

Mirpur Cantonment, Dhaka-1216.



Faculty of Science and Technology

Dept. of Information and Communication Technology (ICT)

Course Title: Object Oriented Design & Programming – 2

Course Code – ICE 2102

Name of Experiment: Online Customer Care and Service Center

Group – 06

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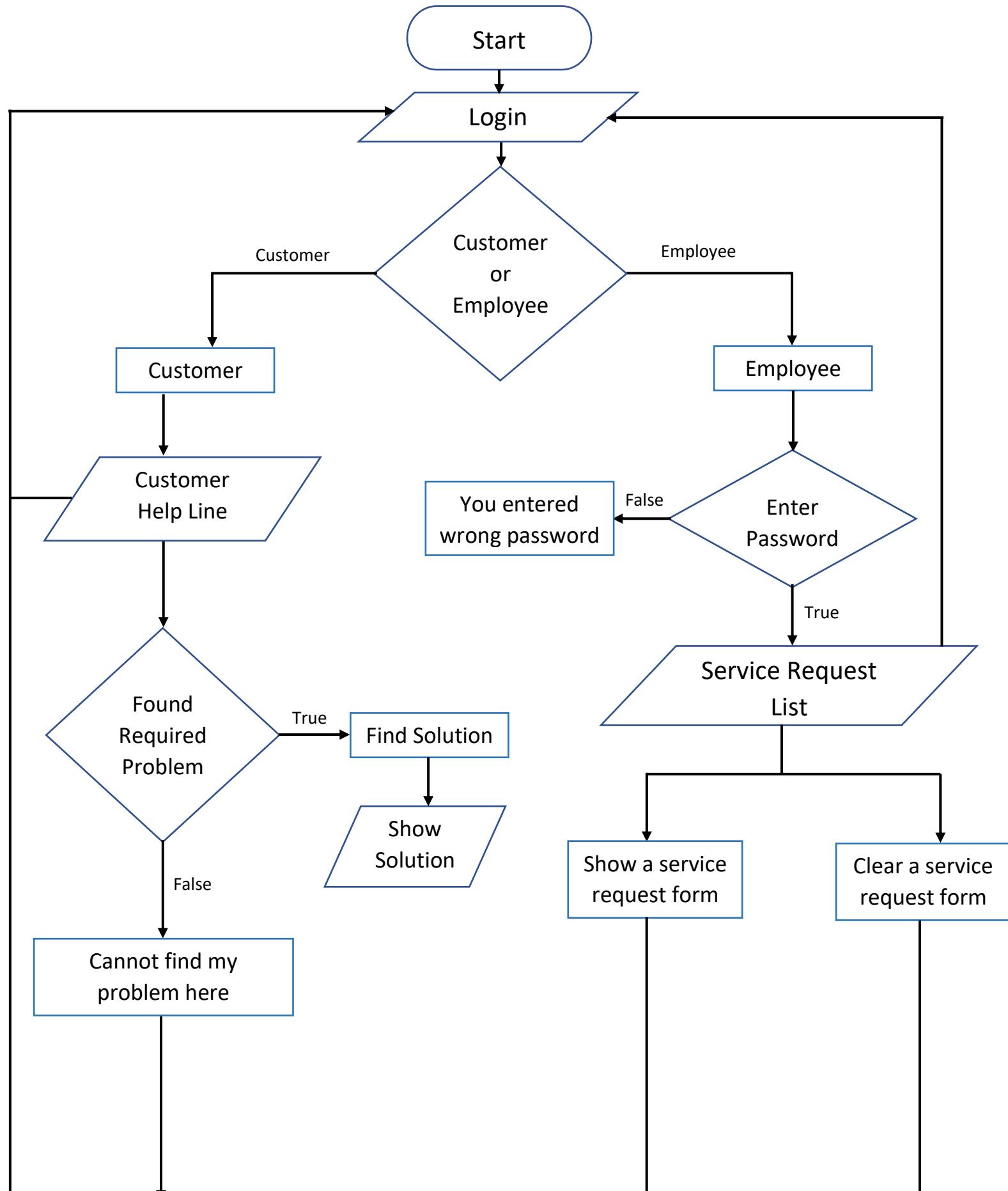
Roll – 2054901009

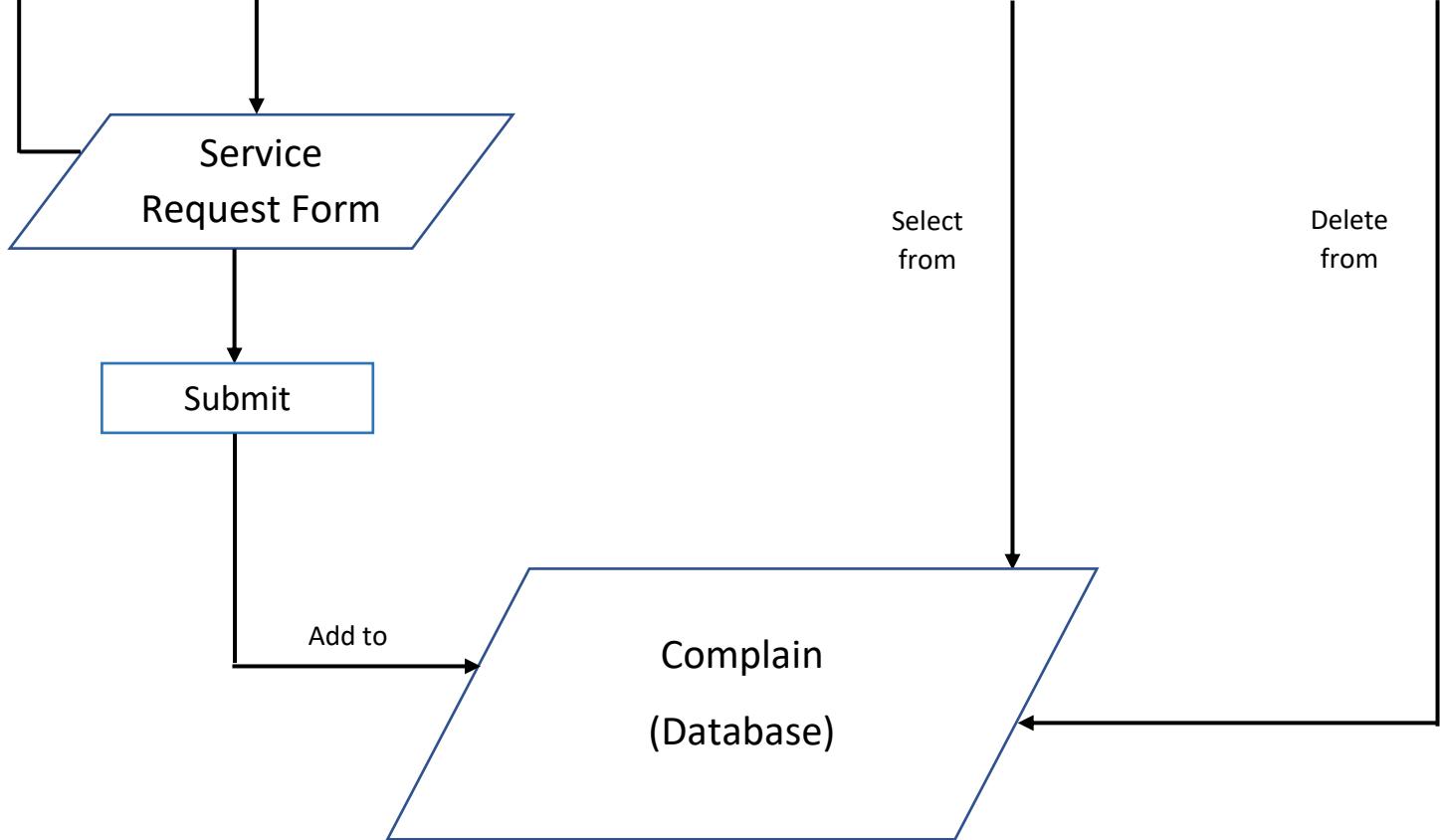
Section – A

Overview:

The project is on ‘Online Customer Care and Service Center’. After running the code, the first window shows a ‘Login’ window where the user can select whether they are a customer or an employee. If the user selects ‘customer’ from the options drop down menu, they will be redirected to a ‘Customer Help Line’ window after clicking Login. There some preset problems and their solutions are given which can be accessed after selecting a problem and clicking the ‘Find Solution’ button. If the customer does not find their desired solution they can select the ‘Cannot find my problem here’ option to be redirected to another window. This is the ‘Service Request Form’. Customers can provide the required data here to request service from the employees. Each window has a option to be redirected to the ‘Login’ window. Again, from the ‘Login’ window, if the user selects the ‘Employee’ option, they are required to enter the correct password. After logging in successfully, employees can see a ‘Requested Service List’ which shows the list and information of all the customers who require service. By selecting a row and clicking ‘Show’ the employee can see the form of that particular customer. If the problem of that customer is solved, that particular row can be cleared by clicking the ‘Clear’ button.

