location_counts, names=location_counts.index,
title='Location Distribution')
st.plotly_chart(fig_location)

elif(choice=="CUSTOMER"):
if "islogin" not in st.session_state:
st.session_state['islogin']=False
aid=st.text_input("Enter Customer email ID")
pwd=st.text_input("Enter Customer password")
btn=st.button("Login")
if btn:

mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@1234",d
atabase="cms")
c=mydb.cursor()

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c.execute("select * from custCredentials")
data=c.fetchall()
for k in data:
    if (k[1]==aid and k[2]==pwd):
        st.session_state['islogin']=True
        break
if not st.session_state['islogin']:
    st.subheader("Incorrect ID or Passwowrd")

if st.session_state['islogin']:
    st.subheader("Login Successfull !!")
    choice2=st.selectbox("Features",("NONE","INVOICE", "HELP DESK", "FEEDBACK", "FAQ",
"ACCOUNT MANAGEMENT", "ABOUT US"))
    if(choice2=="INVOICE"):
        c_id=st.text_input("Enter Customer ID")

        mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
34",database="cms")
        c=mydb.cursor()
        c.execute("select * from invoice where CustomerID= %s",(c_id,))
        mydata=c.fetchall()
        mycolumns=c.column_names
        df=pd.DataFrame(data=mydata,columns=mycolumns)
        st.write("Your Invoice:")
        st.dataframe(df)
    elif(choice2=="HELP DESK"):
        c_id=st.text_input("Enter Customer ID:")
        cname = st.text_input("Enter your name:")
        sub= st.text_input("Enter subject:")
        Ttype=st.selectbox("Choose request type",("None", "Query", "Problem", "Question"))
        Ptype=st.selectbox("Choose priority preference",("None", "High", "Medium", "Low"))
        Tdesc=st.text_input("Write a brief description for your request:")
        cust_phn=st.text_input("Enter your mobile number:")
        c_emailID=st.text_input("Enter your registered email ID:")
        btn2=st.button("Submit Request")
        if btn2:
            content="Hello " + cname + ",\n\nYour request has been received
successfully.\n\nThank you for reaching out to us.Our company representative will contact you
within 48 hours.\n\nRegards,\n\nCompany Executive"
            to=c_emailID
            sendEmail(to,content)

        mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
34",database="cms")
        c=mydb.cursor()
        c.execute("insert into custHelpDesk
values(%s,%s,%s,%s,%s,%s,%s,%s)",(c_id,cname,sub,Ttype,Ptype,Tdesc, cust_phn, c_emailID))
        mydb.commit()
        st.subheader("Request Raised Successfully !!\nConfirmation mail has been sent to
your registered emailid!")

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elif(choice2=="FEEDBACK"):
    c_id=st.text_input("Enter Customer ID:")
    cname = st.text_input("Enter your name:")
    c_emailID=st.text_input("Enter your registered email ID:")
    Ftype=st.selectbox("Choose Feedback type",("None","Suggestion",
"Compliment","Complaints"))
    sub= st.text_input("Enter subject:")
    rating=st.selectbox("Rate between 1-5",("1","2","3","4","5"))
    btn2=st.button("Submit Feedback")
    if btn2:

        mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
34",database="cms")
        c=mydb.cursor()
        c.execute("insert into feedback values(%s,%s,%s,%s,%s,%s)",(c_id,cname,
c_emailID,Ftype,sub,rating))
        mydb.commit()
        st.subheader("Feedback Submitted Successfully.Thanks for your valuable Time !!")
elif(choice2=="ACCOUNT MANAGEMENT"):
    c_id=st.text_input("Enter your customer ID:")
    cname=st.text_input("Enter your full name:")
    gen = st.text_input("Gender:")
    age= st.text_input("Age:")
    loc= st.text_input("Enter your location:")
    c_phn= st.text_input("Enter your mobile no.:")
    c_email= st.text_input("Enter your email id:")
    btn2=st.button("Update Data")
    if btn2:

        mydb=mysql.connector.connect(host="localhost",user="root",password="mansi@12
34",database="cms")
        c=mydb.cursor()
        c.execute("update custdata set
name=%s,gender=%s,age=%s,location=%s,c_phn=%s,c_email=%s where
customerID=%s",(cname, gen ,age,loc,c_phn,c_email,c_id))
        mydb.commit()
        st.subheader("Data updated successfully !!")

elif(choice2=="FAQ"):
    st.markdown("<h4>How can I reset my password?", unsafe_allow_html=True)
    st.write("Answer:To reset your password, visit the login page and click on the 'Forgot
Password' link. Follow the instructions to reset your password via email.")
    st.markdown("<h4>What payment methods do you accept?",
unsafe_allow_html=True)
    st.write("Answer: We accept various payment methods including credit/debit cards,
PayPal, and bank transfers. You can view all available payment options during the
checkout process.")
    st.markdown("<h4>How long does shipping take?", unsafe_allow_html=True)
    st.write("Answer: Shipping times vary depending on your location and the shipping
method selected. Standard shipping typically takes 3-5 business days, while expedited
shipping may arrive within 1-2 business days.")