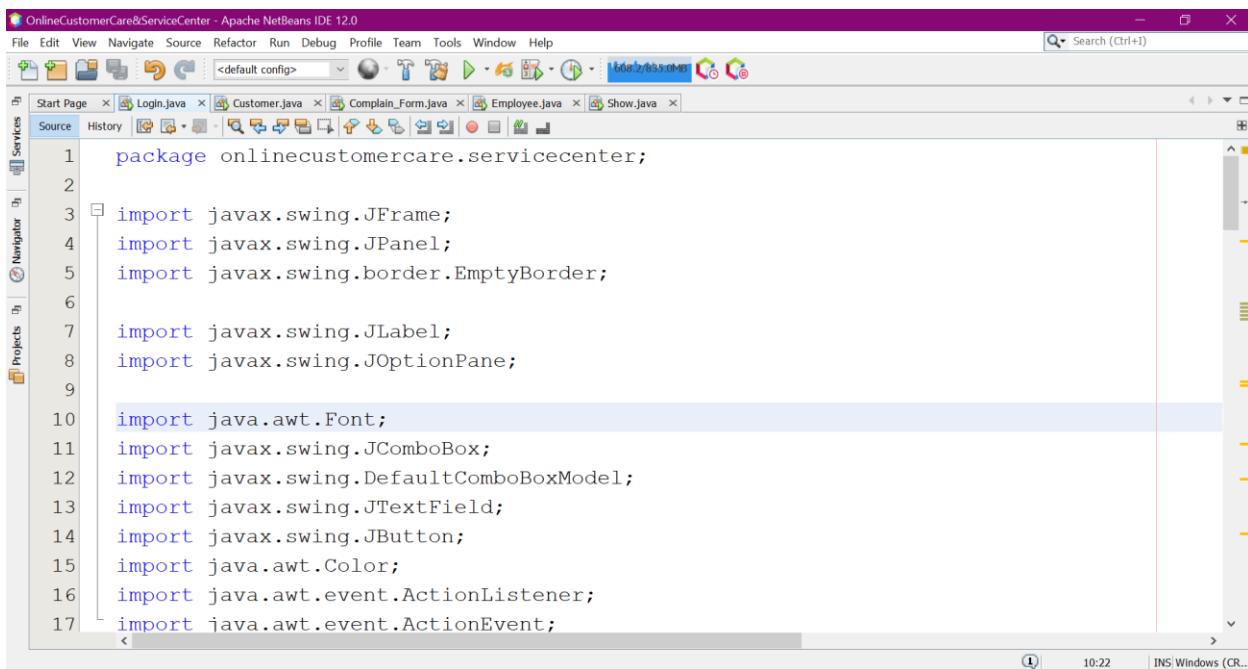
Flowchart:





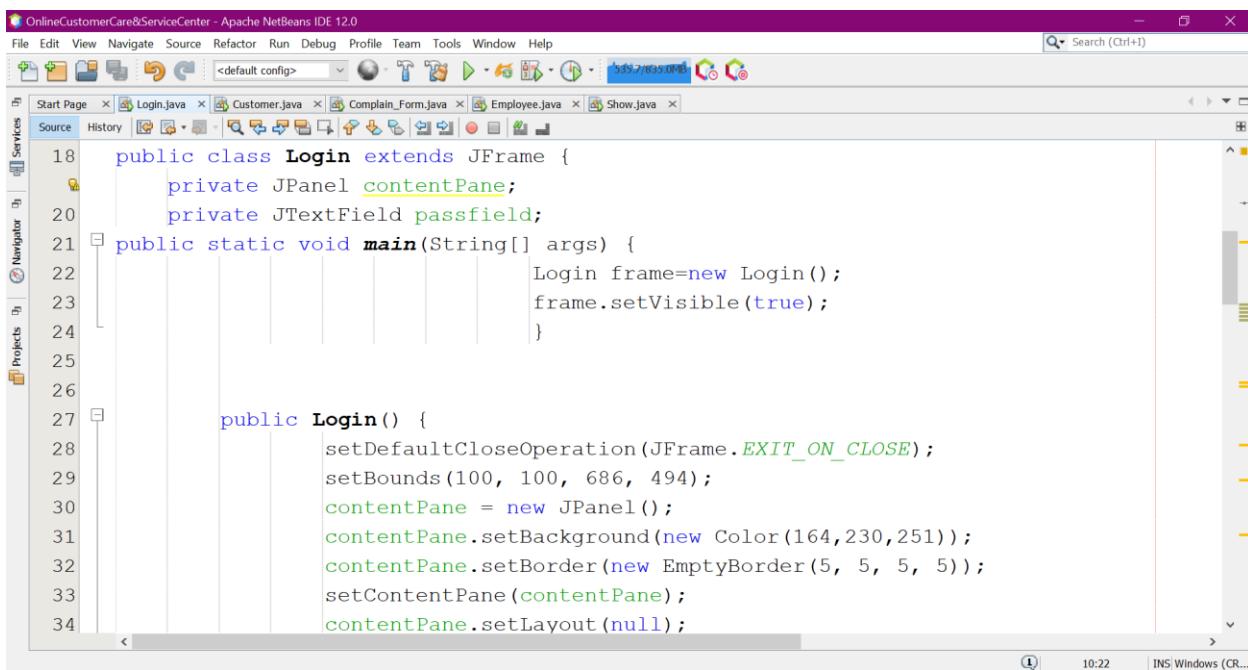
Code:

Login.java



OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
1 package onlinecustomercare.servicecenter;
2
3 import javax.swing.JFrame;
4 import javax.swing.JPanel;
5 import javax.swing.border.EmptyBorder;
6
7 import javax.swing.JLabel;
8 import javax.swing.JOptionPane;
9
10 import java.awt.Font;
11 import javax.swing.JComboBox;
12 import javax.swing.DefaultComboBoxModel;
13 import javax.swing.JTextField;
14 import javax.swing.JButton;
15 import java.awt.Color;
16 import java.awt.event.ActionListener;
17 import java.awt.event.ActionEvent;
```



```
18 public class Login extends JFrame {
19     private JPanel contentPane;
20     private JTextField passfield;
21     public static void main(String[] args) {
22         Login frame=new Login();
23         frame.setVisible(true);
24     }
25
26     public Login() {
27         setDefaultCloseOperation(JFrame.EXIT_ON_CLOSE);
28         setBounds(100, 100, 686, 494);
29         contentPane = new JPanel();
30         contentPane.setBackground(new Color(164,230,251));
31         contentPane.setBorder(new EmptyBorder(5, 5, 5, 5));
32         setContentPane(contentPane);
33         contentPane.setLayout(null);
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
35     JLabel lblNewLabel_1 = new JLabel("Customer Care & Service Center");
36     lblNewLabel_1.setForeground(Color.BLUE);
37     lblNewLabel_1.setFont(new Font("Tahoma", Font.PLAIN, 25));
38     lblNewLabel_1.setBounds(150, 11, 400, 70);
39     contentPane.add(lblNewLabel_1);
40
41
42     JLabel lblNewLabel = new JLabel("Login Form");
43     lblNewLabel.setFont(new Font("Tahoma", Font.PLAIN, 20));
44     lblNewLabel.setBounds(292, 86, 104, 25);
45     contentPane.add(lblNewLabel);
46
47     passfield = new JTextField();
48     passfield.setBounds(292, 193, 86, 20);
49     contentPane.add(passfield);
50     passfield.setColumns(10);
51
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
52     JLabel passlabel = new JLabel("Password");
53     passlabel.setBounds(220, 196, 62, 14);
54     contentPane.add(passlabel);
55
56     JComboBox comboBox = new JComboBox();
57     comboBox.addActionListener(new ActionListener() {
58         public void actionPerformed(ActionEvent e) {
59             if(comboBox.getSelectedItem().equals("Customer")) {
60                 passlabel.setVisible(false);
61                 passfield.setVisible(false);
62             }
63             else {
64                 passlabel.setVisible(true);
65                 passfield.setVisible(true);
66             }
67         }
68     });
69 }
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
69 comboBox.setModel(new DefaultComboBoxModel(new String[] {"Employee", "Customer"}));
70 comboBox.setBounds(292, 146, 88, 22);
71 contentPane.add(comboBox);

73 JButton btnNewButton = new JButton("Login");
74 btnNewButton.addActionListener(new ActionListener() {
75     public void actionPerformed(ActionEvent e) {
76         if(comboBox.getSelectedItem().toString().equals("Employee")) {
77             if(passfield.getText().equals("G-6")) {
78                 dispose();
79                 try {
80                     Employee emp=new Employee();
81                     emp.setVisible(true);
82                 }
83                 catch(Exception ex) {
84                     ex.printStackTrace();
85                 }
86             }
87         }
88         else {
89             passfield.setText("");
90             JOptionPane.showInternalMessageDialog
91             (null, "You Entered Wrong Password", "Wrong Password",
92             JOptionPane.WARNING_MESSAGE);
93         }
94     }
95     dispose();
96     try {
97         Customer c=new Customer();
98         c.setVisible(true);
99     }
100    catch(Exception ex) {
101        ex.printStackTrace();
102    }
103 }
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

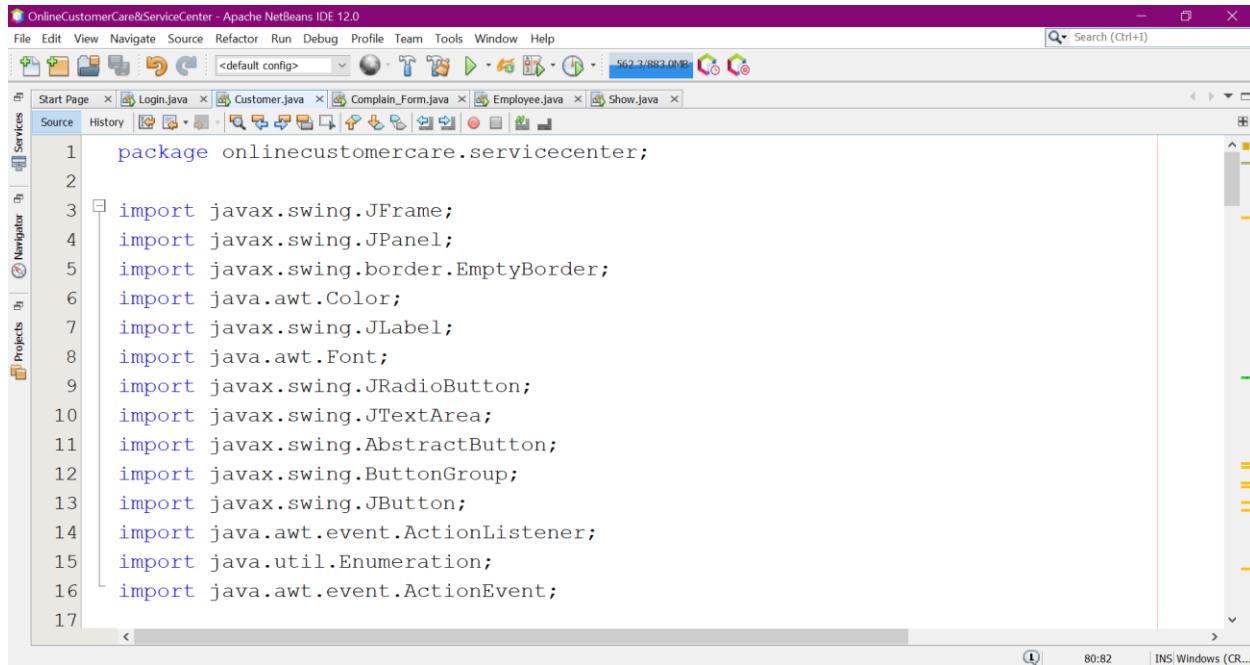
```
86 }
87 else {
88     passfield.setText("");
89     JOptionPane.showInternalMessageDialog
90     (null, "You Entered Wrong Password", "Wrong Password",
91     JOptionPane.WARNING_MESSAGE);
92 }

94 {
95     dispose();
96     try {
97         Customer c=new Customer();
98         c.setVisible(true);
99     }
100    catch(Exception ex) {
101        ex.printStackTrace();
102    }
103 }
```

The screenshot shows the Apache NetBeans IDE interface with the title bar "OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0". The menu bar includes File, Edit, View, Navigate, Source, Refactor, Run, Debug, Profile, Team, Tools, Window, Help. The toolbar has icons for file operations like Open, Save, Print, and a search bar with placeholder "Search (Ctrl+I)". The project navigation pane on the left lists "Projects", "Services", "Navigator", and "Start Page". The main editor window displays the "Login.java" source code:

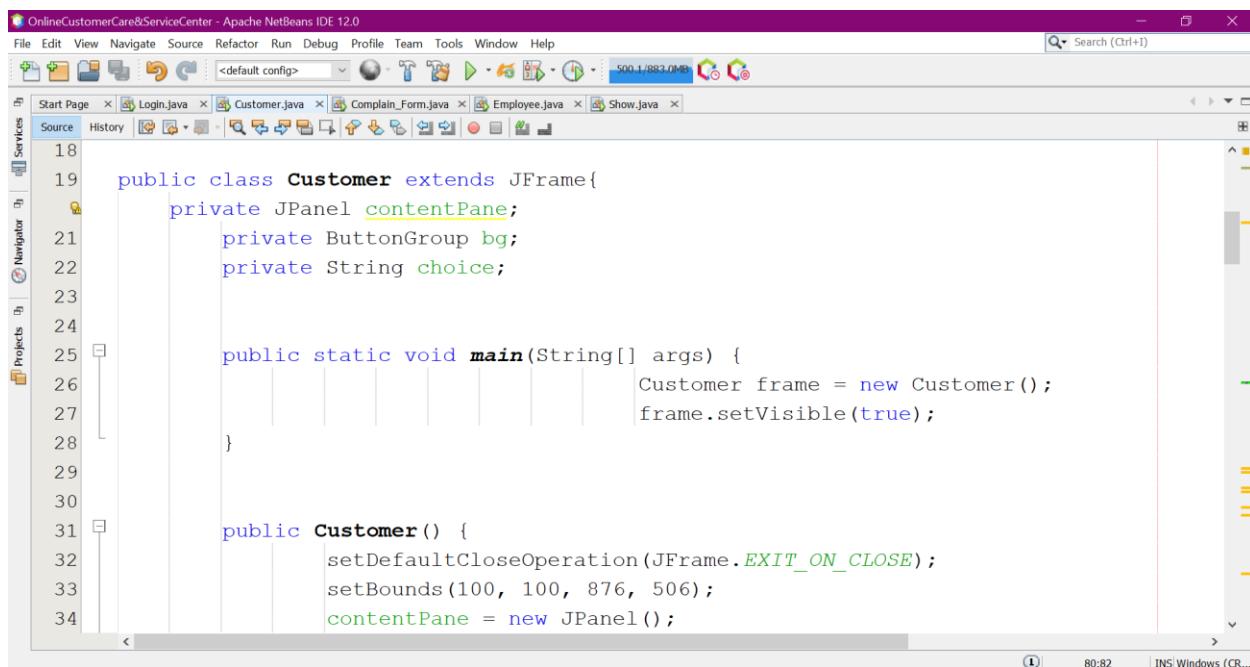
```
102
103
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112
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114
115
```

Customer.java



OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
1 package onlinetechcare.servicecenter;
2
3 import javax.swing.JFrame;
4 import javax.swing.JPanel;
5 import javax.swing.border.EmptyBorder;
6 import java.awt.Color;
7 import javax.swing.JLabel;
8 import java.awt.Font;
9 import javax.swing.JRadioButton;
10 import javax.swing.JTextArea;
11 import javax.swing.AbstractButton;
12 import javax.swing.ButtonGroup;
13 import javax.swing.JButton;
14 import java.awt.event.ActionListener;
15 import java.util.Enumeration;
16 import java.awt.event.ActionEvent;
```



OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
18
19 public class Customer extends JFrame{
20     private JPanel contentPane;
21     private ButtonGroup bg;
22     private String choice;
23
24
25     public static void main(String[] args) {
26         Customer frame = new Customer();
27         frame.setVisible(true);
28     }
29
30
31     public Customer() {
32         setDefaultCloseOperation(JFrame.EXIT_ON_CLOSE);
33         setBounds(100, 100, 876, 506);
34         contentPane = new JPanel();
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
contentPane.setBackground(new Color(210,253,187));
contentPane.setBorder(new EmptyBorder(5, 5, 5, 5));
setContentPane(contentPane);
contentPane.setLayout(null);

JLabel lblNewLabel = new JLabel("Customer Help Line");
lblNewLabel.setFont(new Font("Tahoma", Font.PLAIN, 25));
lblNewLabel.setBounds(315, 23, 261, 31);
contentPane.add(lblNewLabel);

JLabel lblNewLabel_1 = new JLabel("Problem-");
lblNewLabel_1.setFont(new Font("Tahoma", Font.PLAIN, 18));
lblNewLabel_1.setBounds(112, 83, 90, 24);
contentPane.add(lblNewLabel_1);

JRadioButton rdbtnNewRadioButton = new JRadioButton
("Device sound not working properly");
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
rdbtnNewRadioButton.setFont(new Font("Tahoma", Font.PLAIN, 15));
rdbtnNewRadioButton.setBackground(new Color(210,253,187));
rdbtnNewRadioButton.setBounds(88, 133, 261, 23);
contentPane.add(rdbtnNewRadioButton);

JRadioButton rdbtnDeviceKeepsRestarting = new JRadioButton
("Device Keeps Restarting");
rdbtnDeviceKeepsRestarting.setFont(new Font("Tahoma", Font.PLAIN, 15));
rdbtnDeviceKeepsRestarting.setBackground(new Color(210, 253, 187));
rdbtnDeviceKeepsRestarting.setBounds(88, 161, 261, 23);
contentPane.add(rdbtnDeviceKeepsRestarting);

JRadioButton rdbtnDeviceScreenKeeps = new JRadioButton
("Device Screen Keeps Glitching");
rdbtnDeviceScreenKeeps.setFont(new Font("Tahoma", Font.PLAIN, 15));
rdbtnDeviceScreenKeeps.setBackground(new Color(210, 253, 187));
rdbtnDeviceScreenKeeps.setBounds(88, 187, 261, 23);
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
contentPane.add(rdbtnDeviceScreenKeeps);

JRadioButton rdbtnTheScreenIs = new JRadioButton("The Screen is Frozen");
rdbtnTheScreenIs.setFont(new Font("Tahoma", Font.PLAIN, 15));
rdbtnTheScreenIs.setBackground(new Color(210, 253, 187));
rdbtnTheScreenIs.setBounds(88, 213, 261, 23);
contentPane.add(rdbtnTheScreenIs);

JRadioButton rdbtnTheScreenIs_1 = new JRadioButton("The Screen is Black");
rdbtnTheScreenIs_1.setFont(new Font("Tahoma", Font.PLAIN, 15));
rdbtnTheScreenIs_1.setBackground(new Color(210, 253, 187));
rdbtnTheScreenIs_1.setBounds(88, 239, 261, 23);
contentPane.add(rdbtnTheScreenIs_1);

JRadioButton rdbtnYouCannotFind = new JRadioButton("Cannot find my problem here");
rdbtnYouCannotFind.setFont(new Font("Tahoma", Font.PLAIN, 15));
rdbtnYouCannotFind.setBackground(new Color(210, 253, 187));
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
rdbtnYouCannotFind.setBounds(88, 265, 261, 23);
contentPane.add(rdbtnYouCannotFind);

bg=new ButtonGroup();
bg.add(rdbtnYouCannotFind);
bg.add(rdbtnTheScreenIs_1);
bg.add(rdbtnTheScreenIs);
bg.add(rdbtnDeviceScreenKeeps);
bg.add(rdbtnDeviceKeepsRestarting);
bg.add(rdbtnNewRadioButton);

JLabel lblNewLabel_1_1 = new JLabel("Solution");
lblNewLabel_1_1.setFont(new Font("Tahoma", Font.PLAIN, 18));
lblNewLabel_1_1.setBounds(476, 83, 90, 24);
contentPane.add(lblNewLabel_1_1);

JTextArea textArea = new JTextArea();
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
103     textArea.setWrapStyleWord(true);
104     textArea.setFont(new Font("Tahoma", Font.PLAIN, 16));
105     textArea.setLineWrap(true);
106     textArea.setEditable(false);
107     textArea.setBounds(476, 118, 332, 170);
108     contentPane.add(textArea);

109
110     JButton btnNewButton = new JButton("Find Solution");
111     btnNewButton.setBounds(148, 319, 120, 23);
112     contentPane.add(btnNewButton);

113
114     JButton btnClear = new JButton("Clear");
115     btnClear.addActionListener(new ActionListener() {
116         public void actionPerformed(ActionEvent e) {
117             textArea.setText("");
118         }
119     });

```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
120     btnClear.setBounds(582, 319, 110, 23);
121     contentPane.add(btnClear);