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st.markdown("<h4> What is your return policy?", unsafe_allow_html=True)
st.write("Answer: Our return policy allows you to return items within 30 days of
purchase for a full refund or exchange. Items must be unused and in their original packaging.
Please refer to our Returns page for more details.")
st.markdown("<h4> Do you offer international shipping?", unsafe_allow_html=True)
st.write("Answer: Yes, we offer international shipping to select countries. Shipping
costs and delivery times vary depending on the destination. You can view available shipping
options during the checkout process.")
st.markdown("<h4>How can I track my order?", unsafe_allow_html=True)
st.write("Answer: Once your order has been shipped, you will receive a tracking
number via email. You can use this tracking number to track your order's status on our website
or the carrier's website.")
st.markdown("<h4> Can I cancel my order after it's been placed?",
unsafe_allow_html=True)
st.write("Answer: Orders can be canceled within 24 hours of purchase before they are
shipped. Once the order has been shipped, it cannot be canceled but can be returned
following our return policy.")
st.markdown("<h4> Are your products eco-friendly?", unsafe_allow_html=True)
st.write("Answer: We strive to offer environmentally friendly products whenever
possible. Look for eco-friendly labels on our product pages or contact customer support for
more information on specific products.")
st.markdown("<h4>How can I contact customer support?", unsafe_allow_html=True)
st.write("Answer: You can contact our customer support team via email at
support@example.com or by phone at +1 (800) 123-4567. Our support team is available
Monday through Friday from 9:00 AM to 5:00 PM.")
st.markdown("<h4> Do you offer discounts for bulk orders?", unsafe_allow_html=True)
st.write("Answer: Yes, we offer discounts for bulk orders. Please contact our sales team
at sales@example.com for pricing and further assistance.")
elif(choice2=="ABOUT US"):
    st.markdown("<h2>About Us", unsafe_allow_html=True)
    st.markdown("<h5>At our Company, we are dedicated to providing innovative
solutions tailored to meet the evolving needs of our clients. With over 20+ years of experience
in the industry, we have established ourselves as a trusted partner known for delivering
exceptional results.", unsafe_allow_html=True)
    st.markdown("<h2>Our Clients", unsafe_allow_html=True)
    st.markdown("<h5>We take pride in serving a diverse clientele ranging from small
startups to multinational corporations. Our client base includes leading names . We value each
client relationship and are committed to exceeding their expectations with our personalized
approach and high-quality services.", unsafe_allow_html=True)
    st.markdown("<h2>Our Branches", unsafe_allow_html=True)
    st.markdown("<h5>Headquartered in UP, we have expanded our presence to 100+
branches across India. Our strategic locations enable us to provide localized support and
services, ensuring seamless collaboration with our clients wherever they are located.",
unsafe_allow_html=True)
    st.markdown("<h2>Contact Information", unsafe_allow_html=True)
    st.markdown("<h5>Address: 123 Main Street, Kanpur, UP", unsafe_allow_html=True)
    st.markdown("<h5>Phone: +91 (555) 123-4567", unsafe_allow_html=True)
    st.markdown("<h5>Email: info@example.com", unsafe_allow_html=True)
    st.markdown("<h2>Social Media", unsafe_allow_html=True)
    st.markdown("<h5>Connect with us on social media to stay updated on the latest
news, events, and industry insights:", unsafe_allow_html=True)
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st.markdown("<h5>Facebook", unsafe_allow_html=True)
st.markdown("<h5>Twitter", unsafe_allow_html=True)
st.markdown("<h5>LinkedIn", unsafe_allow_html=True)
st.markdown("<h2>Promoting Gender Equality", unsafe_allow_html=True)
st.markdown("<h5>At our Company, we believe in creating an inclusive workplace
culture where diversity is celebrated and everyone has equal opportunities for growth
and success. We are proud to have a gender-balanced workforce and actively promote
initiatives that support gender equality, including mentorship programs, leadership
development, and flexible work arrangements.", unsafe_allow_html=True)
st.markdown("<h2>Sustainability Commitment", unsafe_allow_html=True)
st.markdown("<h5>As part of our corporate responsibility efforts, we are committed to
sustainability and environmental stewardship. We strive to minimize our
environmental footprint by implementing eco-friendly practices throughout our
operations and supporting initiatives that contribute to a more sustainable future.",
unsafe_allow_html=True)
```