122
123     btnNewButton.addActionListener(new ActionListener() {
124         public void actionPerformed(ActionEvent e) {
125             Enumeration<AbstractButton> bgchoice=bg.getElements();
126             while(bgchoice.hasMoreElements()) {
127                 JRadioButton jrd=(JRadioButton) bgchoice.nextElement();
128                 if(jrd.isSelected()) {
129                     choice=jrd.getText().toString();
130                 }
131             }
132             if(choice.equals("Device sound not working properly")) {
133                 textArea.setText("Try Restarting your Device");
134             }
135             else if(choice.equals("Device Keeps Restarting")) {
136                 textArea.setText("Check if connection of device is stable");
137             }

```

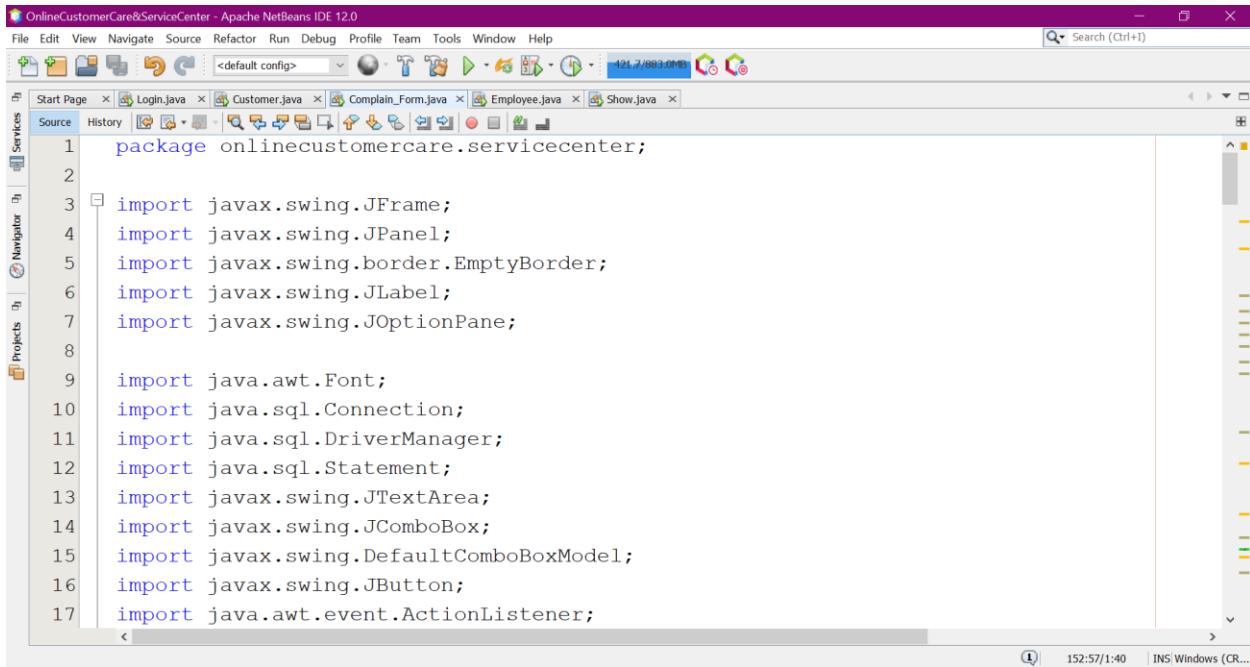
OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
137 }
138 else if(choice.equals("Device Screen Keeps Glitching")) {
139     |    textArea.setText("You may need to change the battery of your device");
140 }
141 else if(choice.equals("The Screen is Frozen")){
142     |    textArea.setText
143     ("You have to reboot your device by holding the power button till it shuts down");
144 }
145 else if(choice.equals("The Screen is Black")) {
146     |    textArea.setText("Check the connection between the power supply and monitor");
147 }
148 else {
149     |    dispose();
150     |    try {
151         |        Complain_Form c=new Complain_Form();
152         |        c.setVisible(true);
153     }
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

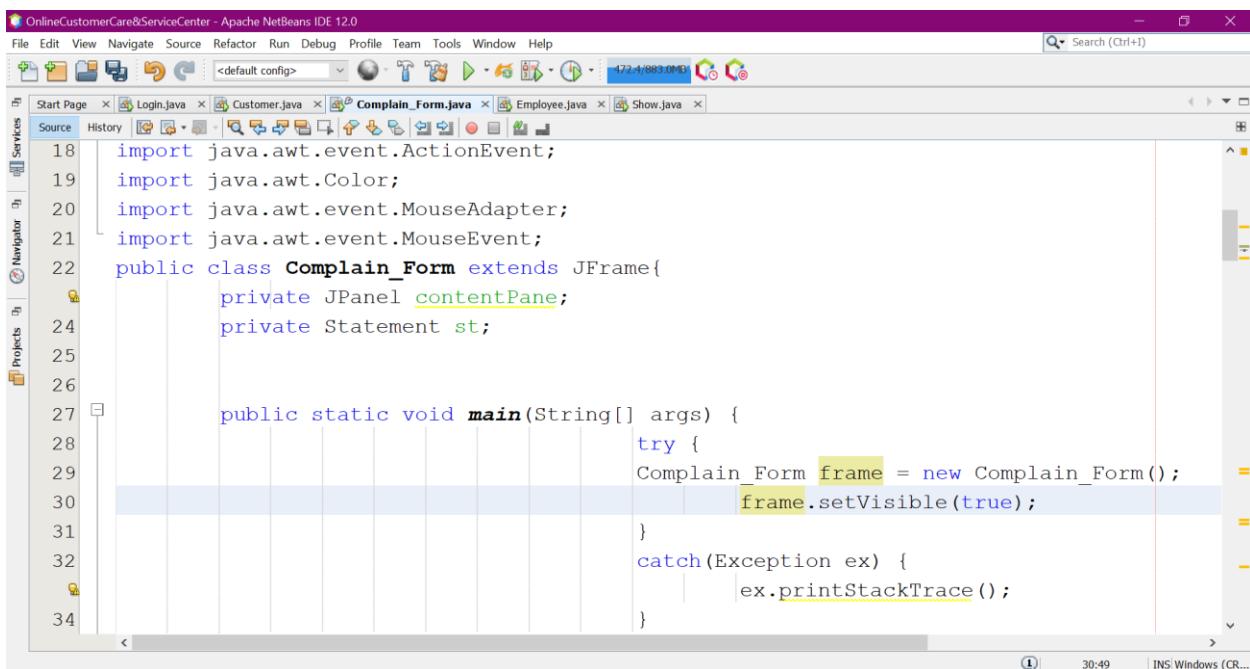
```
150
151
152
153
154
155
156
157
158
159
160     });
161 }
162
163 }
```

Complaint_Form.java



OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
1 package onlinetechservicecenter;
2
3 import javax.swing.JFrame;
4 import javax.swing.JPanel;
5 import javax.swing.border.EmptyBorder;
6 import javax.swing.JLabel;
7 import javax.swing.JOptionPane;
8
9 import java.awt.Font;
10 import java.sql.Connection;
11 import java.sql.DriverManager;
12 import java.sql.Statement;
13 import javax.swing.JTextArea;
14 import javax.swing.JComboBox;
15 import javax.swing.DefaultComboBoxModel;
16 import javax.swing.JButton;
17 import java.awt.event.ActionListener;
```



```
18 import java.awt.event.ActionEvent;
19 import java.awt.Color;
20 import java.awt.event.MouseAdapter;
21 import java.awt.event.MouseEvent;
22 public class Complain_Form extends JFrame{
23     private JPanel contentPane;
24     private Statement st;
25
26
27     public static void main(String[] args) {
28         try {
29             Complain_Form frame = new Complain_Form();
30             frame.setVisible(true);
31         }
32         catch(Exception ex) {
33             ex.printStackTrace();
34         }
35     }
36 }
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
Search (Ctrl+I)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History
35 }
36
37
38 public Complain_Form() throws Exception {
39
40     Connection con = DriverManager.getConnection
41         ("jdbc:mysql://localhost:3306/customer_care", "root", "password");
42     st=con.createStatement();
43
44     setDefaultCloseOperation(JFrame.EXIT_ON_CLOSE);
45     setBounds(100, 100, 598, 630);
46     contentPane = new JPanel();
47     contentPane.setBackground(new Color(254, 249, 154));
48     contentPane.setBorder(new EmptyBorder(5, 5, 5, 5));
49     setContentPane(contentPane);
50     contentPane.setLayout(null);
51 }
```

41:74 INS Windows (CR...)

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
Search (Ctrl+I)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History
52 JLabel lblNewLabel = new JLabel("Service Request Form");
53 lblNewLabel.setFont(new Font("Tahoma", Font.PLAIN, 25));
54 lblNewLabel.setBounds(168, 11, 249, 23);
55 contentPane.add(lblNewLabel);
56
57 JLabel lblNewLabel_1 = new JLabel("Name:");
58 lblNewLabel_1.setFont(new Font("Tahoma", Font.PLAIN, 15));
59 lblNewLabel_1.setBounds(60, 81, 108, 23);
60 contentPane.add(lblNewLabel_1);
61
62 JLabel lblNewLabel_1_1 = new JLabel("Email:");
63 lblNewLabel_1_1.setFont(new Font("Tahoma", Font.PLAIN, 15));
64 lblNewLabel_1_1.setBounds(60, 121, 108, 23);
65 contentPane.add(lblNewLabel_1_1);
66
67 JLabel lblNewLabel_1_2 = new JLabel("Phone Number:");
68 lblNewLabel_1_2.setFont(new Font("Tahoma", Font.PLAIN, 15));
```

65:50 INS Windows (CR...)

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
<default config> Search (Ctrl+I)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History
69     lblNewLabel_1_2.setBounds(60, 169, 108, 23);
70     contentPane.add(lblNewLabel_1_2);

71
72     JLabel lblNewLabel_1_3 = new JLabel("Address:");
73     lblNewLabel_1_3.setFont(new Font("Tahoma", Font.PLAIN, 15));
74     lblNewLabel_1_3.setBounds(60, 219, 108, 23);
75     contentPane.add(lblNewLabel_1_3);

76
77     JLabel lblNewLabel_1_4 = new JLabel("Priority:");
78     lblNewLabel_1_4.setFont(new Font("Tahoma", Font.PLAIN, 15));
79     lblNewLabel_1_4.setBounds(60, 313, 108, 23);
80     contentPane.add(lblNewLabel_1_4);

81
82     JLabel lblNewLabel_1_5 = new JLabel("Problem:");
83     lblNewLabel_1_5.setFont(new Font("Tahoma", Font.PLAIN, 15));
84     lblNewLabel_1_5.setBounds(60, 371, 108, 23);
85     contentPane.add(lblNewLabel_1_5);
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
<default config> Search (Ctrl+I)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History
86     JTextArea addressText = new JTextArea();
87     addressText.setWrapStyleWord(true);
88     addressText.setLineWrap(true);
89     addressText.setBounds(217, 220, 286, 73);
90     contentPane.add(addressText);

91
92     JTextArea nameText = new JTextArea();
93     nameText.setBounds(217, 82, 286, 23);
94     contentPane.add(nameText);

95
96     JTextArea emailText = new JTextArea();
97     emailText.setBounds(217, 122, 286, 23);
98     contentPane.add(emailText);

99
100    JTextArea phoneText = new JTextArea();
101    phoneText.setBounds(217, 170, 286, 23);
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
contentPane.add(phoneText);

JComboBox priorityText = new JComboBox();
priorityText.setFont(new Font("Tahoma", Font.PLAIN, 13));
priorityText.setModel(new DefaultComboBoxModel(new String[] {"Urgent", "Normal"}));
priorityText.setBounds(217, 315, 99, 22);
contentPane.add(priorityText);

JTextArea problemText = new JTextArea();
problemText.setWrapStyleWord(true);
problemText.setLineWrap(true);
problemText.setBounds(218, 372, 285, 138);
contentPane.add(problemText);

JButton btnNewButton = new JButton("Submit");
btnNewButton.addActionListener(new ActionListener() {
    public void actionPerformed(ActionEvent e) {
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
String name="""+nameText.getText()+"";
String address="""+addressText.getText()+"";
String priority="""+priorityText.getSelectedItem()+"";
String email="""+emailText.getText()+"";
String phone="""+phoneText.getText()+"";
String problem="""+problemText.getText()+"";
String sql="INSERT INTO complain VALUES ("+name+","+email+","+phone+
        ","+address+","+priority+","+problem+");";

try {
    st.executeUpdate(sql);

    nameText.setText("");
    addressText.setText("");
    emailText.setText("");
    phoneText.setText("");
    problemText.setText("");
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

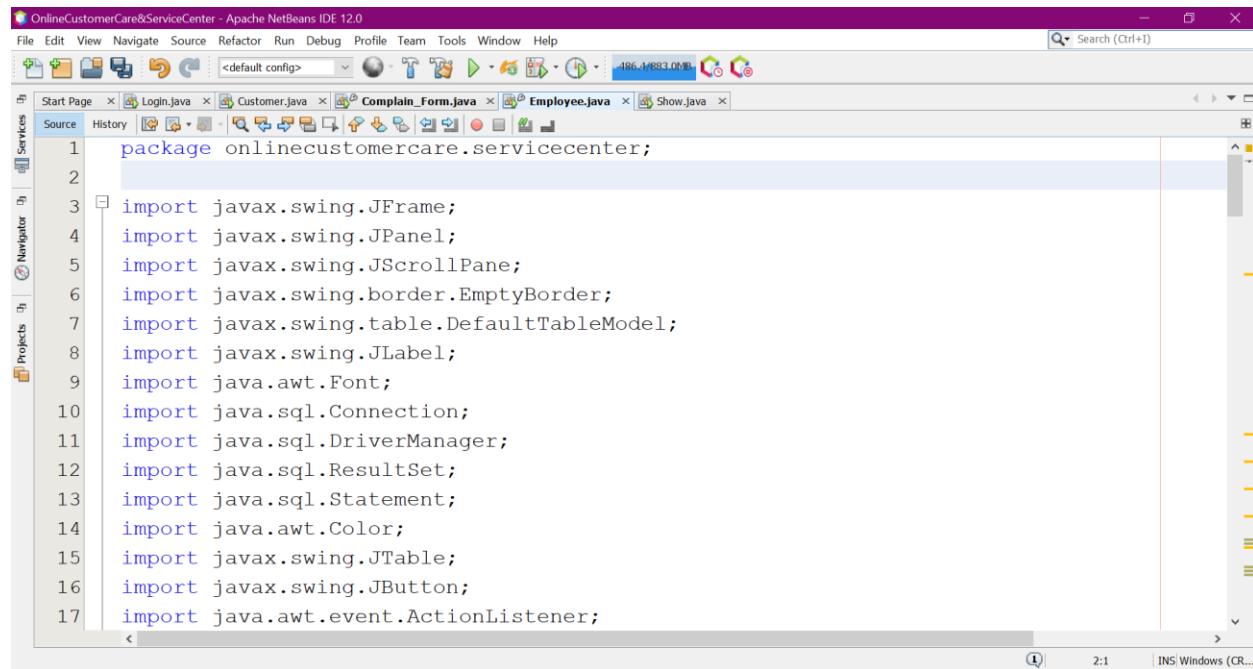
```
137     JOptionPane.showMessageDialog(null,"Submitted Successfully");
138 }
139 catch(Exception ex) {
140     ex.printStackTrace();
141 }
142 });
143 btnNewButton.setBounds(404, 542, 99, 23);
144 contentPane.add(btnNewButton);

145
146 JLabel lblNewLabel_2 = new JLabel
147 ("*Please submit a service request response about your problem");
148 lblNewLabel_2.setForeground(Color.RED);
149 lblNewLabel_2.setFont(new Font("Tahoma", Font.PLAIN, 14));
150 lblNewLabel_2.setBounds(60, 44, 440, 26);
151 contentPane.add(lblNewLabel_2);
152
153
154
155
156
157
158
159
160
161
162
163
164
165
166
167
168
169 }
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

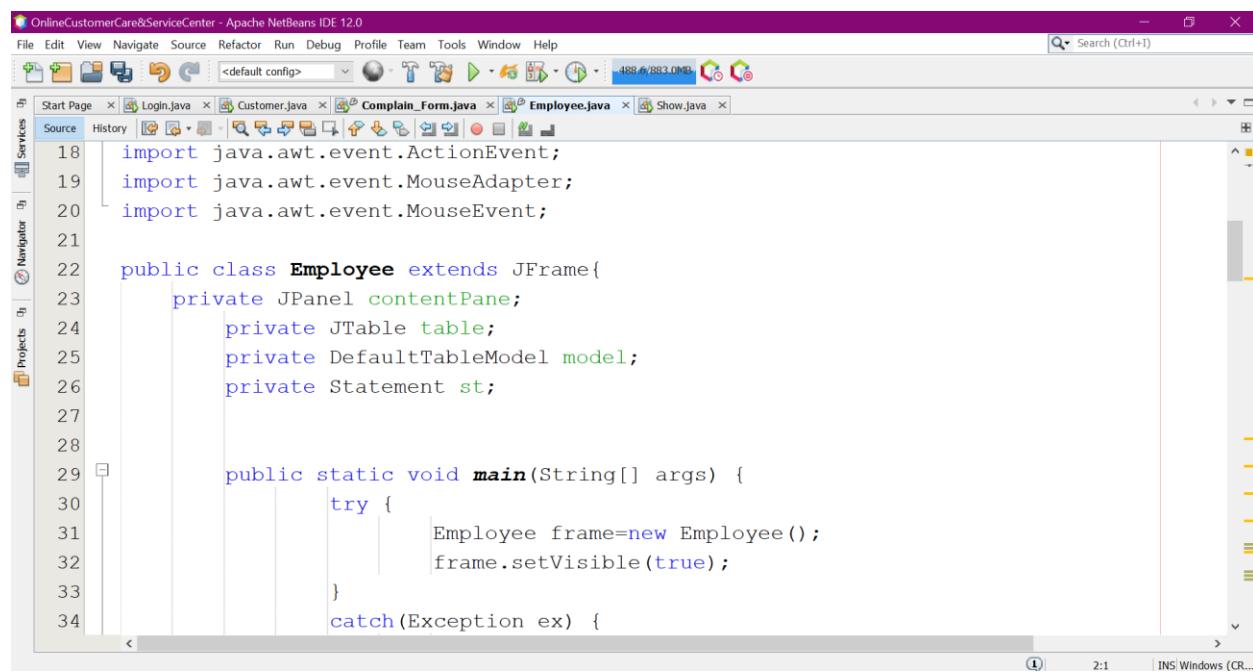
```
153
154 JLabel lblNewLabel_3 = new JLabel("Login");
155 lblNewLabel_3.setForeground(Color.BLUE);
156 lblNewLabel_3.addMouseListener(new MouseAdapter() {
157
158     public void mouseClicked(MouseEvent e) {
159         dispose();
160         Login l=new Login();
161         l.setVisible(true);
162     }
163 };
164 lblNewLabel_3.setFont(new Font("Tahoma", Font.PLAIN, 14));
165 lblNewLabel_3.setBounds(500, 15, 46, 23);
166 contentPane.add(lblNewLabel_3);
167
168
169 }
```

Employee.java:



OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
1 package onlinecustomercare.servicecenter;
2
3 import javax.swing.JFrame;
4 import javax.swing.JPanel;
5 import javax.swing.JScrollPane;
6 import javax.swing.border.EmptyBorder;
7 import javax.swing.table.DefaultTableModel;
8 import javax.swing.JLabel;
9 import java.awt.Font;
10 import java.sql.Connection;
11 import java.sql.DriverManager;
12 import java.sql.ResultSet;
13 import java.sql.Statement;
14 import java.awt.Color;
15 import javax.swing.JTable;
16 import javax.swing.JButton;
17 import java.awt.event.ActionListener;
```



OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
18 import java.awt.event.ActionEvent;
19 import java.awt.event.MouseAdapter;
20 import java.awt.event.MouseEvent;
21
22 public class Employee extends JFrame{
23     private JPanel contentPane;
24     private JTable table;
25     private DefaultTableModel model;
26     private Statement st;
27
28
29     public static void main(String[] args) {
30         try {
31             Employee frame=new Employee();
32             frame.setVisible(true);
33         }
34         catch(Exception ex) {
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
<default config> Search (Ctrl+I)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History Services Navigator Projects
36     ex.printStackTrace();
37 }
38
39 public Employee() throws Exception{
40     Connection con = DriverManager.getConnection(
41         "jdbc:mysql://localhost:3306/customer_care", "root", "password");
42     st=con.createStatement();
43
44     setDefaultCloseOperation(JFrame.EXIT_ON_CLOSE);
45     setBounds(100, 100, 896, 502);
46     contentPane = new JPanel();
47     contentPane.setBackground(new Color(244,191,240));
48     contentPane.setBorder(new EmptyBorder(5, 5, 5, 5));
49     setContentPane(contentPane);
50     contentPane.setLayout(null);
51 }
```

41:70 | INS Windows (CR...)

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
<default config> Search (Ctrl+I)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History Services Navigator Projects
52     JLabel lblNewLabel = new JLabel("Service Request List");
53     lblNewLabel.setFont(new Font("Tahoma", Font.PLAIN, 20));
54     lblNewLabel.setBounds(358, 11, 194, 25);
55     contentPane.add(lblNewLabel);
56
57     JScrollPane scrollPane = new JScrollPane();
58     scrollPane.setBounds(10, 47, 860, 332);
59     contentPane.add(scrollPane);
60
61     model=new DefaultTableModel() {
62         @Override
63         public boolean isCellEditable(int row, int column) {
64             return false;
65         }
66     };
67
68     table=new JTable();
```

41:72/1:10 | INS Windows (CR...)

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
<default config> 4812/883.0MB Search (Ctrl+F)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History Services Navigator Projects

69     Object[] column={"Name","Email","Phone","Address","Priority","Complain Box"};
70     Object[] row=new Object[6];
71     model.setColumnIdentifiers(column);
72     table.setModel(model);
73     scrollPane.setViewportView(table);
74
75     ResultSet rs = st.executeQuery("SELECT*FROM complain");
76     while(rs.next())
77     {
78         row[0]=rs.getString("Name");
79         row[1]=rs.getString("Email");
80         row[2]=rs.getString("Phone");
81         row[3]=rs.getString("Address");
82         row[4]=rs.getString("Priority");
83         row[5]=rs.getString("Problem");
84         model.addRow(row);
85     }

```

75:72 INS Windows (CR...)

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
<default config> 502.0/883.0MB Search (Ctrl+F)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History Services Navigator Projects

86     JButton btnNewButton = new JButton("Show");
87     btnNewButton.addActionListener(new ActionListener() {
88         public void actionPerformed(ActionEvent e) {
89             int i=table.getSelectedRow();
90             String num=model.getValueAt(i, 2).toString();
91             try {
92                 dispose();
93                 Show s=new Show(num);
94                 s.setVisible(true);
95             }
96             catch(Exception ex) {
97                 ex.printStackTrace();
98             }
99         }
100    });
101    btnNewButton.setBounds(276, 410, 89, 23);

```

75:72 INS Windows (CR...)

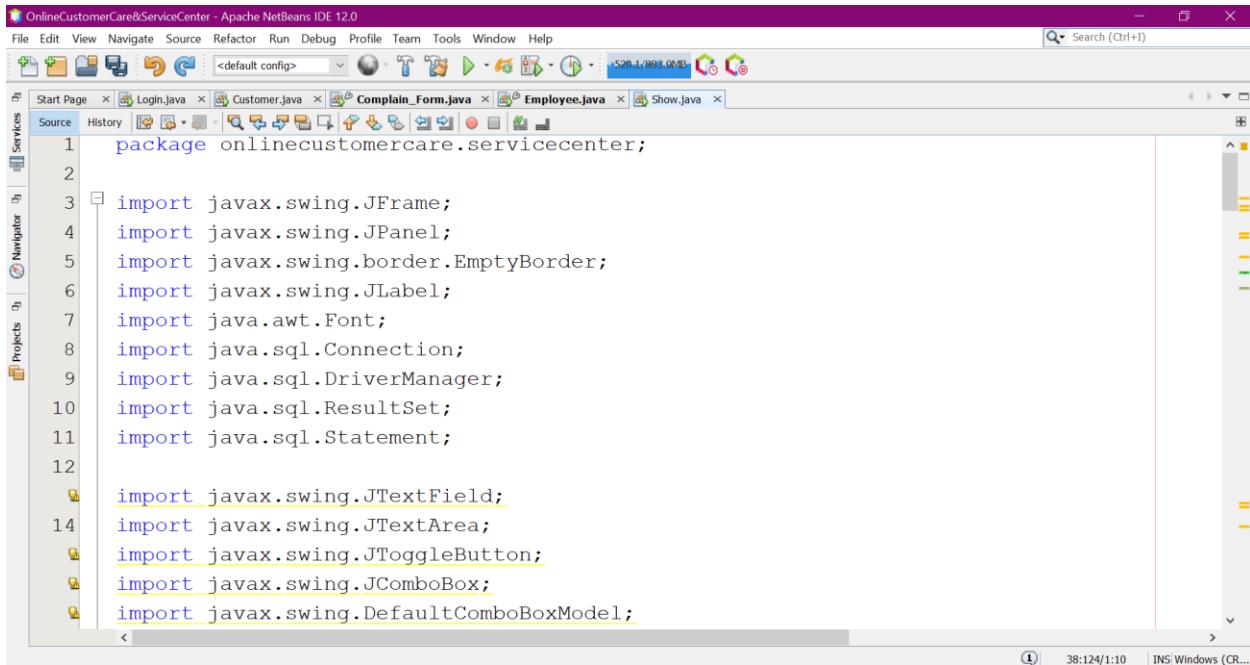
OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
103 contentPane.add(btnNewButton);
104
105 JButton btnClear = new JButton("Clear");
106 btnClear.addActionListener(new ActionListener() {
107     public void actionPerformed(ActionEvent e) {
108         int i=table.getSelectedRow();
109         String num=""+model.getValueAt(i, 2).toString()+"";
110         try {
111             String sql="DELETE FROM complain WHERE Phone="+num+";";
112             st.executeUpdate(sql);
113             model.removeRow(i);
114         }
115         catch(Exception ex) {
116             ex.printStackTrace();
117         }
118     }
119 }) );
```

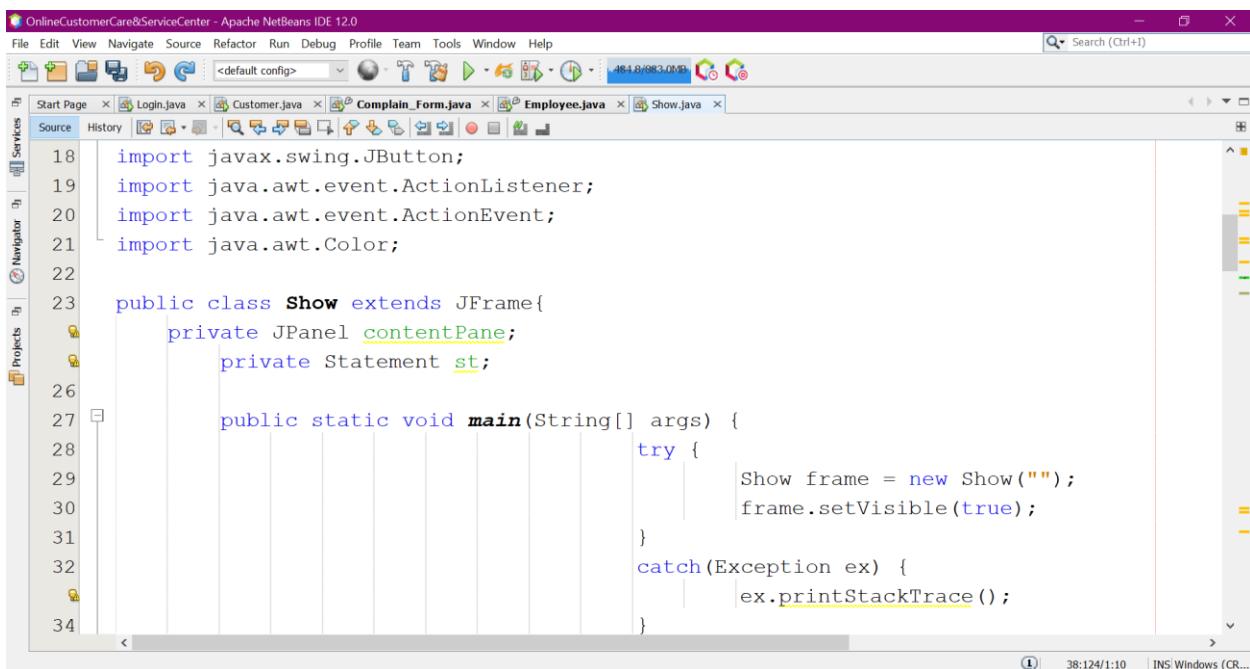
OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
120 btnClear.setBounds(525, 410, 89, 23);
121 contentPane.add(btnClear);
122
123 JLabel lblNewLabel_1 = new JLabel("Login");
124 lblNewLabel_1.addMouseListener(new MouseAdapter() {
125
126     public void mouseClicked(MouseEvent e) {
127         dispose();
128         Login l=new Login();
129         l.setVisible(true);
130     }
131 });
132 lblNewLabel_1.setFont(new Font("Tahoma", Font.PLAIN, 13));
133 lblNewLabel_1.setForeground(Color.BLUE);
134 lblNewLabel_1.setBounds(775, 19, 46, 17);
135 contentPane.add(lblNewLabel_1);
136 }
```

Show.java



```
OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
<default config> S20-L/883.0MB Search (Ctrl+I)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History Services
1 package onlinecustomercare.servicecenter;
2
3 import javax.swing.JFrame;
4 import javax.swing.JPanel;
5 import javax.swing.border.EmptyBorder;
6 import javax.swing.JLabel;
7 import java.awt.Font;
8 import java.sql.Connection;
9 import java.sql.DriverManager;
10 import java.sql.ResultSet;
11 import java.sql.Statement;
12
13 import javax.swing.JTextField;
14 import javax.swing.JTextArea;
15 import javax.swing.JToggleButton;
16 import javax.swing.JComboBox;
17 import javax.swing.DefaultComboBoxModel;
```



```
18 import javax.swing.JButton;
19 import java.awt.event.ActionListener;
20 import java.awt.event.ActionEvent;
21 import java.awt.Color;
22
23 public class Show extends JFrame{
24     private JPanel contentPane;
25     private Statement st;
26
27     public static void main(String[] args) {
28         try {
29             Show frame = new Show("");
30             frame.setVisible(true);
31         }
32         catch(Exception ex) {
33             ex.printStackTrace();
34     }
35 }
```

```
OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
<default config> 443.8/883.0MB Search (Ctrl+I)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History Services Navigator Projects
35 } 
36 
37 public Show(String num) throws Exception {
38     Connection con = DriverManager.getConnection
39         ("jdbc:mysql://localhost:3306/customer_care", "root", "password");
40     st=con.createStatement();
41 
42     setDefaultCloseOperation(JFrame.EXIT_ON_CLOSE);
43     setBounds(100, 100, 598, 630);
44     contentPane = new JPanel();
45     contentPane.setBackground(new Color(253, 222, 223));
46     contentPane.setBorder(new EmptyBorder(5, 5, 5, 5));
47     setContentPane(contentPane);
48     contentPane.setLayout(null);
49 
50     JLabel lblNewLabel = new JLabel("Show Detail");
51     lblNewLabel.setFont(new Font("Tahoma", Font.PLAIN, 25));
```

```
52     lblNewLabel.setBounds(215, 11, 145, 23);
53     contentPane.add(lblNewLabel);
54 
55     JLabel lblNewLabel_1 = new JLabel("Name:");
56     lblNewLabel_1.setFont(new Font("Tahoma", Font.PLAIN, 15));
57     lblNewLabel_1.setBounds(60, 81, 108, 23);
58     contentPane.add(lblNewLabel_1);
59 
60     JLabel lblNewLabel_1_1 = new JLabel("Email:");
61     lblNewLabel_1_1.setFont(new Font("Tahoma", Font.PLAIN, 15));
62     lblNewLabel_1_1.setBounds(60, 121, 108, 23);
63     contentPane.add(lblNewLabel_1_1);
64 
65     JLabel lblNewLabel_1_2 = new JLabel("Phone Number:");
66     lblNewLabel_1_2.setFont(new Font("Tahoma", Font.PLAIN, 15));
67     lblNewLabel_1_2.setBounds(60, 169, 108, 23);
68     contentPane.add(lblNewLabel_1_2);
```

```
OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
Search (Ctrl+F)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History Services Navigator Projects
69
70 JLabel lblNewLabel_1_3 = new JLabel("Address:");
71 lblNewLabel_1_3.setFont(new Font("Tahoma", Font.PLAIN, 15));
72 lblNewLabel_1_3.setBounds(60, 219, 108, 23);
73 contentPane.add(lblNewLabel_1_3);
74
75 JLabel lblNewLabel_1_4 = new JLabel("Priority:");
76 lblNewLabel_1_4.setFont(new Font("Tahoma", Font.PLAIN, 15));
77 lblNewLabel_1_4.setBounds(60, 313, 108, 23);
78 contentPane.add(lblNewLabel_1_4);
79
80 JLabel lblNewLabel_1_5 = new JLabel("Problem:");
81 lblNewLabel_1_5.setFont(new Font("Tahoma", Font.PLAIN, 15));
82 lblNewLabel_1_5.setBounds(60, 371, 108, 23);
83 contentPane.add(lblNewLabel_1_5);
84
85 JTextArea addressText = new JTextArea();
86
87 addressText.setEditable(false);
88 addressText.setWrapStyleWord(true);
89 addressText.setLineWrap(true);
90 addressText.setBounds(217, 220, 286, 73);
91 contentPane.add(addressText);
92
93 JTextArea nameText = new JTextArea();
94 nameText.setEditable(false);
95 nameText.setBounds(217, 82, 286, 23);
96 contentPane.add(nameText);
97
98 JTextArea emailText = new JTextArea();
99 emailText.setEditable(false);
100 emailText.setBounds(217, 122, 286, 23);
101 contentPane.add(emailText);
102
103 JTextArea phoneText = new JTextArea();
```

```
OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0
File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help
Search (Ctrl+F)
Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java
Source History Services Navigator Projects
86
87 addressText.setEditable(false);
88 addressText.setWrapStyleWord(true);
89 addressText.setLineWrap(true);
90 addressText.setBounds(217, 220, 286, 73);
91 contentPane.add(addressText);
92
93 JTextArea nameText = new JTextArea();
94 nameText.setEditable(false);
95 nameText.setBounds(217, 82, 286, 23);
96 contentPane.add(nameText);
97
98 JTextArea emailText = new JTextArea();
99 emailText.setEditable(false);
100 emailText.setBounds(217, 122, 286, 23);
101 contentPane.add(emailText);
102
103 JTextArea phoneText = new JTextArea();
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
103 phoneText.setEditable(false);
104 phoneText.setBounds(217, 170, 286, 23);
105 contentPane.add(phoneText);

106
107
108 JTextArea problemText = new JTextArea();
109 problemText.setEditable(false);
110 problemText.setWrapStyleWord(true);
111 problemText.setLineWrap(true);
112 problemText.setBounds(218, 372, 285, 138);
113 contentPane.add(problemText);

114
115 JTextArea priorityText = new JTextArea();
116 priorityText.setEditable(false);
117 priorityText.setBounds(217, 314, 286, 23);
118 contentPane.add(priorityText);

119
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

```
120 JButton btnNewButton = new JButton("Go Back");
121 btnNewButton.addActionListener(new ActionListener() {
122     public void actionPerformed(ActionEvent e) {
123         dispose();
124         try {
125             Employee emp=new Employee();
126             emp.setVisible(true);
127         } catch(Exception ex) {
128             ex.printStackTrace();
129         }
130     }
131 });
132 btnNewButton.setBounds(455, 545, 89, 23);
133 contentPane.add(btnNewButton);

134
135 String phn=" "+num+" ";
136
```

OnlineCustomerCare&ServiceCenter - Apache NetBeans IDE 12.0

File Edit View Navigate Source Refactor Run Debug Profile Team Tools Window Help

Search (Ctrl+F)

Start Page Login.java Customer.java Complain_Form.java Employee.java Show.java

Source History

Services

Projects Navigator

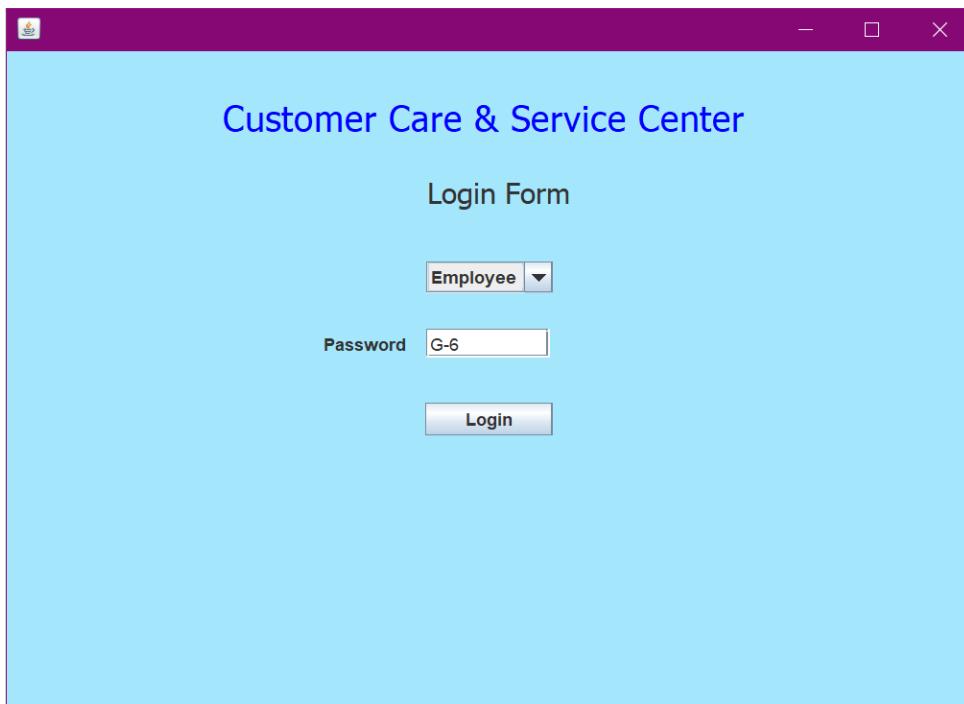
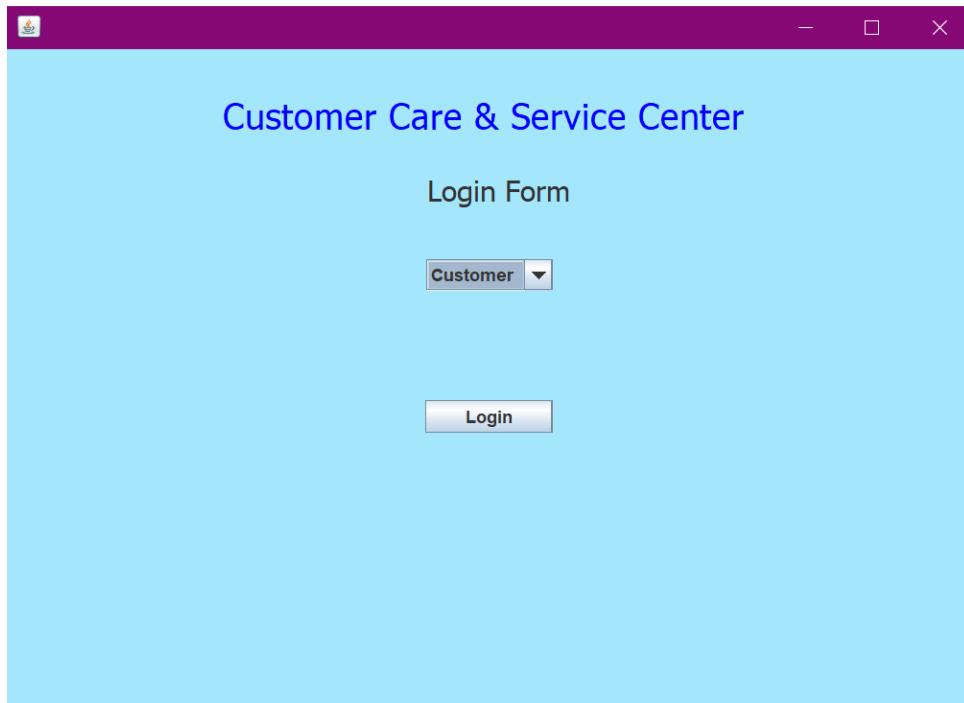
```
136     String phn=" "+num+" ";
137     String sql="SELECT*FROM complain WHERE Phone='"+phn+"';
138     ResultSet rs=st.executeQuery(sql);
139
140     if(rs.next()) {
141         nameText.setText(rs.getString("Name"));
142         emailText.setText(rs.getString("Email"));
143         phoneText.setText(rs.getString("Phone"));
144         addressText.setText(rs.getString("Address"));
145         priorityText.setText(rs.getString("Priority"));
146         problemText.setText(rs.getString("Problem"));
147     }
148 }
149 }
150 }
151 }
```

522.0/883.0MB

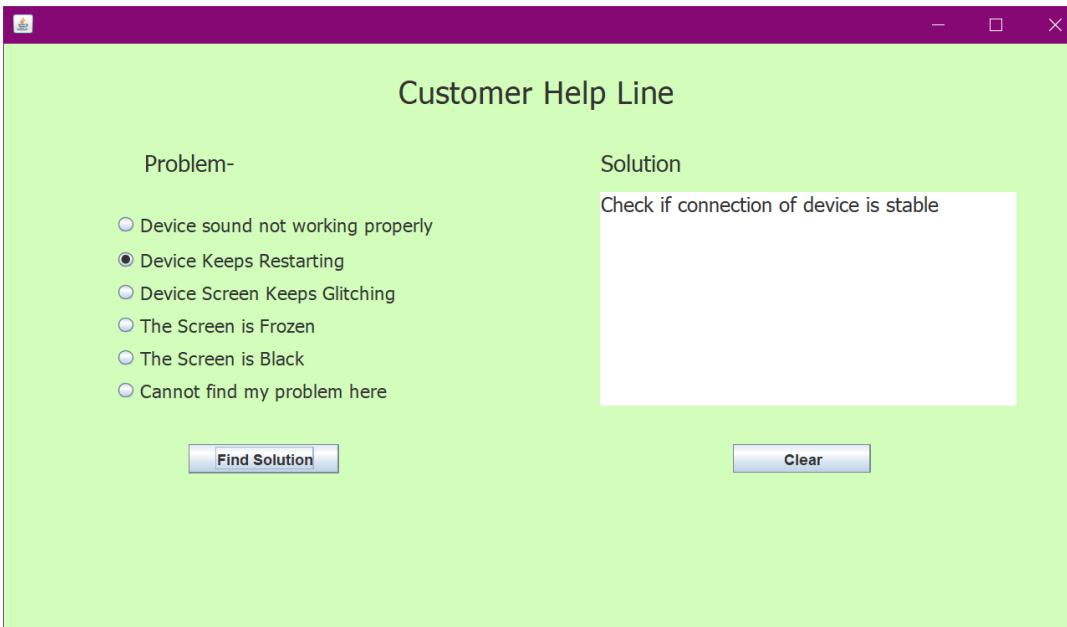
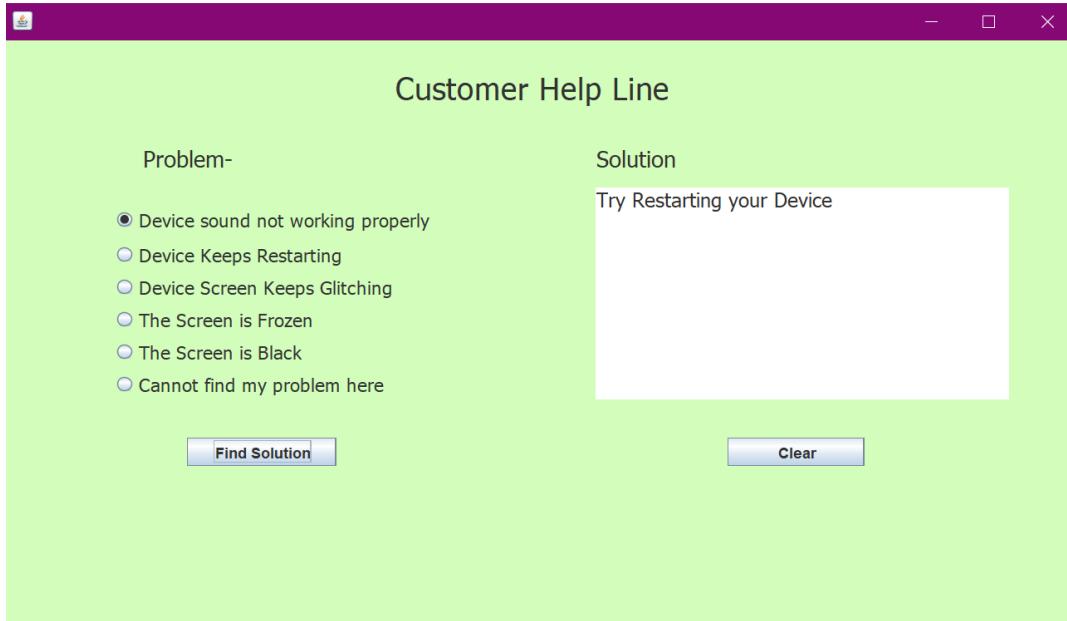
39:78 INS Windows (CR...)

Output:

Login Window:



Customer Help Line Window:



 - □ ×

Customer Help Line

Problem-

- Device sound not working properly
- Device Keeps Restarting
- Device Screen Keeps Glitching
- The Screen is Frozen
- The Screen is Black
- Cannot find my problem here

Solution

You may need to change the battery of your device

 - □ ×

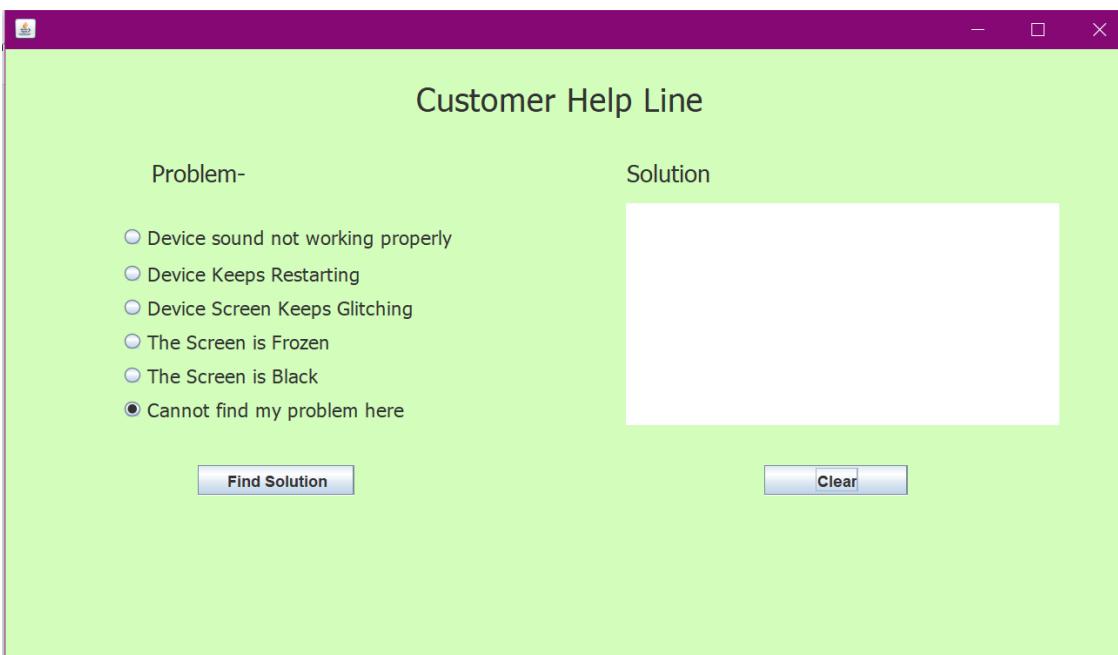
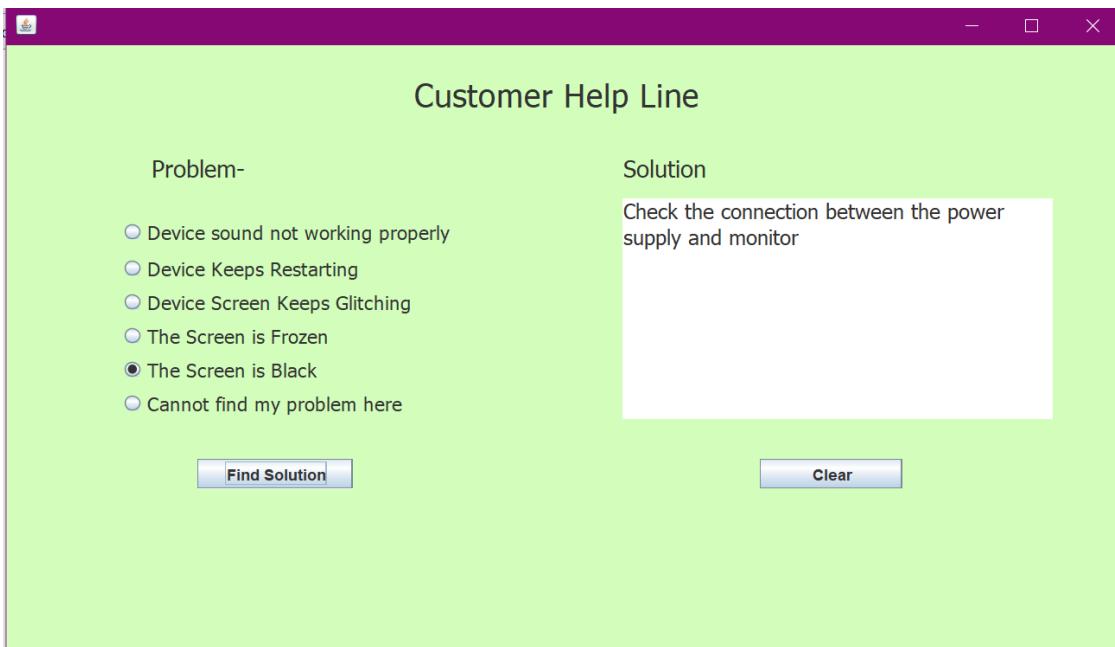
Customer Help Line

Problem-

- Device sound not working properly
- Device Keeps Restarting
- Device Screen Keeps Glitching
- The Screen is Frozen
- The Screen is Black
- Cannot find my problem here

Solution

You have to reboot your device by holding the power button till it shuts down



Service Request Form Window:

The screenshot shows a Windows application window titled "Service Request Form". The window has a purple header bar with standard minimize, maximize, and close buttons. The main title "Service Request Form" is centered above a red error message: "*Please submit a service request response about your problem". Below the message are four text input fields: "Name:" (empty), "Email:" (empty), "Phone Number:" (empty), and "Address:" (empty). To the right of the "Name:" field is a "Login" link. Below these fields is a dropdown menu set to "Urgent". Underneath the dropdown is a large text area labeled "Problem:" which is currently empty. At the bottom right of the form is a blue "Submit" button.

Service Request List Window:

Service Request List

Login

Name	Email	Phone	Address	Priority	Complain Box
Jannatul Ferdous Mirza	jfmirza1303@gmail.com	1531531367	Dhaka Cantonment	Urgent	blank
Mahmuda Akter Metu	mmetu37@gmail.com	1769191367	Mirpur	Urgent	no problem
Tamanna Rahman	tamanna09@gmail.com	1966572341	Poolpar	Normal	Okay
Fariha Zaman Nishat	fariha08@gmail.com	1987629556	Mohammadpur	Normal	Sound is not Audible
Afsana Alo	alo17@gmail.com	1877625382	Rampura	Urgent	Date is not being updated
Seo In Guk	doom13@gmail.com	1953151367	S.Korea	Normal	Keyboard does not res...
Unknown	un130333@yahoo.com	192738292	dhaka	Urgent	all okay

Show Clear

Service Request List

Login

Name	Email	Phone	Address	Priority	Complain Box
Jannatul Ferdous Mirza	jfmirza1303@gmail.com	1531531367	Dhaka Cantonment	Urgent	blank
Mahmuda Akter Metu	mmetu37@gmail.com	1769191367	Mirpur	Urgent	no problem
Tamanna Rahman	tamanna09@gmail.com	1966572341	Poolpar	Normal	Okay
Fariha Zaman Nishat	fariha08@gmail.com	1987629556	Mohammadpur	Normal	Sound is not Audible
Afsana Alo	alo17@gmail.com	1877625382	Rampura	Urgent	Date is not being updated

Show Clear

Show Window:

