



**MEENAKSHI SUNDARARAJAN ENGINEERING COLLEGE
DEPARTMENT OF COMPUTER SCIENCE AND
ENGINEERING**

PROJECT REPORT

**HX8001-PROFESSIONAL READINESS FOR INNOVATION
EMPLOYABILITY AND ENTREPRENEURSHIP**

CUSTOMER CARE REGISTRY

TEAM ID: PNT2022MID27825

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BATCH:2019-2023

PROJECT TITLE: CUSTOMER CARE REGISTRY

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TEAM MEMBERS: AISHWARYA B , FARHANA SABREEN M, SINDHU D

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1. INTRODUCTION

1.1 PROJECT OVERVIEW

This application is developed to assist customers in handling their complaints. Customers can submit a ticket with a thorough explanation of the problem. The Customer will be assigned an Agent to address the issue. An email notice will be sent to the client each time the agent is assigned to that person. Before the service is rendered, customers can examine the status of their tickets. Taking care of the entire process is the admin's primary task and duty, starting with the admin login, then creating an agent, and finally allocating customer complaints. Finally, a message will be issued to the client and the admin will be able to follow the job that has been given to the agent. The users will be able to create an account. After logging in, users can create a complaint and describe the issue they're having. An agent will be assigned to each user. They can see where their complaint stands.

1.2 PURPOSE

- To assist the customers an ease way to get their complaints resolved.
- To provide user friendly environment.
- To provide 24/7 service.

2. LITERATURE SURVEY

2.1 EXISTING PROBLEM

The existing customer care registry does not provide both the access to chatbot as well as agent together. So, if any query or the ticket raised by the customer is not understandable by the chatbot, then the customer will not have an option left to solve the problem that he/she is facing.

then the customer has an option to contact the agent which will be assigned by the admin.

2.2 REFERENCES

S. No	Author	Year	Title of the paper	Contribution
1	Sarwindah;Mari ni, Hengki, Sherlly Febriyanti	2020	An Development of Web-based Customer Relationship Management (CRM) system for Beauty Clinic	The outcomes of the creation of the Almeera Skin Care beauty clinic service system can make it simpler for administrators to record customer information, products, types of care, registration, examinations, patient medical records, and eliminate errors in recapitulating revenue report data

2	Peyman Beyranvand; Tevfik Aytekin	2020	Automating Customer Claim Registration by Text Mining	The use of text mining and machine learning in call centers is used to speed up the process of recording consumer claims and raise customer satisfaction.
3	Sanam Kazi; Sadiya Ansari; Mahvash Momin; Abbas Damarwala	2018	Smart E-Grievance System For Effective Communication In smart Cities	According to the domain, or type and number of problems, the locally elected authority will view a list of issues in his or her community. The application will also include a "Serve India" module where citizens who want to volunteer their time for the country can sign up to do so.

4	Cadelina Cassandra; Sugiarto Hartono; Marisa Karsen	2019	Online Helpdesk Support System for Handling Complaints and Service	<p>The design and development of the online help desk systems and their step by step process through different layers is given to support the customer service system. The customer service system provides customer satisfaction, resolves the issues and complaints of the customer.</p>
5	Godson Michael D'silva, Sanket Thakare, Sharddha More and Jeril Kuriakose	2017	Real World Smart Chatbot for Customer Care Using a Software as a Service (SaaS) architecture	<p>Ejabberd messages are categorized as actionable and non-actionable. For actionable ones, automated chatbot initiates a conversation with the user using LUIS and cognitive services</p>

6	Stephen W.Y. Cheng, K.L. Choy, H.Y. Lam	2016	Customer Relationship Management SystemTo Determine Flexible Pricing for Customer Retention	Cloud technology and fuzzy logic approach is utilized to manage sales and orderdata on the Internet and to determine the discount price of products respectively
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2.3 PROBLEM STATEMENT DEFINITION

Customer care registry provides efficient support to the customers in solving their problems or queries. When a customer has a simple query and does not like to spend much time researching or contacting a customer service for it, the customer care registry helps them in providing answers for the frequently asked questions. When a customer buys things online, the customer care registry makes the customer feel comfortable and provides satisfaction.

3. IDEATION & PROPOSED SOLUTION

3.1 EMPATHY MAP CANVAS

Empathy Map



3.2 IDEATION & BRAINSTORMING

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

Template



Brainstorm & idea prioritization

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.

⌚ 10 minutes to prepare
⌚ 1 hour to collaborate
👤 2-8 people recommended

Share template feedback

→ **Before you collaborate**
A little bit of preparation goes a long way with this session. Here's what you need to do to get going.
⌚ 10 minutes

A Team gathering
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.

B Set the goal
Think about the problem you'll be focusing on solving in the brainstorming session.

C Learn how to use the facilitation tools
Use the Facilitation Superpowers to run a happy and productive session.
[Open article →](#)

PROBLEM STATEMENT
The goal of our project is to handle the increasing queues efficiently. This can be achieved by developing a user friendly web application.

Key rules of brainstorming
To run an smooth and productive session

- Stay in topic.
- Encourage wild ideas.
- Defer judgment.
- Listen to others.
- Go for volume.
- If possible, be visual.

Step-2: Brainstorm, Idea Listing and Grouping

2

Brainstorm

Write down any ideas that come to mind that address your problem statement.

⌚ 10 minutes

TIP You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

MALAVIKA K R	AISHWARYA B
Design the interface to be more user friendly Implement AI-powered chatbots for 24x7 support Provide detailed product descriptions and reviews Allow users to upload photos of their products for verification	UI with cross platform support Get customer problems on mobile Filter products to remove user damage
Add visual elements like icons and infographics The font size should be adjustable by the users	Improve search functionality for customers Provide chatbot assistance Provide real-time feedback on user input and output
Ensure performance audit Adding multiple address books	Ensure performance audit Allowing users to add multiple addresses
Position for users to view their total value	Position for users to view their total value

FARHANA SABREEN M	SINDHU D
Design the website to look clean and aesthetic Implement AI-powered chatbots for 24x7 support	Simplify customer needs and requirements Get product related details
We have agents who are always available to serve the same customer Customers can process their own orders without any help	Training and analyzing the filters Implement AI-powered chatbots for 24x7 support
No account is required to place an order on their website	Add a feature where users can view and prioritize the list of their tasks Customers can also upload their own photos
24x7 service is provided	Adding multiple address books
Anonymizing user data to prevent misuse of information	Ensure performance audit

3

Group ideas

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

⌚ 20 minutes

TIP Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize the important ones as themes within your mind!

LOW PRIORITY	PRIMARY FEATURES	BASE FUNCTIONALITIES
Build simple UI UI with cross platform support Ensure the website looks good for customers and agents	Missing customer details and requests Get detailed product information	Audit website for security and privacy Optimize website for better user experience and customer satisfaction
24x7 customer service provider	Ensure real-time feedback on user input and output	Add tags for the website and products of the brand No tags assigned to the website and products
SECONDARY FEATURES	ADDITIONAL FEATURES	ADDITIONAL FUNCTIONALITIES
Simplify customer needs and requirements	Position for users to view their total value	Provide detailed assistance
Customers can also upload their own photos	Implement AI-powered chatbots for 24x7 support	Allowing users to add multiple address books
Anonymizing user data to prevent misuse of information	Ensure performance audit	Ensure real-time feedback on user input and output
24x7 service is provided	Position for users to view their total value	Ensure performance audit
Anonymizing user data to prevent misuse of information	Implement AI-powered chatbots for 24x7 support	Ensure real-time feedback on user input and output

Step-3: Idea Prioritisation

3.3 PROPOSED SOLUTION

S.No	Parameter	Description
1.	Problem Statement (Problem to be solved)	Customer care registry provides efficient support to the customers in solving their problems or queries. When a customer has a simple query and does not like to spend much time researching or contacting a customer service for it, the customer care helps them in providing solutions for the frequently asked queries. When a customer buys things online, the customer care registry makes the customer feel comfortable and provides satisfaction.
2.	Idea / Solution description	In order to provide the customers the optimal solution to the issues raised by them, this system will analyse the frequently asked queries and based on that the service will be provided.
3.	Novelty / Uniqueness	The system developed should be able to answer any queries on various services. It addresses the queries of customers immediately and effectively in a cost efficient manner.

4.	Social Impact / Customer Satisfaction	<p>The Customer Care registry will offer direct and effective communication between the user and the system in order to address any user satisfaction issues related to any services. It is intended to serve as the all-encompassing virtual assistant that enables clients to ask questions about problems without going to the store or calling customer support centre's and to offer pertinent recommendations.</p>
5.	Business Model (Revenue Model)	<p>Clearing consumer inquiries by using this system will be a cost-effective approach. It does away with the necessity for a sizable agent workforce and even lessens the workload of the workers whose efforts may be put to better use elsewhere.</p>

3.4 PROBLEM SOLUTION FIT

Problem-Solution fit canvas 2.0

Purpose / Vision **CUSTOMER CARE REGISTRY**

1. CUSTOMER SEGMENT(S) Who is your customer? i.e. working parents of 0-5 y.o. kids 1)E-commerce user who has issues in their product and its quality. 2)Retailers who need information about their product.	6. CUSTOMER CONSTRAINTS What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices. 1)This application is available in the regional language. 2)Provide acknowledge to customers once after their issued are resolved. 3)Customers can guide through manual which is available in the website.	5. AVAILABLE SOLUTIONS Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? i.e. pen and paper is an alternative to digital notetaking 1)Customers can get notified about the agent to maintain open and clear communication. 2)Provide active agents. 3)Directly contact with admins too
2. JOBS-TO-BE-DONE / PROBLEMS Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one, explore different sides. 1)Customer can get the solution for the ticket which was raised by them. 2)Customers can solve their raised tickets by using chatbot.	9. PROBLEM ROOT CAUSE What is the real reason that this problem exists? What is the back story behind the need to do this job? i.e. customers have to do it because of the change in regulations. 1)Customers have lack of knowledge. 2)Customers violates the term and conditions. 3)Customers do not read guides properly which was provided.	7. BEHAVIOUR What does your customer do to address the problem and get the job done? i.e. directly related: find the right solar panel installer, calculate usage and benefits; indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace) 1)The customers track and analysis about their tickets and check with their updates. 2)Customer manual attached in the website to guide the customers.
3. TRIGGERS What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news. 1)The customers need to solve their problem. 2)The customer can get the accurate and best solution for their tickets.	10. YOUR SOLUTION If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality. If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour. The solution is to design the desk to get the customers ticket and provide the solution for those queries/tickets.	8. CHANNELS OF BEHAVIOUR 8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7 The data that are provided by the customers are secure in cloud storage 8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development. Customers can also get better solution for their tickets which was raised by them.
4. EMOTIONS: BEFORE / AFTER How do customers feel when they face a problem or a job and afterwards? i.e. lost, insecure > confident, in control - use it in your communication strategy & design. Before:The customers feel very frustrated and tensed. After:The customer can get help from our service and they feel satisfied with solution provide us.		CH Extract online & offline CH of BE AMALTAMA

Define CS, fit into CC

Focus on J&P, tap into BE, understand RC

Identify strong TR & EM

Explore AS, differentiate

Focus on J&P, tap into RC, understand BE

 Problem-Solution fit canvas is licensed under a Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 license
Created by Daria Neprakhina / Amaltama.com

4. REQUIREMENT ANALYSIS

4.1 FUNCTIONAL REQUIREMENTS

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	<ul style="list-style-type: none">● Registration through Phone Number● Registration through Gmail● Registration through Google
FR-2	User Confirmation	<ul style="list-style-type: none">● Confirmation via Email● Confirmation via OTP
FR-3	User Login	<ul style="list-style-type: none">● Login via Google with Email id and Password● Login with phone number and password
FR-4	Admin Login	<ul style="list-style-type: none">● Login via Google with Email id and Password● Login with phone number and password

FR-5	Agent Login	<ul style="list-style-type: none"> ● Login via Google with Email id and Password ● Login with phone number and password
FR-6	Chatbot	<ul style="list-style-type: none"> ● Description of the issues contact information which is to be handled by chatbot and agent assigned.
FR-7	E-mail	<ul style="list-style-type: none"> ● Login alertness
FR-8	Feedback	<ul style="list-style-type: none"> ● Customer feedback

4.2 NON-FUNCTIONAL REQUIREMENTS

FR No.	Non-Functional Requirement	Description

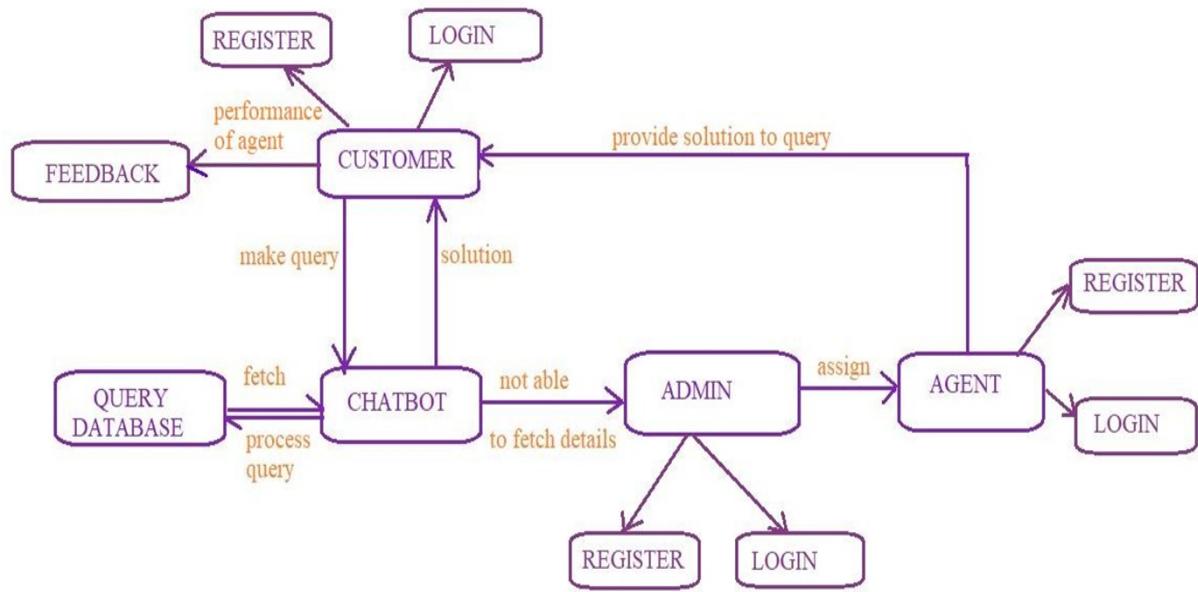
NFR-1	Usability	<ul style="list-style-type: none"> ● To provide the solution to the problem ● Chatbots and the agents assigned should be able to respond to any general questions from customers regarding problems encountered, other services, etc. It quickly and effectively responds to client questions while being economical.
NFR-2	Security	<ul style="list-style-type: none"> ● Tracking the login Authentication. ● Keeping sensitive information out of email. ● Well-trained support staff will constantly be looking for oddities and security issues.
NFR-3	Reliability	<ul style="list-style-type: none"> ● Tracking of decade status through email. ● Set up the right expectations. ● Keep information flowing both ways.

NFR-4	Performance	<ul style="list-style-type: none"> ● Effective development of web applications. ● Understand customer needs. ● Setting and communicating clear service standards. ● To Delight the customers by exceeding their expectations ● Analyze customer concerns and complaints.
NFR-5	Availability	<ul style="list-style-type: none"> ● Ensuring 24x7 customer support availability ● Consistent channel communication
NFR-6	Scalability	<ul style="list-style-type: none"> ● Agents scalability as per the number of customers ● Adding new customers ● Covering additional time zones such as usage spreads outside the working hours, maintaining quality may demand support staff

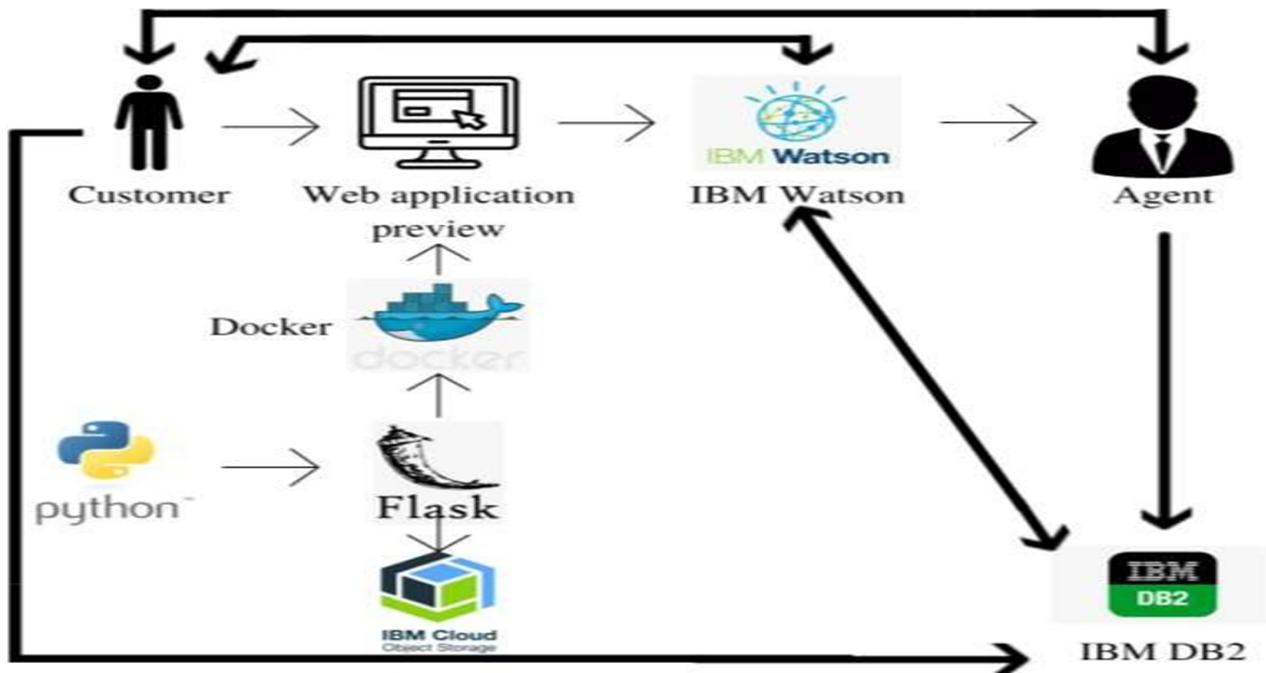
		working additional hours.
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5. PROJECT DESIGN

5.1 DATA FLOW DIAGRAMS



5.2 SOLUTION & TECHNICAL ARCHITECTURE



5.3 USER STORIES

USER TYPE	FUNCTIONAL REQUIREMENT (EPIC)	USER STORY NUMBER	USER STORY/TASK	ACCEPTANCE CRITERIA	PRIORITY	RELEASE
CUSTOMER	Registration	USN-1	As a customer, I can register for the application by entering my email and password	I can create my account.	HIGH	SPRINT 1

	Login	USN-2	As a customer, I can login to the application by entering correct email and password	I can access my account	HIGH	SPRINT 2
	Chatbot	USN-3	As a customer, I can place my query with detailed description of my query.	I can ask my queries and get solution.	HIGH	SPRINT 3
	Address column	USN-4	As a customer, I can have conversations with the assigned agent and get my queries clarified	I can clear with my queries.	MEDIUM	SPRINT 4
	Feedback	USN-5	As a customer, I can provide feedback about the performance of the agent.	I can provide feedback to later use more perfect.	LOW	SPRINT 5
Agent	Registration	USN-1	As an agent, I can register with	I can create my		SPRINT

			email and password	account	HIGH	1
	Login	USN-2	As an agent, I can login by entering correct email and password	I can access my account		
	Address column	USN-3	As an agent, I get to have conversations with the customer and clear his/her queries.	I can clarify the issues.		
	Registration	USN-1	As an admin, I can register with email and password	I can create my account	HIGH	SPRINT 1
	Login	USN-2	As an admin, I can login with correct email and password	I can access my account	HIGH	
	Agent Creation	USN-3	As an admin, I can create an agent for clarifying	I ca	MEDIUM	SPRINT 3

			the customer queries.			
	Agent Assign	USN-4	As an admin, I can assign an agent for each customer if needed	Enable agent to clarify the queries.	MEDIUM	SPRINT 4

6.PROJECT PLANNING & SCHEDULING

6.1 SPRINT PLANNING & ESTIMATION

Sprint	Functional Requirement (Epic)	User Story Number	User Story / Task	Story Points	Priority	Team Members
Sprint-1	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming mypassword.	3	medium	Farhana Sabreen M
Sprint-1	Login	USN-2	As a user, I can login using email and password.	2	low	Sindhu D
		USN-3	As a user, I can login using my google account.	3	medium	Malavika K R Aishwarya B
Sprint-2	Chatbot	USN-4	As a user, I can put forth	5	medium	Aishwarya B Farhana Sabreen M Malavika K

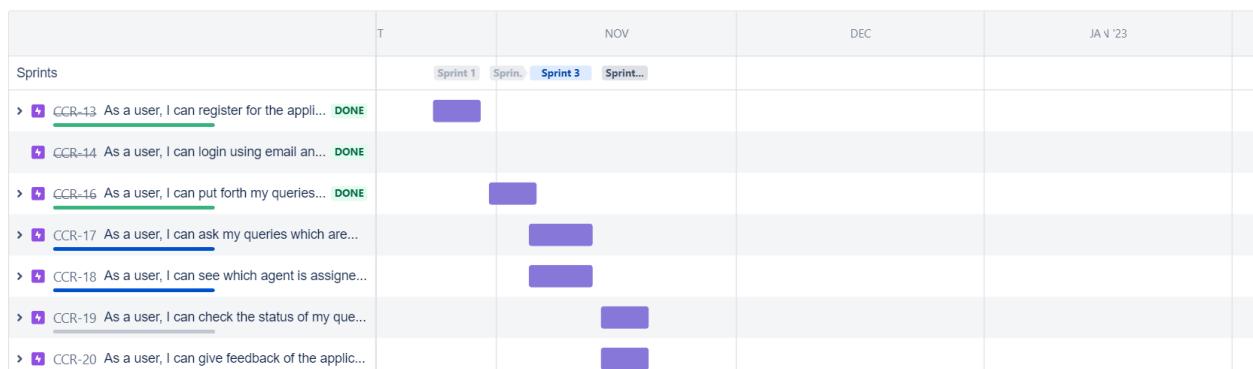
			my queries to the chatbot.			RSindhu D
Sprint-3	User - Agent Interaction	USN-5	As a user, I can ask my queries which are not resolved by chatbot to the assigned agent.	21	High	Aishwarya B Farhana Sabreen MMalavika K R Sindhu D
Sprint-3	Agent Assignment	USN-6	As a user, I can see which agent is assigned to solve my queries.	13	High	Aishwarya B Farhana Sabreen M Malavika K RSindhu D
Sprint-4	Status Check	USN-7	As a user, I can check the status of my queries resolution.	8	medium	Malavika K R
Sprint-4	Feedback	USN-8	As a user, I can give feedback of the application and the agent as per the service provided.	2	low	Aishwarya B

6.2 Sprint Delivery Schedule

SPRINT	DATE	SUBMISSION STATUS
Sprint-1	29 October 2022	Completed
Sprint-2	05 November 2022	Completed
Sprint-3	12 November 2022	Completed
Sprint-4	19 November 2022	Completed

6.3 Reports from JIRA

The screenshot shows the Jira Software interface for the 'Customer Care Registry' project. The left sidebar includes links for Roadmap, Backlog (which is selected), Board, Code, Project pages, Add shortcut, and Project settings. The main area displays the 'Backlog' for 'Sprint 3' (Nov 5 - Nov 12) and 'Sprint 4 Status Check' (Nov 14 - Nov 19). Each sprint section lists issues with their status (e.g., IN PROGRESS, TO DO, DONE) and epics. A 'Quickstart' button is visible at the bottom right.



Jira Software Your work Projects Filters Dashboards People Apps Create

Customer Care Registry Software project

Set project and issue permissions. Try it in a 14-day trial of Jira Software Standard.

Projects / Customer Care Registry Sprint 3 Create User-Agent Interaction

Roadmap Backlog Board

Planning Development

Code Project pages Add shortcut Project settings

You're in a team-managed project Learn more

Search Filter FM A Epic

TO DO IN PROGRESS 2 ISSUES DONE ✓

Agent Assignment AS A USER, I CAN SEE WHICH AGE... CCR-10 FM

Create User-Agent Interaction AS A USER, I CAN ASK MY QUERIE... CCR-5 A

GROUP BY None Insights

Quickstart

This screenshot shows the Jira Software board view for the 'Customer Care Registry' project. The 'Board' tab is selected in the sidebar. The board has three columns: 'TO DO', 'IN PROGRESS', and 'DONE'. In the 'IN PROGRESS' column, there are two issues: 'Agent Assignment' and 'Create User-Agent Interaction'. Both issues have their status updated to 'DONE'.

Jira Software Your work Projects Filters Dashboards People Apps Create

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Projects / Customer Care Registry Sprint 3 Create User-Agent Interaction

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Search Filter FM A Epic

TO DO IN PROGRESS DONE 2 ISSUES ✓

Agent Assignment AS A USER, I CAN SEE WHICH AGE... CCR-10 FM ✓

Create User-Agent Interaction AS A USER, I CAN ASK MY QUERIE... CCR-5 A ✓

GROUP BY None Insights

Quickstart

This screenshot shows the Jira Software board view for the 'Customer Care Registry' project. The 'Board' tab is selected in the sidebar. The board has three columns: 'TO DO', 'IN PROGRESS', and 'DONE'. In the 'IN PROGRESS' column, there are two issues: 'Agent Assignment' and 'Create User-Agent Interaction'. Both issues have their status updated to 'DONE'.

Jira Software - Customer Care Registry

Set project and issue permissions. Try it in a 14-day trial of Jira Software Standard.

Projects / Customer Care Registry

Backlog

Planning: Roadmap, Backlog (selected), Board, Project pages, Add shortcut, Project settings.

Development: Code.

You're in a team-managed project. Learn more.

Sprint 3: 5 Nov – 12 Nov (2 issues)

- EER-10 Agent Assignment AS A USER, I CAN SEE WHICH AGE... (DONE, FM)
- EER-5 Create User-Agent Interaction AS A USER, I CAN ASK MY QUERIE... (DONE, A)

+ Create issue

Sprint 4: 14 Nov – 19 Nov (2 issues)

- CCR-7 Create Status Check for the user AS A USER, I CAN CHECK THE STAT... (TO DO, A)
- CCR-12 create and integrate feedback form AS A USER, I CAN GIVE FEEDBACK... (TO DO, A)

+ Create issue

Complete sprint

Start sprint

Insights

Quickstart

Jira Software - Customer Care Registry

Set project and issue permissions. Try it in a 14-day trial of Jira Software Standard.

Projects / Customer Care Registry

Backlog

Planning: Roadmap, Backlog (selected), Board, Project pages, Add shortcut, Project settings.

Development: Code.

You're in a team-managed project. Learn more.

Sprint 4: 15 Nov – 19 Nov (2 issues)

- EER-5 Create User-Agent Interaction AS A USER, I CAN ASK MY QUERIE... (DONE, A)
- EER-10 Agent Assignment AS A USER, I CAN SEE WHICH AGE... (DONE, FM)

+ Create issue

Sprint 4: 15 Nov – 19 Nov (2 issues)

- CCR-7 Create Status Check for the user AS A USER, I CAN CHECK THE STAT... (DONE, A)
- CCR-12 create and integrate feedback form AS A USER, I CAN GIVE FEEDBACK... (DONE, A)

+ Create issue

Complete sprint

Start sprint

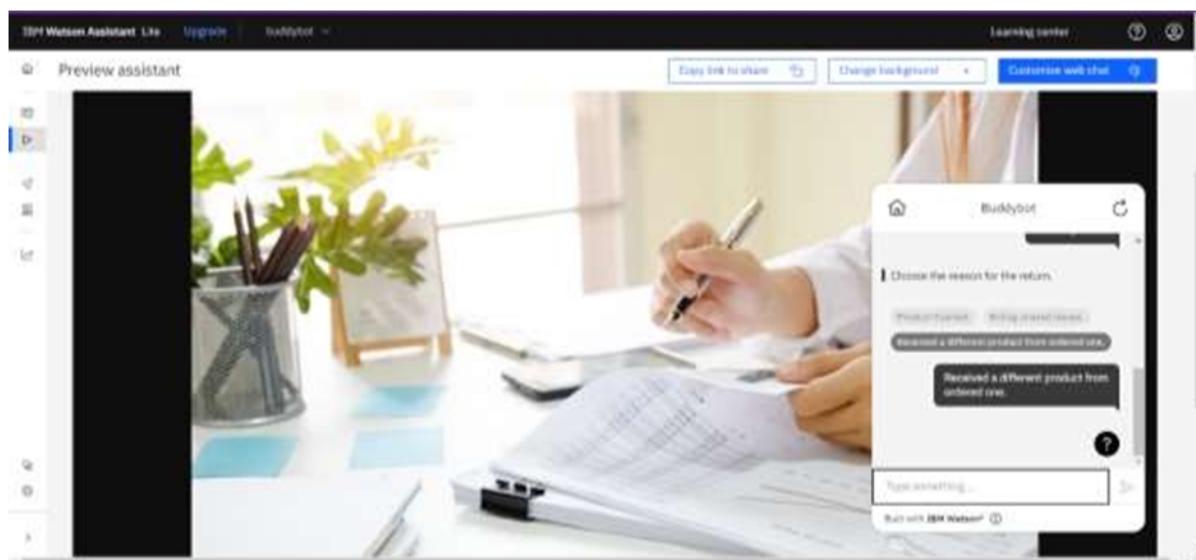
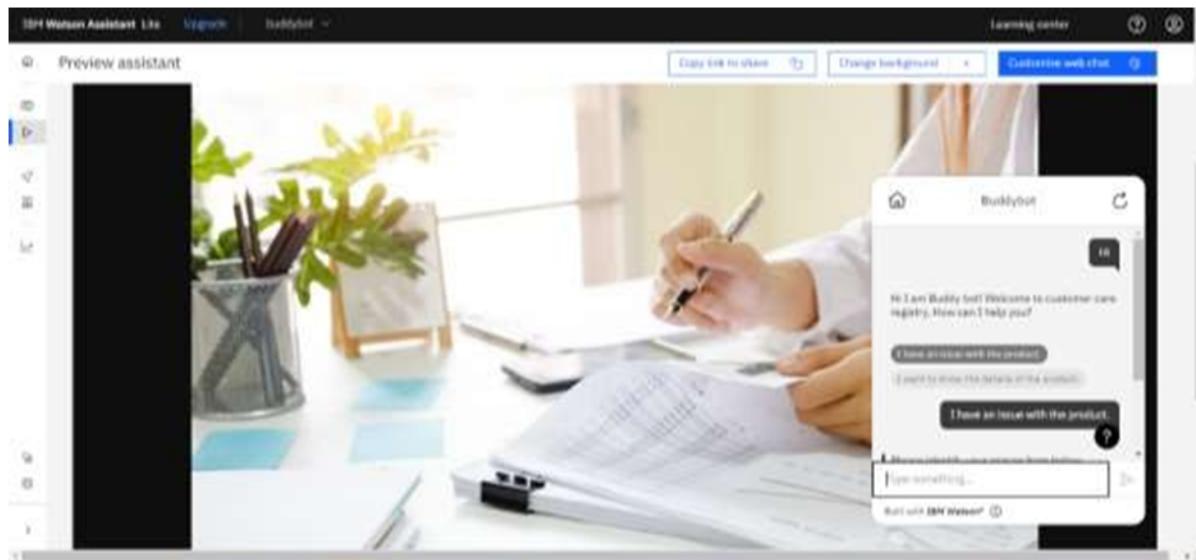
Insights

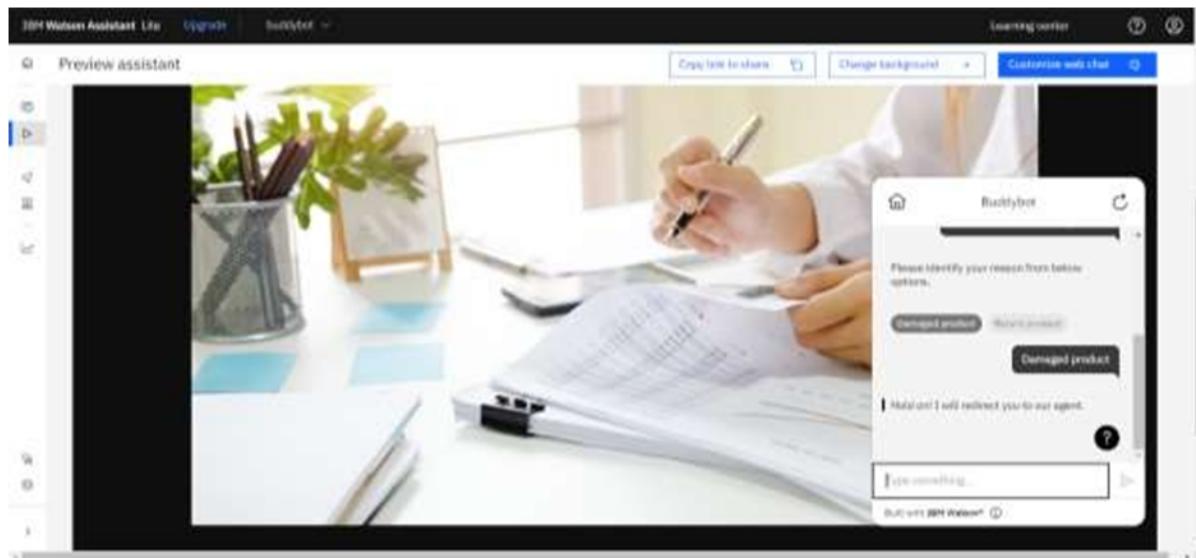
Quickstart

7. CODING & SOLUTIONING

7.1 FEATURE 1

CHATBOT: The user interacts with the chatbot for resolving their queries which are considered to be the frequently asked questions (FAQs). Other specific questions apart from the frequently asked questions are diverted and resolved by the agent.





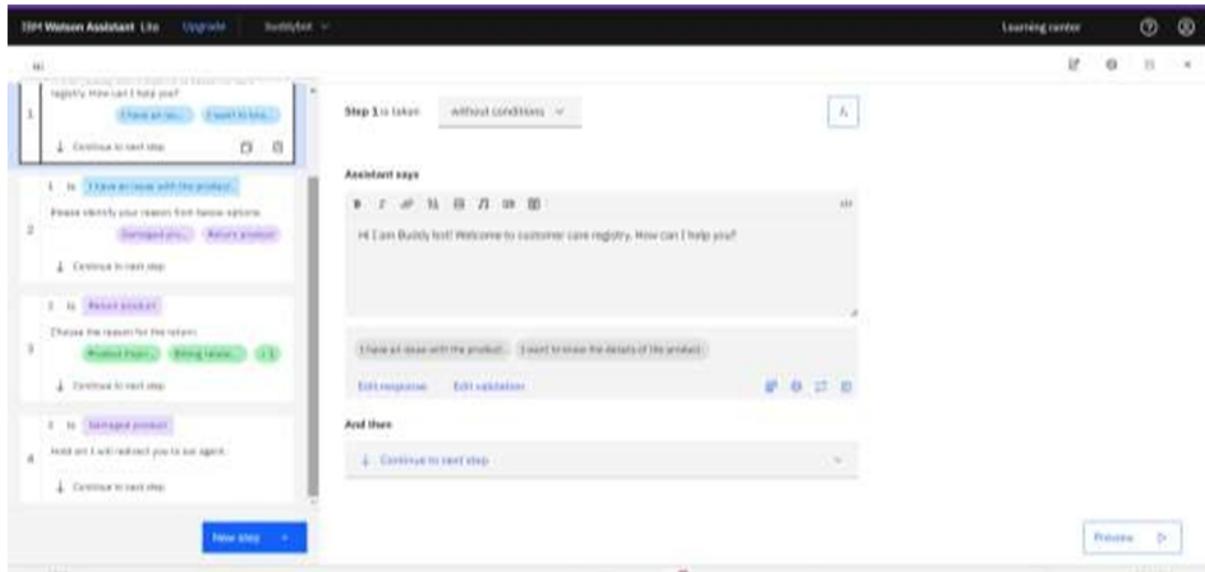
The screenshot shows the configuration of a conversation flow. On the left, under "Communication steps", there are three steps defined:

1. **Customer starts with:** Hello
2. **Customer starts with:** Please identify your reason for return option
3. **Customer starts with:** Choose the reason for the return

On the right, under "Customer starts with:", there are two entries:

Customer starts with: Enter a phrase Total 2

- 1. Hello
- 2. Hello



7.2 FEATURE 2

USER-AGENT INTERACTION: The user-agent interaction takes place for the specific questions raised by the user. The user and agent interact in an online platform to solve the queries. When the user initiates the interaction, the agent gets an alert about the message. The agent can accept or ignore the interaction with the user. If the agent decides to ignore the message or the agent is offline, the message sent by the user is sent as a notification to the agent via email as a missed interaction. If the agent accepts the message request, the user-agent interaction starts. Once the interaction is over, the agent asks for the user feedback with the service. The user can rate the service by providing the stars.

https://salesiq.zoho.in/msec/mychats

The screenshot shows the 'My Chats' section of the Zoho SalesIQ web application. The left sidebar has a dark theme with white icons and text. It includes links for 'Live view', 'My chats' (which is selected and highlighted in blue), 'Visitors', 'Chats', 'Calls', 'Feedback', 'Reports', and 'Resources'. Below these are 'Data' and 'Contacts' buttons. The main area is titled 'My Chats' and has tabs for 'Active' (selected), 'Missed', and 'Closed (2)'. A search bar at the top says 'Search (minimum of 3 characters)'. On the right, there's a status bar with 'Available' (green switch), a red 'Do Not Disturb' icon, a bell icon, a gear icon, '15 Days Left', and a profile picture. The central part of the screen displays a message bubble icon with a laptop and a heart, and the text 'No Chats Available'. To the right, a small window for a visitor is open, showing a profile picture, the ID 'Visitor 466659', the flag of India, the name 'Hello', the URL 'http://localhost:5000/welcome', a timestamp '00:40', and buttons for 'Ignore' and 'Pickup'.

7.3 FEATURE 3

STATUS: The agents can update the status of the service provided to them. Users will automatically be able to see the status of the agents action. If any discrepancy is notified by the user, then the user can contact the customer care registry via contact details provided in the contact section.

CODE:

HTML CODE:

```
<!DOCTYPE html>
```

```
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>Animated Step Progress Bar</title>
    <link rel="stylesheet" href="{{ url_for('static',filename='css/progress.css') }}>
    <link rel="stylesheet" href="progress.css">
</head>
<body >
    <div>
        <h1 style="background-color:rgb(17, 177, 123);text-align: center; border-style: solid; border-width:5px; position: absolute;bottom:500; margin: top -10px; top: 0px; left: 360px;;margin-left: 150px;">STATUS UPDATION</h1>
    </div>

    <div class="container" style="border-style: solid; border-width: 5px; margin-top: 100px;">
        <div id="stepProgressBar">
            <div class="step">
                <p class="step-text">VIEW</p>
                <div class="bullet"><div class="line1"></div></div>

            </div>
            <div class="step">
                <p class="step-text">IN PROGRESS</p>
                <div class="bullet"><div class="line2"></div></div>

            </div>
            <div class="step">
                <p class="step-text">COMPLETED</p>
                <div class="bullet"></div>

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

```

```

</div>
<div id="main">
    <p style="margin-right:30px" id="content" class="text-center"></p><br>
        <button style="margin-left: 110px; margin-top: 20px;" id="previousBtn">&nbsp;&nbsp;Previous</button>
        <button style="margin-left: 20px;" id="nextBtn">Next</button>
        <!-- <button id="finishBtn" >Finish</button>-->
    </div>
    <br><br><br>
    <div>
        <label style="margin-left :15px; color:#28a745" for="getid">CUSTOMER ID:</label>
        <input type="text" id="getid" name="id">
        <br>
        <button style="margin-right: 40px;
        margin-left: 175px;
        margin-top: 50px;" id="submit">SUBMIT</button>
    </div>
    </div>
    <script src="progress.js"></script>
    <script src="{{ url_for('static', filename='js/progress.js') }}></script>
</body>
</html>

```

CSS CODE:

```

#stepProgressBar {
    display: flex;
    justify-content: space-between;
    align-items: flex-end;
    width: 300px;
    margin: 0 auto;
    margin-bottom: 40px; }

.step {

```

```
text-align: center;
}

.step-text {
margin-bottom: 10px;
color: #28a745;
}

.bullet {
border: 2px solid #080808;
height: 50px;
width: 50px;
border-radius: 100%;
color: #28a745;
display: inline-block;
text-align: center;
margin: 5px;
padding: -10px;
position: relative;
transition: background-color 500ms;
line-height: 20px;
}

.line1 {
content: "";
position: absolute;
right: -50px;
bottom: 25px;
height: 1px;
width: 50px;
background-color: #28a745;
}

.line2 {
content: "";
position: absolute;
```

```
    right: -68px;
    bottom: 25px;
    height: 1px;
    width: 68px;
    background-color: #28a745;
}

.bullet.completed {
    color: white;
    background-color: #28a745;
}

/* .bullet.completed::after {
    content: "";
    position: absolute;
    right: -60px;
    bottom: 10px;
    height: 1px;
    width: 54px;
    background-color: #28a745;
} */

/* Base styles and helper stuff */

.hidden {
    display: none;
}

button {
    padding: 5px 10px;
    border: 1px solid black;
    transition: 250ms background-color;
}

button:hover {
    cursor: pointer;
    background-color: black;
    color: white;
}
```

```
button:disabled:hover {  
    opacity: 0.6;  
    cursor: not-allowed;  
}  
.text-center {  
    text-align: center;  
}  
.container {  
    max-width: 400px;  
    margin: 0 auto;  
    margin-top: 20px;  
    padding: 40px;  
}
```

JAVASCRIPT CODE:

```
const previousBtn = document.getElementById('previousBtn');  
const nextBtn = document.getElementById('nextBtn');  
const finishBtn = document.getElementById('finishBtn');  
const content = document.getElementById('content');  
const bullets = [...document.querySelectorAll('.bullet')];  
const MAX_STEPS = 5;  
let currentStep = 1;  
nextBtn.addEventListener('click', () => {  
    bullets[currentStep - 1].classList.add('completed');  
    currentStep += 1;  
    previousBtn.disabled = false;  
    if (currentStep === MAX_STEPS) {  
        nextBtn.disabled = true;  
        finishBtn.disabled = false;  
    }  
});  
previousBtn.addEventListener('click', () => {  
    bullets[currentStep - 2].classList.remove('completed');
```

```
currentStep -= 1;  
nextBtn.disabled = false;  
finishBtn.disabled = true;  
if (currentStep === 1) {  
  previousBtn.disabled = true;  
}  
});  
finishBtn.addEventListener('click', () => {  
  location.reload();  
});
```

OUTPUT:

STATUS UPDATION

VIEW IN PROGRESS COMPLETED

Previous Next

CUSTOMER ID:

SUBMIT

STATUS UPDATION

VIEW	IN PROGRESS	COMPLETED
Previous	Next	
CUSTOMER ID: <input type="text"/>		
SUBMIT		

STATUS UPDATION

VIEW	IN PROGRESS	COMPLETED
Previous	Next	
CUSTOMER ID: <input type="text"/>		
SUBMIT		

7.4 FEATURE 4

FEEDBACK: Users can provide their feedback by providing star rating or by typing it as text or both together. As the user selects the stars, the emoji changes and respective messages get displayed. The text feedback gets saved in the database once after the user clicks the submit button.

CODE:

HTML CODE:

```
<!DOCTYPE html>
<html>
<head>
<meta name="viewport" content="width=device-width,initial-scale=1.0">
<title>Feedback Form</title>
<script src="https://kit.fontawesome.com/77a087af68.js"
crossorigin="anonymous"></script>
<style>
*{
margin:0;
padding:0;
box-sizing: border-box;
font-family: 'poppins','sans-serif';
}
.container{
width:100%;
height:100vh;
background-image:linear-gradient(to right,#ff4b4b,#d12280);
display:flex;
align-items:center;
justify-content:left;
}
.feedbackbox{
background:#fff;
padding: 100px 150px;
```

```
border-radius:10px;
display:flex;
flex-direction:column;
align-items:center;
margin-left:10px;
}

.feedbackbox1{
width:100vh;
height:75vh;
background:#fff;
padding: 100px 200px;
border-radius:10px;
display:flex;
flex-direction:column;
align-items:center;
justify-content:right;
margin-left:10px;
}

.emoji{
width:100px;
height:100px;
border-radius:50%;
margin-bottom:30px;
overflow:hidden;
}

.emoji img{
width:80px;
margin: 0 10px;
}

#emoji{
display:flex;
align-items:center;
```

```
        transform:translateX(-400px);
        transition:0.3s;
    }
.fa-solid{
    font-size:40px;
    color:#e4e4e4;
    cursor:pointer;
}
#demo{
    width:100px;
    height:100px;
    text-align:center;
    font-weight:bold;
    font-size:40px;
    font-style:italic;
}
.reply{
    padding:50px;
}
.btn1{
    border-radius:45%;
    width:100px;
    height:200px;
    background-image: linear-gradient(to right,#ff4b4b,#d12280);
    font-weight:bold;
}
.heading{
    width:300px;
    margin-left:50px;
}
</style>
</head>
```

```
<body>
<div class="container">
<div class="feedbackbox">
<div class="heading">
<h3><em>RATE YOUR EXPERIENCE</em></h3></div>
<div class="emoji">
<div id="emoji">





</div>
</div>
<div id="demo"></div>
<div class="rating">
<i class="fa-solid fa-star"></i>
</div>
</div>
<div class="feedbackbox1">
<h3><em>LEAVE YOUR VIEWS HERE!</em></h3>
<div class="reply">
<textarea id="my-reply" name="my-reply" rows="7" cols="50"></textarea>
</div>
<button class="btn1" name="submit" id="submit"><strong>SUBMIT</strong></button>
</div>
</div>
<script>
```

```
var stars=document.getElementsByClassName("fa-solid");
var emoji=document.getElementById("emoji");
var demo=document.getElementById("demo");
stars[0].onclick=function(){
stars[0].style.color="#ffd93b";
stars[1].style.color="#e4e4e4";
stars[2].style.color="#e4e4e4";
stars[3].style.color="#e4e4e4";
stars[4].style.color="#e4e4e4";
emoji.style.transform="translateX(0px)";
demo.innerHTML="WORST";
}
stars[1].onclick=function(){
stars[0].style.color="#ffd93b";
stars[1].style.color="#ffd93b";
stars[2].style.color="#e4e4e4";
stars[3].style.color="#e4e4e4";
stars[4].style.color="#e4e4e4";
emoji.style.transform="translateX(-100px)";
demo.innerHTML="BAD";
}
stars[2].onclick=function(){
stars[0].style.color="#ffd93b";
stars[1].style.color="#ffd93b";
stars[2].style.color="#ffd93b";
stars[3].style.color="#e4e4e4";
stars[4].style.color="#e4e4e4";
emoji.style.transform="translateX(-200px)";
demo.innerHTML="OK";
}
stars[3].onclick=function(){
stars[0].style.color="#ffd93b";
```

```
stars[1].style.color="#ffd93b";
stars[2].style.color="#ffd93b";
stars[3].style.color="#ffd93b";
stars[4].style.color="#e4e4e4";
emoji.style.transform="translateX(-300px)";
demo.innerHTML="GOOD";
}

stars[4].onclick=function(){
stars[0].style.color="#ffd93b";
stars[1].style.color="#ffd93b";
stars[2].style.color="#ffd93b";
stars[3].style.color="#ffd93b";
stars[4].style.color="#ffd93b";
emoji.style.transform="translateX(-400px)";
demo.innerHTML="SUPER";
}

</script>
</body>
</html>
```

OUTPUT:

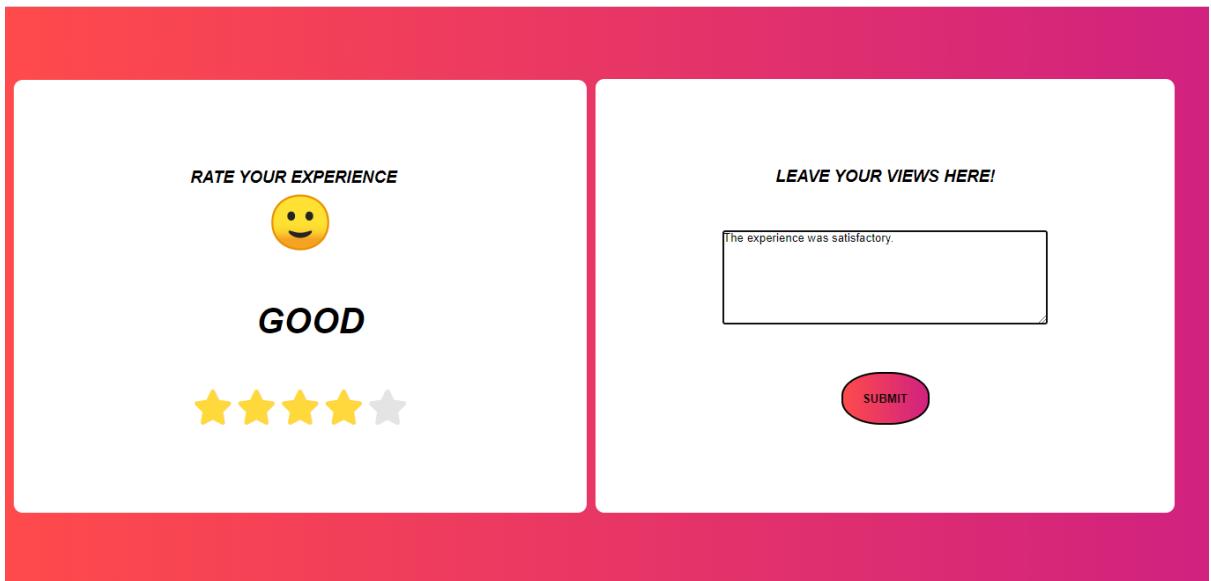
RATE YOUR EXPERIENCE



★★★★★

LEAVE YOUR VIEWS HERE!

SUBMIT



7.3 DATABASE SCHEMA

A screenshot of the IBM Db2 on Cloud interface showing the database schema. The top navigation bar includes 'IBM Db2 on Cloud', 'Load Data', 'Load History', 'Tables' (selected), 'Views', 'Indexes', 'Aliases', 'MQTs', 'Sequences', and 'Application objects'. The 'Tables' section displays two tables: 'Schemas' and 'Tables'. The 'Schemas' table shows one entry: 'MMZ64024' (User type). The 'Tables' table lists seven tables: ADMIN, AGENT, DETAILS, FEEDBACK, STATUS, TICKET, and USER, all associated with the schema MMZ64024. A sidebar on the left provides navigation icons for SQL, Load Data, Load History, Views, Indexes, Aliases, MQTs, Sequences, Application objects, and Help.

IBM Db2 on Cloud

Load Data Load History Tables Views Indexes Aliases MQTs Sequences Application objects

Find schemas or tables Refresh

Schemas Tables New table +

Name	Schema	Properties
<input checked="" type="checkbox"/> ADMIN	MMZ64024	...
<input type="checkbox"/> AGENT	MMZ64024	...
<input type="checkbox"/> DETAILS	MMZ64024	...
<input type="checkbox"/> FEEDBACK	MMZ64024	...
<input type="checkbox"/> STATUS	MMZ64024	...
<input type="checkbox"/> TICKET	MMZ64024	...
<input type="checkbox"/> USER	MMZ64024	...

Total: 7, selected: 1

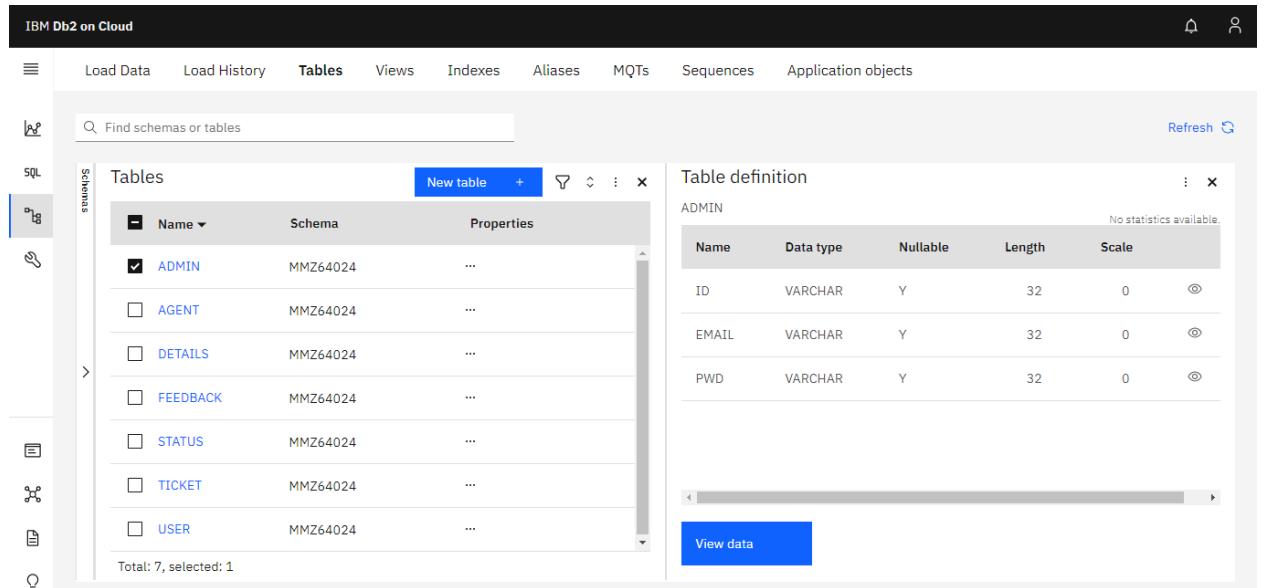
Table definition

ADMIN

Name	Data type	Nullable	Length	Scale
ID	VARCHAR	Y	32	0
EMAIL	VARCHAR	Y	32	0
PWD	VARCHAR	Y	32	0

No statistics available.

View data



IBM Db2 on Cloud

Load Data Load History Tables Views Indexes Aliases MQTs Sequences Application objects

Find schemas or tables Refresh

Schemas Tables New table +

Name	Schema	Properties
<input type="checkbox"/> ADMIN	MMZ64024	...
<input checked="" type="checkbox"/> AGENT	MMZ64024	...
<input type="checkbox"/> DETAILS	MMZ64024	...
<input type="checkbox"/> FEEDBACK	MMZ64024	...
<input type="checkbox"/> STATUS	MMZ64024	...
<input type="checkbox"/> TICKET	MMZ64024	...
<input type="checkbox"/> USER	MMZ64024	...

Total: 7, selected: 1

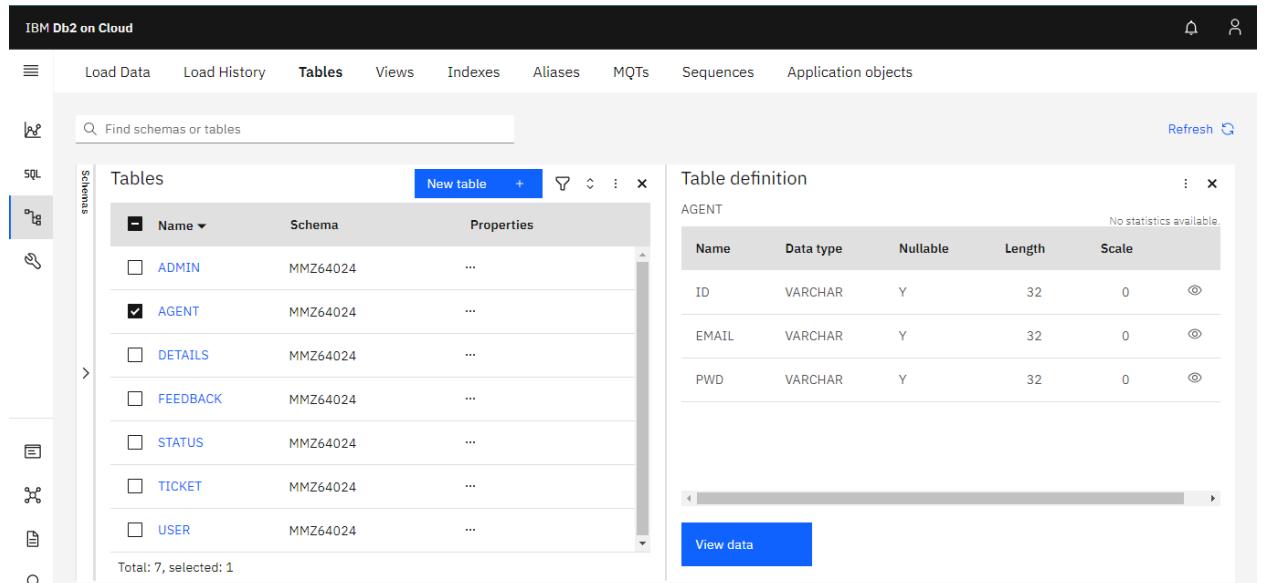
Table definition

AGENT

Name	Data type	Nullable	Length	Scale
ID	VARCHAR	Y	32	0
EMAIL	VARCHAR	Y	32	0
PWD	VARCHAR	Y	32	0

No statistics available.

View data



IBM Db2 on Cloud

Load Data Load History Tables Views Indexes Aliases MQTs Sequences Application objects

Find schemas or tables Refresh

Tables

Name	Schema	Properties
ADMIN	MMZ64024	...
AGENT	MMZ64024	...
DETAILS	MMZ64024	...
FEEDBACK	MMZ64024	...
STATUS	MMZ64024	...
TICKET	MMZ64024	...
USER	MMZ64024	...

Table definition

DETAILS

Name	Data type	Nullable	Length	Scale
FNAME	VARCHAR	Y	50	0
LNAME	VARCHAR	Y	50	0
EMAIL	VARCHAR	Y	50	0
PWD	VARCHAR	Y	50	0
GENDER	VARCHAR	Y	50	0

[View data](#)

IBM Db2 on Cloud

Load Data Load History Tables Views Indexes Aliases MQTs Sequences Application objects

Find schemas or tables Refresh

Tables

Name	Schema	Properties
ADMIN	MMZ64024	...
AGENT	MMZ64024	...
DETAILS	MMZ64024	...
FEEDBACK	MMZ64024	...
STATUS	MMZ64024	...
TICKET	MMZ64024	...
USER	MMZ64024	...

Total: 7, selected: 1

Table definition

FEEDBACK

Name	Data type	Nullable	Length	Scale
VIEW	VARCHAR	Y	32	0

[View data](#)

IBM Db2 on Cloud

Load Data Load History Tables Views Indexes Aliases MQTs Sequences Application objects

Find schemas or tables

Tables

Name	Schema	Properties
ADMIN	MMZ64024	...
AGENT	MMZ64024	...
DETAILS	MMZ64024	...
FEEDBACK	MMZ64024	...
STATUS	MMZ64024	...
TICKET	MMZ64024	...
USER	MMZ64024	...

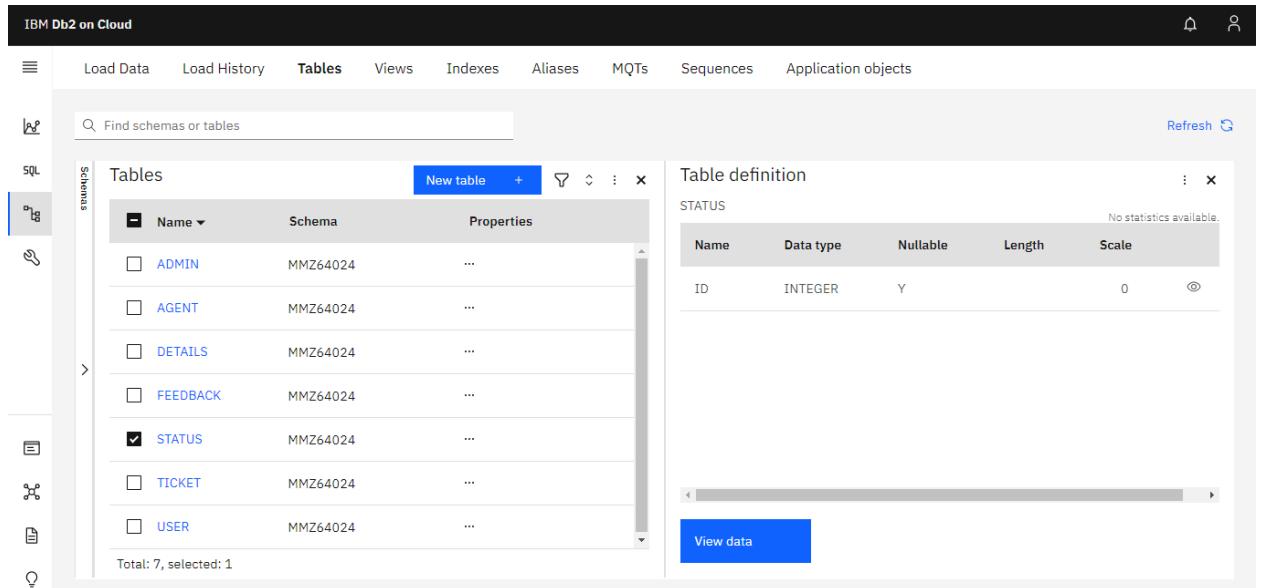
Total: 7, selected: 1

Table definition

No statistics available.

Name	Data type	Nullable	Length	Scale
ID	INTEGER	Y	0	0

View data



IBM Db2 on Cloud

Load Data Load History Tables Views Indexes Aliases MQTs Sequences Application objects

Find schemas or tables

Tables

Name	Schema	Properties
ADMIN	MMZ64024	...
AGENT	MMZ64024	...
DETAILS	MMZ64024	...
FEEDBACK	MMZ64024	...
STATUS	MMZ64024	...
TICKET	MMZ64024	...
USER	MMZ64024	...

Total: 7, selected: 1

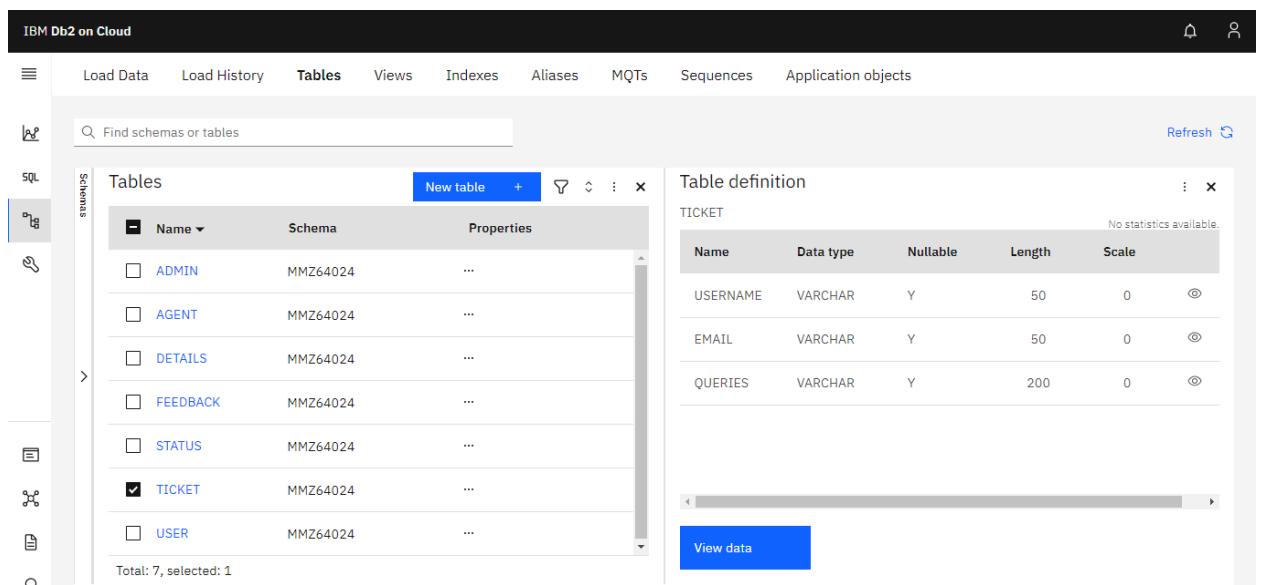
Table definition

TICKET

No statistics available.

Name	Data type	Nullable	Length	Scale
USERNAME	VARCHAR	Y	50	0
EMAIL	VARCHAR	Y	50	0
QUERIES	VARCHAR	Y	200	0

View data



8. TESTING

8.1 TEST CASES

Test Case	Test Case Scenario	Expected Output	Actual Output	Test Passed
Registration	Only the customer can Register.	Customer registered successfully.	Agent is registered successfully.	Failed
	Customer registers giving his/her details.	Customer Registered Successfully.	Customer Registered Successfully.	Passed
Login - Login based on role	Customer Logins.	Customer logged in successfully.	Customer logged in successfully.	Passed
	Agent Logins.	Agent logged in successfully.	Agent logged in successfully.	Passed
	Admin Logins.	Admin logged in successfully.	Admin logged in successfully.	Passed
Ticket raising	Verify that ticket is raised	Successfully the customer's ticket is raised.	The ticket is not raised due to unavailability.	Failed

			lity of agents	
	Verify that ticket is raised	Successfully the customer's ticket is raised.	Successful ly the customer 's ticket is raised.	Passed
	Verify that ticket is raised by valid customer	Ticket raised by valid customer.	Ticket raised by valid customer.	Passed
	Verify that ticket is raised by valid customer	Ticket raised by valid customer.	Ticket is raised by invalid customer.	Failed
Status	Status should be visible to customer in read only mode.	Successfully the status is displayed to the customers in read only mode.	Successful ly the status is displayed to the customers in read only mode.	Passed

	Status should be visible to customer in read only mode.	Successfully the status is displayed to the customers in read only mode.	The status is visible to the customers with editor access.	Failed
	Status should be provided by agents with edit access.	Successfully, the agent has status editor access.	Successful ly, the agent has status editor access.	Passed
	Status should be provided by agents with edit access.	Successfully, the agent has status editor access.	The agent has read only access to the status.	Failed
	Status changed by agent, is also updated to user?	Successfully updated the status to customer.	Successful ly updated the status to customer.	Passed
	Status changed by agent, is also updated to user?	Successfully updated the status to customer.	No changes or updates in status.	Failed

Feedback	Customers feedback received?	Successfully received customers feedback	Successfully received customers feedback	Passed
	Customers feedback received?	Successfully received customers feedback	Didnt receive customers feedback	Failed

8.2 USER ACCEPTANCE TESTING

Test Case ID: UAT-TC-001														
Test Case ID	Feature Type	Component	Test Scenario	Pre-Requisite	Steps To Execute	Test Data	Expected Result	Actual Result	Status	Comments	TC for Automation(Y/N)	Bug ID	Created By	
Expirek_TC_001	UI	Login page	Verify user is able to see the Login and Signup page		1. Open browser 2. Click on Login Button 3. Click on Signup button	https://www.expirek.com	Login page should display and the Signup page should display.	Working as expected	Pass				Kishor D	
Expirek_TC_002	UI	Signup page	Verify user is able to click the Signup button		1. Open browser 2. Click on Signup button 3. Enter the Username and Password 4. Enter the amount(monthly income) 5. Click on Signup	https://www.expirek.com	Signup page should display and user enter all the details.	Working as expected	Pass				Kishor D	
Expirek_TC_003	Functional	Signup page	Verify user is able to log into application with valid credentials		1. Open URL and click go 2. Click on My Account 3. Click on button 4. Enter valid user and Enter valid Email id 5. Enter valid password in password text box 6. Click on login button 7. Click on forgot password link 8. Click on input/otp/phone number 9. Click go 10. Click on My Account 11. Click on dropdown button 12. Click on valid user name 13. Enter valid password 14. Enter valid password in password text box 15. Click on login button	username: kishor@gmail.com password: Testing@123	User should navigate to user account home page.	Working as expected	Pass					Gaurav P
Expirek_TC_004	Functional	Signup page	Verify user is able to log into application with invalid credentials		1. Open URL and click go 2. Click on My Account 3. Click on button 4. Enter valid user and Enter invalid Email id 5. Enter valid password in password text box 6. Click on login button 7. Click on forgot password link 8. Click on input/otp/phone number 9. Click go 10. Click on My Account 11. Click on dropdown button 12. Click on valid user name 13. Enter invalid password in password text box 14. Enter valid password in password text box 15. Click on login button	username: kishor@gmail.com password: Testing@123	Application should show "Incorrect email or password" validation message.	Working as expected	Pass					Kishor D
Expirek_TC_005	Functional	Home page	Verify user is able to use all the components in the home page		1. Open URL and click go 2. Click on all the component present in the Signup page 3. Click on all the component present in the login page 4. Click on login/signup button		Application should report all the user actions in the respective pages.	Working as expected	Pass				Sachin Kumar S	
Expirek_TC_006	Functional	Add expense page	Verify user can able to add the expenses		1. Open URL and click go 2. Log into the dashboard 3. Click on Add expense 4. Add the expense amount		The expense amount should be stored in the database without showing any error.	Working as expected	Pass				Gaurav P	
Expirek_TC_007	Functional	Add expense page	Verify user can able to edit the expenses		1. Open URL and click go 2. Log into the dashboard 3. Click on category 4. Enter the category then expense		The expense amount should be stored with the category in the database without showing any error.	Working as expected	Pass				Kishor D	

1. Purpose of Document

The purpose of this testing document is to briefly explain the test coverage and open issues of the Customer Care Registry project at the time of the release to User Acceptance Testing (UAT).

2. Defect Analysis

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

Resolution	Severity 1	Severity 2	Severity 3	Severity 4	Subtotal
By Design	12	7	4	2	25
Duplicate	1	0	2	0	3
External	5	6	3	4	18
Fixed	14	5	2	21	42
Not Reproduced	0	0	1	0	1
Skipped	0	0	1	1	2
Won't Fix	0	3	1	2	6
Totals	32	21	14	34	97

3. Test Case Analysis

This report shows the number of test cases that have passed, failed, and untested.

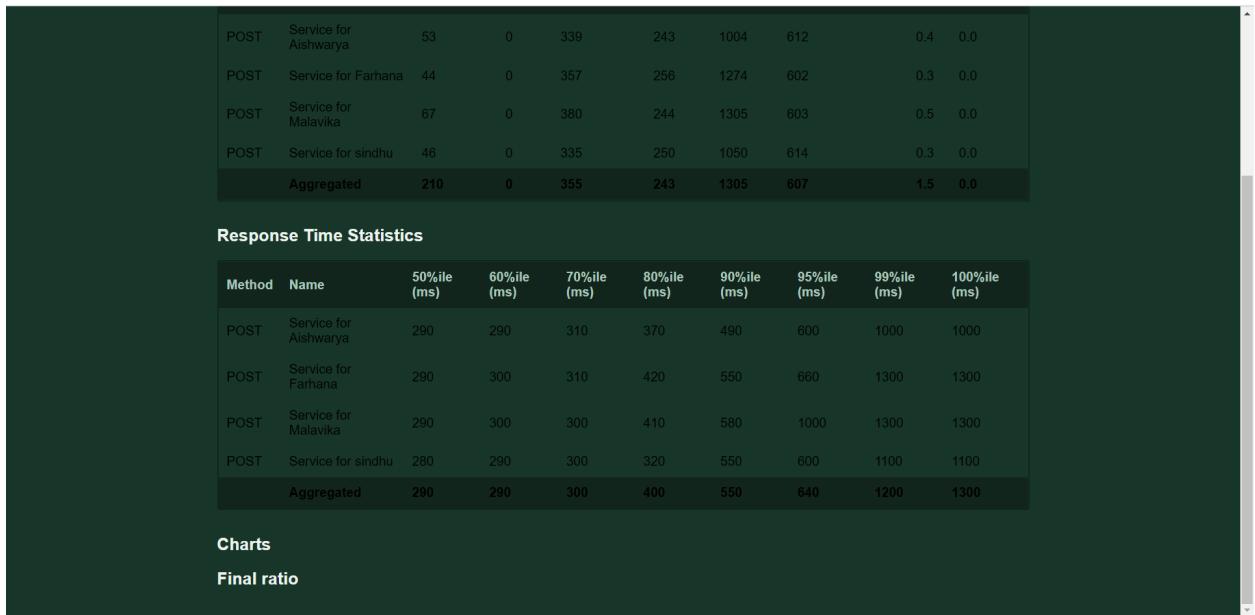
Section	Total Cases	Not tested	Failed	Passed
Print Engine	8	0	0	8
Client Application	48	0	0	48

Security	2	0	0	2
Outsource Shipping	5	0	0	5
Exception Reporting	10	0	0	10
Final Report Output	5	0	0	5
Version Control	2	0	0	2

9. RESULTS

9.1 PERFORMANCE METRICS

Locust Test Report										
Request Statistics										
Method	Name	# Requests	# Fails	Average (ms)	Min (ms)	Max (ms)	Average size (bytes)	RPS	Failures/s	
POST	Service for Aishwarya	53	0	339	243	1004	612	0.4	0.0	
POST	Service for Farhana	44	0	357	256	1274	602	0.3	0.0	
POST	Service for Malavika	67	0	380	244	1305	603	0.5	0.0	
POST	Service for sindhu	46	0	335	250	1050	614	0.3	0.0	
Aggregated		210	0	355	243	1305	607	1.5	0.0	
Response Time Statistics										
Method	Name	50%ile (ms)	60%ile (ms)	70%ile (ms)	80%ile (ms)	90%ile (ms)	95%ile (ms)	99%ile (ms)	100%ile (ms)	
POST	Service for Aishwarya	290	290	310	370	490	600	1000	1000	
POST	Service for Farhana	290	300	310	420	550	660	1300	1300	



10. ADVANTAGES & DISADVANTAGES

ADVANTAGES:

- Customers can have a live interaction with the agents providing users with a better experience
- Customers can get their queries resolved within a short duration
- Customers can post their queries which will be stored in the database thereby helping the agents to view it if they are not online at that particular point of time

DISADVANTAGES:

- Sometimes, the chatbot might not understand the queries of the customers.

11. CONCLUSION

Thus by using this application, we can provide services to the customers based on the tickets raised by them. And also, since it has bot chatbot assistance and agent assistance together we can deployment it for better deployment of technology and humans in the future.

12. FUTURE SCOPE

This application can be improved in future by scaling the capacity of the queries handled by agents, by providing sign-in with google feature, by authenticating the user using account verification emails etc.

13. APPENDIX

Source Code

adminhomepage.html

```
.main{  
    width: 100%;  
    background: rgb(27, 20, 106);  
    background-position: center;  
    background-size: cover;  
    height: 100vh;  
}  
  
.navbar{  
    height: 75px;  
    margin: auto;  
    display: flex;  
    justify-content: space-between;  
}  
  
.logo{  
    color: #ff7200;  
    font-size: 35px;  
    font-family: Arial;  
    padding-left: 20px;  
    float: left;  
    padding-top: 10px;  
    margin-left: 160px;  
    margin-top: 5px  
}  
  
.sidebar {  
    margin: 0;  
    padding: 0;  
    width: 200px;  
    background-color: #f1f1f1;
```

```
position: fixed;
height: 100%;
overflow: auto;
}

/* Sidebar links */
.sidebar a {
display: block;
color: black;
padding: 16px;
text-decoration: none;
}

/* Active/current link */
.sidebar a.active {
background-color: #ff7200;
color: white;
}

/* Links on mouse-over */
.sidebar a:hover:not(.active) {
background-color: #555;
color: white;
}

/* Page content. The value of the margin-left property should match the
value of the sidebar's width property */
div.content {
margin-left: 200px;
padding: 1px 16px;
height: 1000px;
}

/* On screens that are less than 700px wide, make the sidebar into a
topbar */
@media screen and (max-width: 700px) {
```

```
.sidebar {
    width: 100%;
    height: auto;
    position: relative;
}

.sidebar a {float: left;}
div.content {margin-left: 0;}
}

/* On screens that are less than 400px, display the bar vertically,
instead of horizontally */
@media screen and (max-width: 400px) {
    .sidebar a {
        text-align: center;
        float: none;
    }
}

.dropbtn {
    background-color: var(--black);
    color: #ff7300;
    font-family: Arial, Helvetica, sans-serif;
    padding: 16px;
    font-size: 20px;
    font-weight: bold;
    border: none;
    cursor: pointer;
}

/* Dropdown button on hover & focus */
.dropbtn:hover, .dropbtn:focus {
    background-color: #f1f1f1;
}
```

adminhomepage.html

```
<!DOCTYPE html>
<html lang="en">
<head>
    <title>Home page</title>
    <link rel="stylesheet" href="homepage.css">
    <link rel="stylesheet"
        href="https://cdnjs.cloudflare.com/ajax/libs/font-
        awesome/6.0.0/css/all.min.css">

    <style>
        #customers {
            font-family: Arial, Helvetica, sans-serif;
            border-collapse: collapse;
            width: 100%;
        }

        #customers td, #customers th {
            border: 1px solid #ddd;
            padding: 8px;
        }

        #customers tr:nth-child(even){background-color: #f2f2f2;}

        #customers tr:hover {background-color: #ddd;}

        #customers th {
            padding-top: 12px;
            padding-bottom: 12px;
            text-align: left;
            background-color: #ff7200;
            color: white;
        }
    </style>
</head>
<body>
```

```

<div class="main">
    <div class="navbar">
        <div class="icon">
            <h2 class="logo"><i class="fas fa-people-carry"></i>&ampnbsp</i>Custocare</h2>
        </div>
        <div class="search">
            <button class="dropbtn"><a href="frontpage.html" style="text-decoration: none;color:#ff7200;">LOGOUT</a></button>
        </div>
    </div>
    <h1 style="text-align: center;color:#ff7200">Ticket details</h1>
<form action="" method="post">
<table id="customers">
    <tr>
        <th>Customer name</th>
        <th>Email</th>
        <th>Query</th>
        <th>Assign agent</th>
        <th>Assign</th>
    </tr>
    <tr>
        <td>customer</td>
        <td>customer@gmail.com</td>
        <td>error</td>
        <td>Agent</td>
        <td><label for="agent"></label>

            <select name="agent" id="agent">
                <option value="agent1">agent1</option>
                <option value="agent2">agent2</option>
                <option value="agent3">agent3</option>
                <option value="agent4">agent4</option>
            </select>
            <input type="button" value="Assign"></td>
    </tr>
</table>
</form>

```

```
</tr>
</table>
</form>
</div>
</body>
</html>
```

adminloginpage.html

```
<!DOCTYPE html>
<html lang="en">
<head>
    <title>Custocare</title>
    <link rel="stylesheet" href="login.css">
    <link rel="stylesheet"
        href="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/6.0.0/css/all.min.css">
</head>
<body>

    <div class="main">
        <div class="navbar">
            <div class="icon">
                <h2 class="logo"><i class="fas fa-peopcarry"></i>&ampnbsp</i>Custocare</h2>
            </div>
            <div class="search">
                <div class="dropdown">
                    <button onclick="myFunction()" class="dropbtn">Login</button>
                    <div id="myDropdown" class="dropdown-content">
                        <a href="userloginpage.html">User</a>
                        <a href="agentloginpage.html">Agent</a>
                    </div>
                </div>
                <button class="dropbtn"><a href="register.html" style="text-
```

```
decoration: none;color:#ff7200;">Register</a></button>

        </div>
    </div>

<div class="signup-form" action="/login" method="post">

    <!-- form header -->
    <div class="form-header">
        <h1>ADMIN LOGIN</h1>
    </div>
    <br><br>
    <div class="form-body">
        <!-- Firstname and Lastname -->
        <div class="horizontal-group">
            <div class="form-group left">
                <label for="firstname" class="label-title">User name *</label>
                <input type="text" id="uname" class="form-input" name="uname"
placeholder="enter the username" required="required" />
            </div>
        </div>
        <!-- Password -->
        <br><br><br><br>
        <div class="horizontal-group">
            <div class="form-group left">
                <label for="password" class="label-title">Password *</label>
                <input type="password" id="pwd" class="form-input" name="pwd"
placeholder="enter the password" required="required" />
            </div>
        </div>
        <!-- form-footer -->
        <div class="form-footer">
            <span>* required</span>
            <button class="cn"><a href="adminhomepage.html"
style="color:white; text-decoration: none;">LOGIN</a></button>
        </div>
    </div>
```

```

        </div>
    </div>

    </form>
    <script>
        function myFunction() {
            document.getElementById("myDropdown").classList.toggle("show");
        }

        // Close the dropdown menu if the user clicks outside of it
        window.onclick = function(event) {
            if (!event.target.matches('.dropbtn')) {
                var dropdowns = document.getElementsByClassName("dropdown-content");
                var i;
                for (i = 0; i < dropdowns.length; i++) {
                    var openDropdown = dropdowns[i];
                    if (openDropdown.classList.contains('show')) {
                        openDropdown.classList.remove('show');
                    }
                }
            }
        }
    </script>
</body>
</html>

```

admintable.html

```

<!DOCTYPE html>
<html lang="en">
<head>
    <link rel="stylesheet" href="homepage.css">
    <link rel="stylesheet"
        href="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/6.0.0/css/all.min.css">

```

```
<!-- JavaScript Bundle with Popper -->
<script
src="https://cdn.jsdelivr.net/npm/bootstrap@5.2.2/dist/js/bootstrap.bundle.min.js" integrity="sha384-OERcA2EqjJCMA+/3y+gxIOqMEjwtxJY7qPCqsdltbNJuaOe923+mo//f6V8Qbsw3"
crossorigin="anonymous"></script>

<meta charset="UTF-8">
<meta http-equiv="X-UA-Compatible" content="IE=edge">
<meta name="viewport" content="width=device-width, initial-scale=1.0">

<style class="text/css">
    .disp {
        display: flex;
        flex-direction: row;
        justify-content: space-between;
        margin-bottom: 7vh;
    }

    .Header_styling{
background-color: hwb(341 0% 90% / 0.571);
width:100%;
height: 12%;

font-size: 50px;
font-family: Tahoma;
}
</style>
<style>
#customers {
    font-family: Arial, Helvetica, sans-serif;
    border-collapse: collapse;
    width: 100%;
}

#customers td, #customers th {
```

```
    border: 1px solid White;
    padding: 8px;
}

#customers tr:nth-child(even){background-color: #f2f2f2; }

#customers tr:hover {background-color: #ddd; }

#customers th {
    padding-top: 12px;
    padding-bottom: 12px;
    text-align: left;
    background-color: #ff7200;
    color: white;
}

.content .cn{
width: 160px;
height: 40px;
background: #ff7200;
border: none;
margin-bottom: 10px;
margin-left: 20px;
font-size: 18px;
border-radius: 10px;
cursor: pointer;
transition: .4s ease;

}

.content .cn a{
text-decoration: none;
color: white;
background-color: transparent;
transition: .3s ease;
}
```

```

.cn:hover{
background-color: #fff;
}

.cn:hover a{

color: #ff7200;
}


```

</style>

```

<title>View Products</title>
</head>
<body>

<div class="main">
    <div class="navbar">
        <div class="icon">
            <h2 class="logo"><i class="fas fa-people-carry"></i>&ampnbsp</i>Custocare</h2>
        </div>
        <div class="search">
            <button class="dropbtn"><a href="updatestatus.html" style="text-decoration: none;color:#ff7200;">UPDATE STATUS</a></button>
            <button class="dropbtn"><a href="frontpage.html" style="text-decoration: none;color:#ff7200;">LOGOUT</a></button>
        </div>
    </div>
    <h1 style="text-align: center;color:#ff7200">Ticket details</h1>
    <div class="container">

        <form action="" method="post">
            <table id="customers" style="background-color:white">
                <thead class="thread-dark">
                    <tr>
                        <th scope="col">FIRSTNAME</th>
                        <th scope="col">LASTNAME</th>
                        <th scope="col">EMAIL</th>
                        <th scope="col">GENDER</th>

```

```

        <th scope="col">ASSIGN AGENT</th>

        </tr>
    </thead>
    {%
        for acc in account %
    <tr>
        <td>{{ acc[0] }}</td>
        <td>{{ acc[1] }}</td>
        <td>{{ acc[2] }}</td>
        <td>{{ acc[4] }}</td>
        <td><label for="agent"></label>

            <select name="agent" id="agent">
                <option value="agent1">agent1</option>
                <option value="agent2">agent2</option>
                <option value="agent3">agent3</option>
                <option value="agent4">agent4</option>

            </select>
            <a href="homepage.html" style="text-decoration: none;"><button class="cn">View Ticket</button></a></td>
        </td>
    {% endfor %}

    </table>
</div>
</div>
</body>
</html>

```

```

agenthomepage.html
<!DOCTYPE html>
<html lang="en">
<head>
    <title>Home page</title>

```

```
<link rel="stylesheet" href="homepage.css">
<link rel="stylesheet"
      href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/6.0.0/css/all.min.css">

<style>
    #customers {
        font-family: Arial, Helvetica, sans-serif;
        border-collapse: collapse;
        width: 100%;
    }

    #customers td, #customers th {
        border: 1px solid #ddd;
        padding: 8px;
    }

    #customers tr:nth-child(even){background-color: #f2f2f2;}

    #customers tr:hover {background-color: #ddd;}

    #customers th {
        padding-top: 12px;
        padding-bottom: 12px;
        text-align: left;
        background-color: #ff7200;
        color: white;
    }

    .content .cn{
        width: 160px;
        height: 40px;
        background: #ff7200;
        border: none;
        margin-bottom: 10px;
        margin-left: 20px;
        font-size: 18px;
    }
</style>
```

```
border-radius: 10px;
cursor: pointer;
transition: .4s ease;

}

.content .cn a{
    text-decoration: none;
    color: white;
    background-color: transparent;
    transition: .3s ease;
}

.cn:hover{
    background-color: #fff;
}
.cn:hover a{

    color: #ff7200;
}


```

```
</style>
</head>
<body>

<div class="main">
    <div class="navbar">
        <div class="icon">
            <h2 class="logo"><i class="fas fa-people-carry"></i>&ampnbsp</i>Custocare</h2>
        </div>
        <div class="search">
            <button class="dropbtn"><a href="updatestatus.html" style="text-decoration: none;color:#ff7200;">UPDATE STATUS</a></button>
            <button class="dropbtn"><a href="frontpage.html" style="text-decoration: none;color:#ff7200;">LOGOUT</a></button>
        
```

```

        </div>
    </div>
    <h1 style="text-align: center; color: #ff7200">Ticket details</h1>
<form action="" method="post">
<table id="customers">
    <tr>
        <th>Customer name</th>
        <th>Email</th>
        <th>Query</th>
        <th>Respond</th>
    </tr>
    <tr>
        <td>customer</td>
        <td>customer@gmail.com</td>
        <td>error</td>
        <td> <a href="homepage.html" style="text-decoration: none;"><button
class="cn">View Ticket</button></a></td>
    </tr>
</table>
</form>
</div>
</body>
</html>

```

```

agentloginpage.html
<!DOCTYPE html>
<html lang="en">
<head>
    <title>Custocare</title>
    <link rel="stylesheet" href="login.css">
    <link rel="stylesheet"
href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/6.0.0/css/all.min.css">
</head>
<body>

```

```
<div class="main">
    <div class="navbar">
        <div class="icon">
            <h2 class="logo"><i class="fas fa-people-carry"></i>&ampnbsp</i>Custocare</h2>
        </div>
        <div class="search">
            <div class="dropdown">
                <button onclick="myFunction()" class="dropbtn">Login</button>
                <div id="myDropdown" class="dropdown-content">
                    <a href="userloginpage.html">User</a>
                    <a href="adminloginpage.html">Admin</a>
                </div>
            </div>
            <button class="dropbtn"><a href="register.html" style="text-decoration: none;color:#ff7200;">Register</a></button>
        </div>
    </div>

    <div class="signup-form" action="/login" method="post">
        <!-- form header -->
        <div class="form-header">
            <h1>AGENT LOGIN</h1>
        </div>
        <br><br>
        <div class="form-body">
            <!-- Firstname and Lastname -->
            <div class="horizontal-group">
                <div class="form-group left">
                    <label for="firstname" class="label-title">User name *</label>
                    <input type="text" id="uname" class="form-input" name="uname" placeholder="enter the username" required="required" />
                </div>
                <div class="form-group right">
                    <label for="lastname" class="label-title">Last name*</label>
                    <input type="text" id="lname" class="form-input" name="lname" placeholder="enter the last name" required="required" />
                </div>
            </div>
            <div class="checkbox">
                <input type="checkbox" checked="" value="checkbox1" /> I agree to the terms and conditions
            </div>
            <div class="button">
                <button type="submit" value="Submit" class="button">Submit</button>
            </div>
        </div>
    </div>
</div>
```

```
</div>
</div>
<!-- Password -->
<br><br><br><br>
<div class="horizontal-group">
<div class="form-group left">
<label for="password" class="label-title">Password *</label>
<input type="password" id="pwd" class="form-input" name="pwd"
placeholder="enter the password" required="required" />
</div>
</div>
<!-- form-footer -->
<div class="form-footer">
<span>* required</span>
<a href="agenthomepage.html"><button class="cn">Login</button></a>
</div>
</div>
</div>

</form>
<script>
    function myFunction() {
        document.getElementById("myDropdown").classList.toggle("show");
    }

    // Close the dropdown menu if the user clicks outside of it
    window.onclick = function(event) {
        if (!event.target.matches('.dropbtn')) {
            var dropdowns = document.getElementsByClassName("dropdown-content");
            var i;
            for (i = 0; i < dropdowns.length; i++) {
                var openDropdown = dropdowns[i];
                if (openDropdown.classList.contains('show')) {
                    openDropdown.classList.remove('show');
                }
            }
        }
    }
}
```

```
        }
    }
}

</script>
</body>
</html>

feedback.html
<!DOCTYPE html>
<html>
<head>
<meta name="viewport" content="width=device-width, initial-scale=1.0">
<title>Feedback Form</title>
<script src="https://kit.fontawesome.com/77a087af68.js"
crossorigin="anonymous"></script>
<style>
*> {
margin:0;
padding:0;
box-sizing: border-box;
font-family: 'poppins', sans-serif;
}
.container{
width:100%;
height:100vh;
background-color:rgb(27, 20, 106);
display:flex;
align-items:center;
justify-content:left;
}
.feedbackbox{
background:#fff;
padding: 50px 50px;
border-radius:10px;
```

```
display:flex;
flex-direction:column;
align-items:center;
margin-left:300px;
}

.cn{
    width: 160px;
    height: 40px;
    background: #ff7200;
    border: none;
    margin-bottom: 10px;
    margin-left: 20px;
    font-size: 18px;
    border-radius: 10px;
    cursor: pointer;
    transition: .4s ease;

}

.cn:hover{
    background-color: rgb(27, 20, 106);
    color: white;
}

.feedbackbox1{
width:100vh;
height:55vh;
background:#fff;
padding: 50px 50px;
border-radius:10px;
display:flex;
flex-direction:column;
align-items:center;
justify-content:right;
```

```
margin-left:10px;
}

.emoji{
width:100px;
height:100px;
border-radius:50%;
margin-bottom:30px;
overflow:hidden;
}

.emoji img{
width:80px;
margin: 0 10px;
}

#emoji{
display:flex;
align-items:center;
transform:translateX(-400px);
transition:0.3s;
}

.fa-solid{
font-size:40px;
color:#e4e4e4;
cursor:pointer;
}

#demo{
width:100px;
height:100px;
text-align:center;
font-weight:bold;
font-size:40px;
font-style:italic;
}

.reply{
padding:50px;
}

.btn1{
```

```
border-radius:45%;  
width:100px;  
height:200px;  
background-image: linear-gradient(to right, #ff4b4b, #d12280);  
font-weight:bold;  
}  
.heading{  
width:300px;  
margin-left:50px;  
}  
.main{  
width: 100%;  
background: rgb(27, 20, 106);  
background-position: center;  
background-size: cover;  
height: 100vh;  
}  
  
.navbar{  
height: 75px;  
margin: auto;  
display: flex;  
justify-content: space-between;  
}  
  
.logo{  
color: #ff7200;  
font-size: 35px;  
font-family: Arial;  
padding-left: 20px;  
float: left;  
padding-top: 10px;  
margin-left: 160px;  
margin-top: 5px  
}
```

```
.sidebar {
    margin: 0;
    padding: 0;
    width: 200px;
    background-color: #f1f1f1;
    position: fixed;
    height: 100%;
    overflow: auto;
}

/* Sidebar links */
.sidebar a {
    display: block;
    color: black;
    padding: 16px;
    text-decoration: none;
}

/* Active/current link */
.sidebar a.active {
    background-color: #ff7200;
    color: white;
}

/* Links on mouse-over */
.sidebar a:hover:not(.active) {
    background-color: #555;
    color: white;
}

/* Page content. The value of the margin-left property should match the
value of the sidebar's width property */
div.content {
    margin-left: 200px;
    padding: 1px 16px;
```

```
    height: 1000px;
}

/* On screens that are less than 700px wide, make the sidebar into a
topbar */
@media screen and (max-width: 700px) {
    .sidebar {
        width: 100%;
        height: auto;
        position: relative;
    }
    .sidebar a {float: left;}
    div.content {margin-left: 0;}
}

/* On screens that are less than 400px, display the bar vertically,
instead of horizontally */
@media screen and (max-width: 400px) {
    .sidebar a {
        text-align: center;
        float: none;
    }
}

.dropbtn {
    background-color: var(--black);
    color: #ff7300;
    font-family: Arial, Helvetica, sans-serif;
    padding: 16px;
    font-size: 20px;
    font-weight: bold;
    border: none;
    cursor: pointer;
}

}
```

```

/* Dropdown button on hover & focus */
.dropbtn:hover, .dropbtn:focus {
    background-color: #f1f1f1;
}

</style>
</head>
<body>

<div class="main">
    <div class="navbar">
        <div class="icon">
            <h2 class="logo"><i class="fas fa-people-carry"></i>&ampnbsp</i>Custocare</h2>
        </div>
        <div class="search">
            <button class="dropbtn"><a href="frontpage.html" style="text-decoration: none;color:#ff7200;">LOGOUT</a></button>
        </div> </div>

        <div class="sidebar">
            <a href="homepage.html">Home</a>
            <a href="#">Agent Interaction</a>
            <a href="ticket.html">Raise ticket</a>
            <a href="status.html">Status</a>
            <a class="active" href="feedback.html">Feedback</a>
        </div>

<div class="container">
<div class="feedbackbox">
<div class="heading">
<h3><em>RATE YOUR EXPERIENCE</em></h3></div>
<div class="emoji">
<div id="emoji">
            
            
            

```

```


</div>
</div>
<div id="demo"></div>
<div class="rating">
  <i class="fa-solid fa-star"></i>
  <i class="fa-solid fa-star"></i>
  <i class="fa-solid fa-star"></i>
  <i class="fa-solid fa-star"></i>
  <i class="fa-solid fa-star"></i>
</div>
</div>
```

```
<div class="feedbackbox1">
  <h3><em>LEAVE YOUR VIEWS HERE!</em></h3>
  <div class="reply">
    <textarea id="my-reply" name="my-reply" rows="7" cols="50"></textarea>
  </div>
  <button class="cn" name="submit"
    id="submit"><strong>SUBMIT</strong></button>
  </div>
</div>
<script>
  var stars=document.getElementsByClassName("fa-solid");
  var emoji=document.getElementById("emoji");
  var demo=document.getElementById("demo");
  stars[0].onclick=function() {
    stars[0].style.color="#ffd93b";
    stars[1].style.color="#e4e4e4";
    stars[2].style.color="#e4e4e4";
    stars[3].style.color="#e4e4e4";
    stars[4].style.color="#e4e4e4";
    emoji.style.transform="translateX(0px)";
```

```
demo.innerHTML="WORST";
}

stars[1].onclick=function(){
stars[0].style.color="#ffd93b";
stars[1].style.color="#ffd93b";
stars[2].style.color="#e4e4e4";
stars[3].style.color="#e4e4e4";
stars[4].style.color="#e4e4e4";
emoji.style.transform="translateX(-100px)";
demo.innerHTML="BAD";
}

stars[2].onclick=function(){
stars[0].style.color="#ffd93b";
stars[1].style.color="#ffd93b";
stars[2].style.color="#ffd93b";
stars[3].style.color="#e4e4e4";
stars[4].style.color="#e4e4e4";
emoji.style.transform="translateX(-200px)";
demo.innerHTML="OK";
}

stars[3].onclick=function(){
stars[0].style.color="#ffd93b";
stars[1].style.color="#ffd93b";
stars[2].style.color="#ffd93b";
stars[3].style.color="#ffd93b";
stars[4].style.color="#e4e4e4";
emoji.style.transform="translateX(-300px)";
demo.innerHTML="GOOD";
}

stars[4].onclick=function(){
stars[0].style.color="#ffd93b";
stars[1].style.color="#ffd93b";
```

```
stars[2].style.color="#ffd93b";
stars[3].style.color="#ffd93b";
stars[4].style.color="#ffd93b";
emoji.style.transform="translateX(-400px)";
demo.innerHTML="SUPER";
}
</script>
</body>
</html>
```

```
frontpage.html
<!DOCTYPE html>
<html lang="en">
<head>
    <title>Custocare</title>
    <link rel="stylesheet" href="stylefront.css">
    <link rel="stylesheet"
        href="https://cdnjs.cloudflare.com/ajax/libs/font-
        awesome/6.0.0/css/all.min.css">

</head>
<body>

    <div class="main">
        <div class="navbar">
            <div class="icon">
                <h2 class="logo"><i class="fas fa-people-
carry"></i>&ampnbsp</i>Custocare</h2>

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

    <div class="search">
        <div class="dropdown">
            <button onclick="myFunction()" 
class="dropbtn">Login</button>
```

```

        <div id="myDropdown" class="dropdown-content">
            <a href="userloginpage.html">User</a>
            <a href="agentloginpage.html">Agent</a>
            <a href="adminloginpage.html">Admin</a>
        </div>
    </div>
    <button class="dropbtn"><a href="register.html" style="text-decoration: none;color:#ff7200;">Register</a></button>
</div> </div>
<div style="display: flex; justify-content:space-around;">
<div class="content">

    <h1>Customer Care<br><span>Registry</span></h1>
    <p class="par">Our customer care registry is built to help people resolve their queries instantly.<br> Our friendly agents interacts personally with our customers and <br>provides them the best experience with our customer service.</p>

    <button class="cn"><a href="register.html">JOIN US</a></button>


```



```

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

</div>
<section class="review" id="review">
<h1 class="heading"> Our customers <span>review</span></h1>
<div class="box-container">
    <div class="box">
        
        <h3>Sundar pichai</h3>
        <div class="stars">
            <i class="fas fa-star"></i>

```

```
<i class="fas fa-star"></i>
<i class="fas fa-star"></i>
<i class="fas fa-star"></i>
<i class="fas fa-star-half-alt"></i>
</div>
<p>Great Customer Service!</p>
</div>
<div class="box">

<h3>Mukesh Ambani</h3>
<div class="stars">
<i class="fas fa-star"></i>
<i class="fas fa-star"></i>
<i class="fas fa-star"></i>
<i class="fas fa-star"></i>
<i class="far fa-star"></i>
</div>
<p>Quick Customer Service.</p>
</div>
<div class="box">

<h3>Mithali Raj</h3>
<div class="stars">
<i class="fas fa-star"></i>
</div>
<p>Friendly agent interaction.</p>
</div>
</div>
</section>
<script
src="https://unpkg.com/ionicons@5.4.0/dist/ionicons.js"></script>
<script>
```

```

        function myFunction() {
            document.getElementById("myDropdown").classList.toggle("show");
        }

        // Close the dropdown menu if the user clicks outside of it
        window.onclick = function(event) {
            if (!event.target.matches('.dropbtn')) {
                var dropdowns = document.getElementsByClassName("dropdown-content");
                var i;
                for (i = 0; i < dropdowns.length; i++) {
                    var openDropdown = dropdowns[i];
                    if (openDropdown.classList.contains('show')) {
                        openDropdown.classList.remove('show');
                    }
                }
            }
        }
    }

    </script>
</body>
</html>

```

homepage.css

```

.main{
    width: 100%;
    background: rgb(27, 20, 106);
    background-position: center;
    background-size: cover;
    height: 100vh;
}

.navbar{
    height: 75px;
    margin: auto;
    display: flex;
    justify-content: space-between;
}

```

```
}

.logo{
    color: #ff7200;
    font-size: 35px;
    font-family: Arial;
    padding-left: 20px;
    float: left;
    padding-top: 10px;
    margin-left: 160px;
    margin-top: 5px
}

.sidebar {
    margin: 0;
    padding: 0;
    width: 200px;
    background-color: #f1f1f1;
    position: fixed;
    height: 100%;
    overflow: auto;
}

/* Sidebar links */
.sidebar a {
    display: block;
    color: black;
    padding: 16px;
    text-decoration: none;
}

/* Active/current link */
.sidebar a.active {
    background-color: #ff7200;
```

```
    color: white;
}

/* Links on mouse-over */
.sidebar a:hover:not(.active) {
    background-color: #555;
    color: white;
}

/* Page content. The value of the margin-left property should match the
value of the sidebar's width property */
div.content {
    margin-left: 200px;
    padding: 1px 16px;
    height: 1000px;
}

/* On screens that are less than 700px wide, make the sidebar into a
topbar */
@media screen and (max-width: 700px) {
    .sidebar {
        width: 100%;
        height: auto;
        position: relative;
    }
    .sidebar a {float: left;}
    div.content {margin-left: 0;}
}

/* On screens that are less than 400px, display the bar vertically,
instead of horizontally */
@media screen and (max-width: 400px) {
    .sidebar a {
        text-align: center;
        float: none;
    }
}
```

```
}

.dropbtn {
    background-color: var(--black);
    color: #ff7300;
    font-family: Arial, Helvetica, sans-serif;
    padding: 16px;
    font-size: 20px;
    font-weight: bold;
    border: none;
    cursor: pointer;
}
```

```
/* Dropdown button on hover & focus */
.dropbtn:hover, .dropbtn:focus {
    background-color: #f1f1f1;
}
```

homepage.html

```
<!DOCTYPE html>
<html lang="en">
<head>
    <title>Home page</title>
    <link rel="stylesheet" href="homepage.css">
    <link rel="stylesheet"
        href="https://cdnjs.cloudflare.com/ajax/libs/font-
        awesome/6.0.0/css/all.min.css">

</head>
<body>

    <div class="main">
        <div class="navbar">
            <div class="icon">
                <h2 class="logo"><i class="fas fa-peop-
```

```
carry"></i>&nbsp</i>Custocare</h2>
</div>

<div class="search">
<button class="dropbtn"><a href="frontpage.html" style="text-decoration: none;color:#ff7200;">LOGOUT</a></button>
</div> </div>

<div class="sidebar">
<a class="active" href="homepage.html">Home</a>
<a href="#">Agent Interaction</a>
<a href="ticket.html">Raise ticket</a>
<a href="status.html">Status</a>
<a href="feedback.html">Feedback</a>
</div>

<div class="content">
<p style="color: #ff7200;font-size: 35px;font-weight: bold;font-family: Arial, Helvetica, sans-serif">Services Provided:</p>
<ul>
<li style="color: white;font-size: 27px;font-weight: bold;font-family: Arial, Helvetica, sans-serif">
The customer interacts with the custobot to resolve their Frequently Asked Questions.
</li><br>
<li style="color: white;font-size: 27px;font-weight: bold;font-family: Arial, Helvetica, sans-serif">
The customer can interact with the agent for the custom queries.
</li><br>
<li style="color: white;font-size: 27px;font-weight: bold;font-family: Arial, Helvetica, sans-serif">
The customer raise a ticket for the unresolved queries.
</li><br>
<li style="color: white;font-size: 27px;font-weight: bold;font-family: Arial, Helvetica, sans-serif">
```

```

bold; font-family: Arial, Helvetica, sans-serif">
    The status of the raised ticket can be viewed by the
customer.

</li><br>
<li style="color: white; font-size: 27px; font-weight:
bold; font-family: Arial, Helvetica, sans-serif">
    The customer provides feedback for the user
experience.

</li><br>
</ul>
</div>
</div>
<script>

    window.watsonAssistantChatOptions = {
        integrationID: "ac9e153e-2325-495b-84a0-e06883f2ae3e", //
The ID of this integration.

        region: "us-south", // The region your integration is hosted
in.

        serviceInstanceID: "935bed82-0e48-4ab7-8d94-b7efd2d75194",
// The ID of your service instance.

        onLoad: function(instance) { instance.render(); }
    };
    setTimeout(function() {
        const t=document.createElement('script');
        t.src="https://web-
chat.global.assistant.watson.appdomain.cloud/versions/" +
(window.watsonAssistantChatOptions.clientVersion || 'latest') +
"/WatsonAssistantChatEntry.js";
        document.head.appendChild(t);
    });
</script>

</body>
</html>

```

login.css

```
/*-----*/
/* Font */
/*-----*/
@import url('https://fonts.googleapis.com/css?family=Roboto');

/*-----*/
/* Register Form */
/*-----*/
body {
    background:rgb(27, 20, 106);
}

.signup-form {
    font-family: "Roboto", sans-serif;
    width:650px;
    margin:30px auto;
    background:linear-gradient(to right, #ffffff 0%, #fafafa 50%, #ffffff 99%);
    border-radius: 10px;
}

/*-----*/
/* Form Header */
/*-----*/
.form-header {
    background-color: #ff7200;
    border-top-left-radius: 10px;
    border-top-right-radius: 10px;
}

.form-header h1 {
    font-size: 30px;
    text-align:center;
    color:#fff;
    padding:20px 0;
```

```
border-bottom:1px solid #cccccc;
}

/*-----*/
/* Form Body */
/*-----*/

.form-body {
    padding:10px 40px;
    color:#666;
}

.form-group{
    margin-bottom:20px;
}

.form-body .label-title {
    color:#ff7200;
    font-size: 17px;
    font-weight: bold;
}

.cn{
    width: 160px;
    height: 40px;
    background: #ff7200;
    border: none;
    margin-bottom: 10px;
    margin-left: 20px;
    font-size: 18px;
    border-radius: 10px;
    cursor: pointer;
    transition: .4s ease;
}

}
```

```
.cn:hover{  
background-color:rgb(27, 20, 106);  
color: white;  
}
```

```
.form-body .form-input {  
font-size: 17px;  
box-sizing: border-box;  
width: 100%;  
height: 34px;  
padding-left: 10px;  
padding-right: 10px;  
color: #333333;  
text-align: left;  
border: 1px solid #d6d6d6;  
border-radius: 4px;  
background: white;  
outline: none;  
}
```

```
.horizontal-group .left{  
float:left;  
width:49%;  
}
```

```
.horizontal-group .right{  
float:right;  
width:49%;  
}
```

```
input[type="file"] {  
outline: none;  
cursor:pointer;  
font-size: 17px;
```

```
}

#range-label {
    width:15%;
    padding:5px;
    background-color: #ff7200;
    color:white;
    border-radius: 5px;
    font-size: 17px;
    position: relative;
    top:-8px;
}

::placeholder {
    color:#d9d9d9;
}

/*-----*/
/* Form Footer */
/*-----*/

.signup-form .form-footer {
    background-color: #EFF0F1;
    border-bottom-left-radius: 10px;
    border-bottom-right-radius: 10px;
    padding:10px 40px;
    text-align: right;
    border-top: 1px solid #cccccc;
    clear:both;
}

.form-footer span {
    float:left;
    margin-top: 10px;
    color:#999;
    font-style: italic;
```

```
    font-weight: thin;
}

.btn {
    display:inline-block;
    padding:10px 20px;
    background-color: #ff7200;
    font-size:17px;
    border:none;
    border-radius:5px;
    color:#bcf5e7;
    cursor:pointer;
}

.btn:hover {
    background-color: #169c7b;
    color:white;
}

.navbar{
    height: 75px;
    margin: auto;
    display: flex;
    justify-content: space-between;
}

.logo{
    color: #ff7200;
    font-size: 35px;
    font-family: Arial;
    padding-left: 20px;
    float: left;
    padding-top: 10px;
    margin-left: 120px;
    margin-top: 5px
}
```

```
.search{
    width: 330px;
    float: left;
    margin-left: 270px;
}

.srch{
    font-family: Arial, Helvetica, sans-serif;
    width: 200px;
    height: 40px;
    background: transparent;
    border: 1px solid #ff7200;
    margin-top: 13px;
    color: #fff;
    border-right: none;
    font-size: 16px;
    float: left;
    padding: 10px;
    border-bottom-left-radius: 5px;
    border-top-left-radius: 5px;
}

.btn{
    width: 100px;
    height: 40px;
    background: rgb(255, 114, 0);
    border: 2px solid #ff7300;
    margin-top: 13px;
    color: #fff;
    font-size: 15px;
    border-bottom-right-radius: 5px;
    border-bottom-right-radius: 5px;
    transition: 0.2s ease;
    cursor: pointer;
}
```

```
.btn:hover{  
    color: #000;  
}  
  
.btn:focus{  
    outline: none;  
}  
  
.srch:focus{  
    outline: none;  
}  
  
/* Dropdown Button */  
.dropbtn {  
    background-color: var(--black);  
    color: #ff7300;  
    font-family: Arial, Helvetica, sans-serif;  
    padding: 16px;  
    font-size: 20px;  
    font-weight: bold;  
    border: none;  
    cursor: pointer;  
  
}  
  
/* Dropdown button on hover & focus */  
.dropbtn:hover, .dropbtn:focus {  
    background-color: #f1f1f1;  
}  
.dropbtn:hover a, .dropbtn:focus a {  
    background-color: #f1f1f1;  
}  
/* The container <div> - needed to position the dropdown content */  
.dropdown {  
    position: relative;  
    display: inline-block;
```

```
}

/* Dropdown Content (Hidden by Default) */
.dropdown-content {
    display: none;
    position: absolute;
    background-color: #f1f1f1;
    min-width: 160px;
    box-shadow: 0px 8px 16px 0px rgba(0,0,0,0.2);
    z-index: 1;
}

/* Links inside the dropdown */
.dropdown-content a {
    color: #ff7300;
    padding: 12px 16px;
    text-decoration: none;
    display: block;
    font-weight: bold;
}

/* Change color of dropdown links on hover */
.dropdown-content a:hover {background-color: #ddd; }

/* Show the dropdown menu (use JS to add this class to the .dropdown-content container when the user clicks on the dropdown button) */
.show {display:block; }

.review .box-container .box .stars i{
color: gold;
font-size: 2rem;
padding: .2rem;
}

register.css
```

```
/*-----*/
/* Font */
/*-----*/
@import url('https://fonts.googleapis.com/css?family=Roboto');

/*-----*/
/* Register Form */
/*-----*/
body {
    background:rgb(27, 20, 106);
}

.signup-form {
    font-family: "Roboto", sans-serif;
    width:650px;
    margin:30px auto;
    background:linear-gradient(to right, #ffffff 0%, #fafafa 50%, #ffffff 99%);
    border-radius: 10px;
}

/*-----*/
/* Form Header */
/*-----*/
.form-header {
    background-color: #ff7200;;
    border-top-left-radius: 10px;
    border-top-right-radius: 10px;
}

.form-header h1 {
    font-size: 30px;
    text-align:center;
    color:white;
    padding:20px 0;
    border-bottom:1px solid #cccccc;
```

```
}

/*-----*/
/* Form Body */
/*-----*/

.form-body {
    padding:10px 40px;
    color:#666;
}

.form-group{
    margin-bottom:20px;
}

.form-body .label-title {
    color:#ff7200;
    font-size: 17px;
    font-weight: bold;
}

.form-body .form-input {
    font-size: 17px;
    box-sizing: border-box;
    width: 100%;
    height: 34px;
    padding-left: 10px;
    padding-right: 10px;
    color: #333333;
    text-align: left;
    border: 1px solid #d6d6d6;
    border-radius: 4px;
    background: white;
    outline: none;
}
```

```
.horizontal-group .left{
  float:left;
  width:49%;
}

.horizontal-group .right{
  float:right;
  width:49%;
}

input[type="file"] {
  outline: none;
  cursor:pointer;
  font-size: 17px;
}

#range-label {
  width:15%;
  padding:5px;
  background-color: #1BBA93;
  color:white;
  border-radius: 5px;
  font-size: 17px;
  position: relative;
  top:-8px;
}

::webkit-input-placeholder {
  color:#d9d9d9;
}

/*-----*/
/* Form Footer */
/*-----*/
```

```
.signup-form .form-footer {
background-color: #EFF0F1;
border-bottom-left-radius: 10px;
border-bottom-right-radius: 10px;
padding: 10px 40px;
text-align: right;
border-top: 1px solid #cccccc;
clear: both;
}

.form-footer span {
float: left;
margin-top: 10px;
color: #999;
font-style: italic;
font-weight: thin;
}
```

```
.navbar{
height: 75px;
margin: auto;
display: flex;
justify-content: space-between;
}

.logo{
color: #ff7200;
font-size: 35px;
font-family: Arial;
padding-left: 20px;
float: left;
padding-top: 10px;
margin-left: 120px;
```

```
    margin-top: 5px
}

.search{
    width: 330px;
    float: left;
    margin-left: 270px;
}

.srch{
    font-family: Arial, Helvetica, sans-serif;
    width: 200px;
    height: 40px;
    background: transparent;
    border: 1px solid #ff7200;
    margin-top: 13px;
    color: #fff;
    border-right: none;
    font-size: 16px;
    float: left;
    padding: 10px;
    border-bottom-left-radius: 5px;
    border-top-left-radius: 5px;
}

.btn{
    width: 100px;
    height: 40px;
    background: rgb(255, 114, 0);
    border: 2px solid #ff7300;
    margin-top: 13px;
    color: #fff;
    font-size: 15px;
    border-bottom-right-radius: 5px;
    border-bottom-right-radius: 5px;
    transition: 0.2s ease;
```

```
        cursor: pointer;
    }

.btn:hover{
    background-color: white;
    color: #000;
}

.btn:focus{
    outline: none;
}

.srch:focus{
    outline: none;
}

/* Dropdown Button */
.dropbtn {
    background-color: var(--black);
    color: #ff7300;
    font-family: Arial, Helvetica, sans-serif;
    padding: 16px;
    font-size: 20px;
    font-weight: bold;
    border: none;
    cursor: pointer;
}

/* Dropdown button on hover & focus */
.dropbtn:hover, .dropbtn:focus {
    background-color: #f1f1f1;
}

.dropbtn:hover a, .dropbtn:focus a {
    background-color: #f1f1f1;
}

/* The container <div> - needed to position the dropdown content */
```

```
.dropdown {
    position: relative;
    display: inline-block;
}

/* Dropdown Content (Hidden by Default) */
.dropdown-content {
    display: none;
    position: absolute;
    background-color: #f1f1f1;
    min-width: 160px;
    box-shadow: 0px 8px 16px 0px rgba(0, 0, 0, 0.2);
    z-index: 1;
}

/* Links inside the dropdown */
.dropdown-content a {
    color: #ff7300;
    padding: 12px 16px;
    text-decoration: none;
    display: block;
    font-weight: bold;
}

/* Change color of dropdown links on hover */
.dropdown-content a:hover {background-color: #ddd;}

/* Show the dropdown menu (use JS to add this class to the .dropdown-
content container when the user clicks on the dropdown button) */
.show {display:block;}

.review .box-container .box .stars i{
color: gold;
font-size: 2rem;
padding: .2rem;
```

```
}
```

```
register.html
<!DOCTYPE html>

<html>
<head>
<meta charset="utf-8">
<title>User Register</title>
<link rel="stylesheet" href="https://cdnjs.cloudflare.com/ajax/libs/font-awesome/6.0.0/css/all.min.css">
<link rel="stylesheet" href="register.css">

</head>
<body>
<div class="main">
    <div class="navbar">
        <div class="icon">
            <h2 class="logo"><i class="fas fa-peop
carry"></i>&ampnbsp</i>Custocare</h2>
        </div>
    </div>
    <div class="search">
        <div class="dropdown">
            <button onclick="myFunction () "
class="dropbtn">Login</button>
            <div id="myDropdown" class="dropdown-content">
                <a href="agentloginpage.html">Agent</a>
                <a href="adminloginpage.html">Admin</a>
            </div>
        </div>
        <button class="dropbtn"><a href="register.html" style="text-decoration: none;color:#ff7200;">Register</a></button>
    </div> </div>
```

```
<form class="signup-form" action="/register" method="post">
  <!-- form header -->
  <div class="form-header">
    <h1>USER REGISTRATION</h1>
  </div>
  <!-- form body -->
  <div class="form-body">
    <!-- Firstname and Lastname -->
    <div class="horizontal-group">
      <div class="form-group left">
        <label for="firstname" class="label-title">First name *</label>
        <input type="text" name="firstname" id="firstname" class="form-input"
placeholder="enter
your first name" required="required" />
      </div>
      <div class="form-group right">
        <label for="lastname" class="label-title">Last name</label>
        <input type="text" name="lastname" id="lastname" class="form-input"
placeholder="enter
your last name" />
      </div>
    </div>
    <!-- Email -->
    <div class="form-group">
      <label for="email" class="label-title">Email*</label>
      <input type="email" name="email" id="email" class="form-input"
placeholder="enter
your email" required="required">
    </div>
    <!-- Passwrod and confirm password -->
    <div class="horizontal-group">
      <div class="form-group left">
        <label for="password" class="label-title">Password *</label>
        <input type="password" name="password" id="password" class="form-input"
placeholder="enter your password" required="required">
      </div>
```

```
<div class="form-group right">
  <label for="confirm-password" class="label-title">Confirm Password
  *</label>
  <input type="password" class="form-input" id="confirm-password"
placeholder="enter your password again" required="required">
</div>
</div>

<!-- Gender and Hobbies -->
<div class="horizontal-group">
  <div class="form-group left">
    <label class="label-title">Gender:</label>
    <div class="input-group">
      <label for="male"><input type="radio" name="gender" value="male"
id="male"> Male</label>
      <label for="female"><input type="radio" name="gender"
value="female" id="female"> Female</label>
    </div>
  </div>
</div>

</div>
<!-- Profile picture and Age -->
<div class="horizontal-group">

  <div class="form-group right">
    <label for="experience" class="label-title">Age</label>
    <input type="number" min="18" max="80" value="18" class="form-input"
name="age" id="age">
  </div>
</div>

<!-- form-footer -->
<div class="form-footer">
  <span>* required</span>
  <button onclick="showAlert()" type="submit" class="btn">Create</button>
</div>
</form>

<!-- Script for range input label -->
```

```

<script>
function showAlert() {
var myText = "Registration Successful!";
alert (myText);
}
</script>
<script>
    function myFunction() {
document.getElementById("myDropdown").classList.toggle("show");
}

// Close the dropdown menu if the user clicks outside of it
window.onclick = function(event) {
if (!event.target.matches('.dropbtn')) {
var dropdowns = document.getElementsByClassName("dropdown-content");
var i;
for (i = 0; i < dropdowns.length; i++) {
var openDropdown = dropdowns[i];
if (openDropdown.classList.contains('show')) {
openDropdown.classList.remove('show');
}
}
}
}

</script>
</body>
</html>

```

status.css

```

#stepProgressBar {
display: flex;
justify-content: space-between;
align-items: flex-end;
width: 300px;
margin: 0 auto;

```

```
margin-bottom: 40px;

}

.step {
text-align: center;
}

.step-text {
margin-bottom: 10px;
color: #28a745;
}

.bullet {
border: 2px solid #080808;
height: 50px;
width: 50px;
border-radius: 100%;
color: #28a745;
display: inline-block;
text-align: center;
margin:5px;
padding:-10px;
position: relative;
transition: background-color 500ms;
line-height:20px;

}

.line1 {
content: '';
position: absolute;
right: -50px;
bottom: 25px;
height: 1px;
```

```
    width: 50px;
    background-color: #28a745;
}

.line2 {
    content: '';
    position: absolute;
    right: -68px;
    bottom: 25px;
    height: 1px;
    width: 68px;
    background-color: #28a745;
}

.bullet.completed {
    color: white;
    background-color: #28a745;
}

/* .bullet.completed::after {
content: '';
position: absolute;
right: -60px;
bottom: 10px;
height: 1px;
width: 54px;
background-color: #28a745;
} */

/* Base styles and helper stuff */
.hidden {
display: none;
}
```

```
button {
    padding: 5px 10px;
    border: 1px solid black;
    transition: 250ms background-color;
}

button:hover {
    cursor: pointer;
    background-color: black;
    color: white;
}

button:disabled:hover {
    opacity: 0.6;
    cursor: not-allowed;
}

.text-center {
    text-align: center;
}

.container {
    max-width: 400px;
    margin: 0 auto;
    margin-top: 20px;
    padding: 40px;
}
```

status.html

```
<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>Status</title>
```

```
<link rel="stylesheet" href="{{ url_for('static', filename='css/new.css') }}>
<link rel="stylesheet" href="status.css">

</head>
<body >
    <div class="main">
        <div class="navbar">
            <div class="icon">
                <h2 class="logo"><i class="fas fa-people-carry"></i>&ampnbsp</i>Custocare</h2>
            </div>
            <div class="search">
                <button class="dropbtn"><a href="frontpage.html" style="text-decoration: none;color:#ff7200;">LOGOUT</a></button>
            </div> </div>

            <div class="sidebar">
                <a class="active" href="homepage.html">Home</a>
                <a href="#">Agent Interaction</a>
                <a href="ticket.html">Raise ticket</a>
                <a href="status.html">Status</a>
                <a href="feedback.html">Feedback</a>
            </div>
            <fieldset disabled="disabled">

                <div class="container" style="border-style: solid; border-width: 5px; margin-top: 100px; background-color: white;">
                    <p style="color: #ff7200; font-size: 27px; font-weight: bold; font-family: Arial, Helvetica, sans-serif; align-items: center; margin-left:>

```

```

125px;">>STATUS BAR</p>
    <div id="stepProgressBar">
        <div class="step">
            <p class="step-text">VIEW</p>
            <div class="bullet"><div class="line1"></div></div>

        </div>
        <div class="step">
            <p class="step-text">IN PROGRESS</p>
            <div class="bullet"><div class="line2"></div></div>
        </div>
        <div class="step">
            <p class="step-text">COMPLETED</p>
            <div class="bullet"></div>
        </div>
    </div>

</div>
<script src="status.js"></script>
<script src="{{ url_for('static',filename='js/status.js') }}></script>
</fieldset>
</body>
</html>

```

status.js

```

const previousBtn = document.getElementById('previousBtn');
const nextBtn = document.getElementById('nextBtn');
const finishBtn = document.getElementById('finishBtn');
const content = document.getElementById('content');
const bullets = [...document.querySelectorAll('.bullet')];

const MAX_STEPS = 5;
let currentStep = 1;

nextBtn.addEventListener('click', () => {

```

```

bullets[currentStep - 1].classList.add('completed');
currentStep += 1;
previousBtn.disabled = false;
if (currentStep === MAX_STEPS) {
nextBtn.disabled = true;
finishBtn.disabled = false;
}
});

previousBtn.addEventListener('click', () => {
bullets[currentStep - 2].classList.remove('completed');
currentStep -= 1;
nextBtn.disabled = false;
finishBtn.disabled = true;
if (currentStep === 1) {
previousBtn.disabled = true;
}
//content.innerText = `Step Number ${currentStep}`;
});

finishBtn.addEventListener('click', () => {
location.reload();
});

style.css
@import url('https://fonts.googleapis.com/css?family=Roboto'); body {
background:linear-gradient(to right, #78a7ba 0%, #385D6C 50%, #78a7ba 99%);
}
.signup-form {
font-family: "Roboto", sans-serif; width:650px;
margin:30px auto;
background:linear-gradient(to right, #ffffff 0%, #fafafa 50%, #ffffff 99%);
border-radius: 10px;
}

```

```
.form-header {  
background-color: #EFF0F1; border-top-left-radius: 10px; border-top-right-radius: 10px;  
}  
.form-header h1 { font-size: 30px; text-align:center; color:#666;  
  
padding:20px 0;  
border-bottom:1px solid #cccccc;  
}  
.form-body { padding:10px 40px; color:#666;  
}  
.form-group{  
margin-bottom:20px;  
}  
  
.form-body .label-title { color:#1BBA93;  
font-size: 17px; font-weight: bold;  
}  
  
.form-body .form-input { font-size: 17px;  
box-sizing: border-box; width: 100%;  
height: 34px;  
padding-left: 10px; padding-right: 10px; color: #333333;  
text-align: left;  
border: 1px solid #d6d6d6; border-radius: 4px; background: white;  
outline: none;  
}  
  
.horizontal-group .left{ float:left;  
width:49%;  
}  
  
.horizontal-group .right{ float:right;  
width:49%;  
}  
input[type="file"] { outline: none; cursor:pointer; font-size: 17px;
```

```
}

#range-label { width:15%; padding:5px;
background-color: #1BBA93; color:white;
border-radius: 5px; font-size: 17px; position: relative; top:-8px;
}

::placeholder { color:#d9d9d9;
}

.signup-form .form-footer { background-color: #EFF0F1; border-bottom-left-radius: 10px; border-bottom-right-radius: 10px; padding:10px 40px;
text-align: right;
border-top: 1px solid #cccccc; clear:both;
}

.form-footer span { float:left;
margin-top: 10px; color:#999;
font-style: italic; font-weight: thin;
}

.btn {
display:inline-block; padding:10px 20px; background-color: #1BBA93;
font-size:17px;
border:none; border-radius:5px; color:#bcf5e7; cursor:pointer;
}
.btn:hover {
background-color: #169c7b; color:white;
}

stylefront.css
* {
background-color:var(--black);
margin: 0;
padding: 0;
}
:root{
```

```
--black:rgb(27, 20, 106);  
}  
  
.main{  
    width: 100%;  
    background: var(--black);  
    background-position: center;  
    background-size: cover;  
    height: 100vh;  
}  
  
  
.navbar{  
    height: 75px;  
    margin: auto;  
    display: flex;  
    justify-content: space-between;  
}  
  
  
  
  
.logo{  
    color: #ff7200;  
    font-size: 35px;  
    font-family: Arial;  
    padding-left: 20px;  
    float: left;  
    padding-top: 10px;  
    margin-left: 120px;  
    margin-top: 5px  
}  
  
  
.menu{  
    width: 400px;  
    float: left;  
    height: 70px;  
}  
  
  
ul {
```

```
float: left;
display: flex;
justify-content: center;
align-items: center;
}

ul li{
    list-style: none;
    margin-left: 62px;
    margin-top: 27px;
    font-size: 14px;
}

ul li a{
    text-decoration: none;
    color: #fff;
    font-family: Arial;
    font-weight: bold;
    transition: 0.4s ease-in-out;
}

ul li a:hover{
    color: #ff7200;
}

.search{
    width: 330px;
    float: left;
    margin-left: 270px;
}

.srch{
    font-family: Arial, Helvetica, sans-serif;
    width: 200px;
    height: 40px;
    background: transparent;
```

```
border: 1px solid #ff7200;
margin-top: 13px;
color: #fff;
border-right: none;
font-size: 16px;
float: left;
padding: 10px;
border-bottom-left-radius: 5px;
border-top-left-radius: 5px;
}

.btn{
width: 100px;
height: 40px;
background: rgb(255, 114, 0);
border: 2px solid #ff7300;
margin-top: 13px;
color: #fff;
font-size: 15px;
border-bottom-right-radius: 5px;
border-bottom-right-radius: 5px;
transition: 0.2s ease;
cursor: pointer;
}
.btn:hover{
color: #000;
}

.btn:focus{
outline: none;
}

.srch:focus{
outline: none;
}
```

```
.content {  
    width: 1200px;  
    height: auto;  
    margin: auto;  
    margin-left: 100px;  
    margin-top: 50px;  
    color: #fff;  
    position: relative;  
}  
  
.content .par{  
    padding-left: 20px;  
    padding-bottom: 25px;  
    font-family: Arial;  
    letter-spacing: 1.2px;  
    line-height: 30px;  
}  
  
.content h1{  
    font-family: Arial, Helvetica, sans-serif;  
    font-size: 50px;  
    padding-left: 20px;  
    margin-top: 9%;  
    letter-spacing: 2px;  
}  
  
.content .cn{  
    width: 160px;  
    height: 40px;  
    background: #ff7200;  
    border: none;  
    margin-bottom: 10px;  
    margin-left: 20px;  
    font-size: 18px;  
    border-radius: 10px;  
    cursor: pointer;
```

```
        transition: .4s ease;

    }

.content .cn a{
    text-decoration: none;
    color: white;
    background-color: transparent;
    transition: .3s ease;
}

.cn:hover{
    background-color: #fff;
}

.cn:hover a{
    color: #ff7200;
}

.content span{
    color: #ff7200;
    font-size: 65px
}

.form{
    width: 250px;
    height: 380px;
    background: linear-gradient(to top,
    rgba(0, 0, 0, 0.8) 50%, rgba(0, 0, 0, 0.8) 50%);
    position: absolute;
    top: -20px;
    left: 870px;
    transform: translate(0%, -5%);
    border-radius: 10px;
    padding: 25px;
}
```

```
.form h2{  
    width: 220px;  
    font-family: sans-serif;  
    text-align: center;  
    color: #ff7200;  
    font-size: 22px;  
    background-color: #fff;  
    border-radius: 10px;  
    margin: 2px;  
    padding: 8px;  
}  
  
.form input{  
    width: 240px;  
    height: 35px;  
    background: transparent;  
    border-bottom: 1px solid #ff7200;  
    border-top: none;  
    border-right: none;  
    border-left: none;  
    color: #fff;  
    font-size: 15px;  
    letter-spacing: 1px;  
    margin-top: 30px;  
    font-family: sans-serif;  
}  
  
.form input:focus{  
    outline: none;  
}  
  
::placeholder{  
    color: #fff;  
    font-family: Arial;  
}
```

```
.bttn{  
    width: 240px;  
    height: 40px;  
    background: none;  
    border: none;  
    margin-top: 30px;  
    font-size: 18px;  
    border-radius: 10px;  
    cursor: pointer;  
    color: #fff;  
    transition: 0.4s ease;  
}  
  
.bttn:hover{  
    background: #fff;  
    background-color: white;  
    color: #ff7200;  
}  
  
.bttn a{  
    text-decoration: none;  
    color: #000;  
    font-weight: bold;  
}  
  
.form .link{  
    font-family: Arial, Helvetica, sans-serif;  
    font-size: 17px;  
    padding-top: 20px;  
    text-align: center;  
}  
  
.form .link a{  
    text-decoration: none;  
    color: #ff7200;  
}  
  
.liw{  
    padding-top: 15px;
```

```
padding-bottom: 10px;
text-align: center;
}

.icons a{
    text-decoration: none;
    color: #fff;
}

.icons ion-icon{
    color: #fff;
    font-size: 30px;
    padding-left: 14px;
    padding-top: 5px;
    transition: 0.3s ease;
}

.icons ion-icon:hover{
    color: #ff7300;
}

.review .box-container{
    display: flex;
    flex-wrap: wrap;
    gap: 2.5rem;
    margin-left: 100px;
    margin-bottom: 150px;
}

.review .box-container .box{

    text-align: center;
    border: 1rem solid #fff;
    box-shadow: 0 .5rem 1rem rgba(0, 0, 0, .3);
    border-radius: .5rem;
    background:rgb(57, 57, 57);
    margin-top: 6rem;
    padding: 2rem;
}

.review .box-container .box img{
```

```
width: 12rem;
height: 12rem;
border-radius: 50%;
object-fit: cover;
border: 1rem solid #fff;
margin-top: -8rem;
}

.review .box-container .box h3{
padding: 2rem;
font-size: 2.5rem;
color: #fff;
}

.review .box-container .box .stars i{
font-size: 2rem;
color: var(--red);
}

.review .box-container .box p{
font-size: 1.5rem;
padding: 2rem 0;
color: #eee;
}

.heading{
text-align: center;
font-size: 3.5rem;
padding: 1rem;
color: #ff7200;
}

.heading span{
color:#ff7200;
}

/* Dropdown Button */
```

```
.dropbtn {  
    background-color: var(--black);  
    color: #ff7300;  
    font-family: Arial, Helvetica, sans-serif;  
    padding: 16px;  
    font-size: 20px;  
    font-weight: bold;  
    border: none;  
    cursor: pointer;  
  
}  
  
/* Dropdown button on hover & focus */  
.dropbtn:hover, .dropbtn:focus {  
    background-color: #f1f1f1;  
}  
.dropbtn:hover a, .dropbtn:focus a {  
    background-color: #f1f1f1;  
}  
/* The container <div> - needed to position the dropdown content */  
.dropdown {  
    position: relative;  
    display: inline-block;  
  
}  
  
/* Dropdown Content (Hidden by Default) */  
.dropdown-content {  
    display: none;  
    position: absolute;  
    background-color: #f1f1f1;  
    min-width: 160px;  
    box-shadow: 0px 8px 16px 0px rgba(0,0,0,0.2);  
    z-index: 1;  
}
```

```

/* Links inside the dropdown */
.dropdown-content a {
    color: #ff7300;
    padding: 12px 16px;
    text-decoration: none;
    display: block;
    font-weight: bold;
}

/* Change color of dropdown links on hover */
.dropdown-content a:hover {background-color: #ddd;}

/* Show the dropdown menu (use JS to add this class to the .dropdown-
content container when the user clicks on the dropdown button) */
.show {display:block;}
.review .box-container .box .stars i{
    color: gold;
    font-size: 2rem;
    padding: .2rem;
}

```

```

ticket.html
<!DOCTYPE html>
<!-- Created By CodingLab - www.codinglabweb.com -->
<html lang="en" dir="ltr">
    <head>
        <meta charset="UTF-8">
        <!--<title> Ticket raise </title>-->
        <meta name="viewport" content="width=device-width, initial-
scale=1.0">
    </head>
    <style>
        @import
url('https://fonts.googleapis.com/css2?family=Poppins:wght@200;300;400;500
;600;700&display=swap');

```

```
:root{
  --colors: #ff7200;
}

.main{
  width: 100%;
  background: rgb(27, 20, 106);
  background-position: center;
  background-size: cover;
  height: 100vh;
}

.navbar{
  height: 75px;
  margin: auto;
  display: flex;
  justify-content: space-between;
}

.dropbtn {
  background-color: var(--black);
  color: #ff7300;
  font-family: Arial, Helvetica, sans-serif;
  padding: 16px;
  font-size: 20px;
  font-weight: bold;
  border: none;
  cursor: pointer;
}

/* Dropdown button on hover & focus */
.dropbtn:hover, .dropbtn:focus {
  background-color: #f1f1f1;
}
```

```
.logo{
    color: #ff7200;
    font-size: 35px;
    font-family: Arial;
    padding-left: 20px;
    float: left;
    padding-top: 10px;
    margin-left: 160px;
    margin-top: 5px
}

body{
    height: 100vh;
    display: flex;
    justify-content: center;
    align-items: center;
    padding: 5px;
    background-image: url('coins.jpg');
    background-size: cover;
    background-repeat: no-repeat;
    background-attachment: fixed;
    object-fit: cover;
    overflow: hidden;
}

.container{
    width: 50%;
    background-color:white;
    margin-left: 550px;
    border-radius: 5px;
    box-shadow: 0 5px 10px rgba(0,0,0,0.15);
}

.container .title{
    height: 70px;
    display: flex;
    align-items: center;
    justify-content: center;
```

```
text-align: center;
position: relative;
background: var(--colors);
font-size: 30px;
font-weight: 600;
}

form .user-details .input-box{
margin-bottom: 15px;
width: calc(100% / 2 - 20px);
}
form .input-box span.details{
text-align: left;
display: block;
font-weight: 500;
margin-bottom: 5px;
}
.user-details .input-box input{
height: 45px;
width: 215%;
outline: none;
font-size: 16px;
border-radius: 5px;
padding-left: 25px;
padding-right: 25px;
border: 1px solid #ccc;
border-bottom-width: 2px;
transition: all 0.3s ease;
}
.user-details .input-box input:focus,
.user-details .input-box input:valid{
border-color: #9b59b6;
}
.user-details .input-box textarea{
```

```
height: 90px;
width: 230%;
outline: none;
font-size: 16px;
border-radius: 5px;
padding-left: 15px;
padding-right: 5px;
border: 1px solid #ccc;
border-bottom-width: 2px;
resize: none;
}

.user-details .input-box textarea:focus,
.user-details .input-box textarea:valid{
    border-color: #9b59b6;
}

form .gender-details .gender-title{
    font-size: 20px;
    font-weight: 500;
}

form .category{
    display: flex;
    width: 80%;
    margin: 14px 0 ;
    justify-content: space-between;
}

form .category label{
    display: flex;
    align-items: flex-start;
    cursor: pointer;
}

form .button{
    height: 45px;
    margin: 35px 0;
}

form .button input{
```

```
display: flex;
justify-content: center;
margin: auto;
height: 100%;
width: 50%;
border-radius: 5px;
border: none;
color: rgb(0, 0, 0);
font-size: 18px;
font-weight: 500;
letter-spacing: 1px;
cursor: pointer;
transition: all 0.3s ease;
background: var(--colors);
}

form .button input:hover{
/* transform: scale(0.99); */
background: #ff7200;
color:white;
}

@media(max-width: 584px) {
.container{
max-width: 100%;
}

form .user-details .input-box{
margin-bottom: 15px;
width: 100%;
}

.user-details{
display: flex;
}

form .category{
width: 100%;
}

.content form .user-details{
max-height: 300px;
```

```
    overflow-y: scroll;
}
.user-details::-webkit-scrollbar{
    width: 5px;
}
}
}

@media (max-width: 459px) {
.container .content .category{
    flex-direction: column;
}
}

.sidebar {
    margin: 0;
    padding: 0;
    width: 200px;
    background-color: #f1f1f1;
    position: fixed;
    height: 100%;
    overflow: auto;
}

/* Sidebar links */
.sidebar a {
    display: block;
    color: black;
    padding: 16px;
    text-decoration: none;
}

/* Active/current link */
.sidebar a.active {
    background-color: #ff7200;
    color: white;
}
```

```
/* Links on mouse-over */
.sidebar a:hover:not(.active) {
    background-color: #555;
    color: white;
}

/* Page content. The value of the margin-left property should match the
value of the sidebar's width property */
div.content {
    display: flex;
    justify-content: center;
    margin: auto;
    padding: 25px;
    height: 400px;
}

/* On screens that are less than 700px wide, make the sidebar into a
topbar */
@media screen and (max-width: 700px) {
    .sidebar {
        width: 100%;
        height: auto;
        position: relative;
    }
    .sidebar a {float: left;}
    div.content {margin-left: 0;}
}

/* On screens that are less than 400px, display the bar vertically,
instead of horizontally */
@media screen and (max-width: 400px) {
    .sidebar a {
        text-align: center;
        float: none;
    }
}
```

```

    }

    </style>

<body>
<div class="main">
    <div class="navbar">
        <div class="icon">
            <h2 class="logo"><i class="fas fa-people-carry"></i>&ampnbsp</i>Custocare</h2>
        </div>
        <div class="search">
            <button class="dropbtn"><a href="frontpage.html" style="text-decoration: none;color:#ff7200;">LOGOUT</a></button>
        </div> </div>

        <div class="sidebar">
            <a href="homepage.html">Home</a>
            <a href="#">Agent Interaction</a>
            <a class="active" href="ticket.html">Raise ticket</a>
            <a href="status.html">Status</a>
            <a href="feedback.html">Feedback</a>
        </div>

        <div class="container">
            <div class="title" style="font-family: Arial, Helvetica, sans-serif;color: white;">Ticket Raise Form</div><br>
            <div class="content">
                <form action="#" method="post">
                    <div class="user-details">
                        <div class="input-box">
                            <span class="details" style="color: #ff7200;font-size: 17px;font-weight: bold;font-family: Arial, Helvetica, sans-serif">Username</span>
                            <input type="text" name="username" placeholder="Enter your username" required>
                        </div>
                    </div>
                </form>
            </div>
        </div>
    </div>
</body>

```

```

        </div>
        <div class="input-box">
            <span class="details" style="color: #ff7200;font-size: 17px;font-weight: bold;font-family: Arial, Helvetica, sans-serif">Email</span>
            <input type="text" name="email" placeholder="Enter your email required">
        </div>
        <div class="input-box">
            <span class="details" style="color: #ff7200;font-size: 17px;font-weight: bold;font-family: Arial, Helvetica, sans-serif">Query</span>
            <textarea placeholder="Enter your query.." name="query" rows="4" cols="50"></textarea>
        </div>
        <div class="button">
            <input type="submit" value="Raise Ticket">
        </div>
    </form>
</div>
</div>
</body>
</html>

```

updatestatus.html

```

<!DOCTYPE html>
<html lang="en">
<head>
    <meta charset="UTF-8">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>Status</title>
    <link rel="stylesheet" href="{{ url_for('static', filename='css/new.css') }}">
    <link rel="stylesheet" href="status.css">

```

```
<link rel="stylesheet" href="homepage.css">
<link rel="stylesheet"
href="https://cdnjs.cloudflare.com/ajax/libs/font-
awesome/6.0.0/css/all.min.css">
</head>
<body >
<div class="main">
<div class="navbar">
<div class="icon">
<h2 class="logo"><i class="fas fa-people-
carry"></i>&nbsp;</i>Custocare</h2>
</div>
<div class="search">
<button class="dropbtn"><a href="frontpage.html" style="text-
decoration: none;color:#ff7200;">LOGOUT</a></button>
</div> </div>

<fieldset disabled="disabled">

<div class="container" style="border-style: solid;
border-width: 5px;background-color: white;">
<p style="color: #ff7200;font-size: 27px;font-weight: bold;font-
family: Arial, Helvetica, sans-serif ;align-items: center;margin-left:
125px;">STATUS BAR</p>
<div id="stepProgressBar">
<div class="step">
<p class="step-text">VIEW</p>
<div class="bullet"><div class="line1"></div></div>

</div>
<div class="step">
<p class="step-text">IN PROGRESS</p>
<div class="bullet"><div class="line2"></div></div>
</div>
```

```

<div class="step">
    <p class="step-text">COMPLETED</p>
    <div class="bullet"></div>
</div>
</div>
<div id="main">
    <p style="margin-right:30px" id="content" class="text-center"></p><br>
        <button style="margin-left: 110px; margin-top: 20px;" id="previousBtn" >&nbsp;&nbsp;Previous</button>
        <button style="margin-left: 20px;" id="nextBtn">Next</button>
        <!-- <button id="finishBtn" >Finish</button>-->
</div>
<br><br><br>
<div>
    <label style="margin-left :15px;color:#28a745" for="getid">CUSTOMER ID:</label>
    <input type="text" id="getid" name="id">
    <br>
    <button style="margin-right: 40px; margin-left: 175px; margin-top: 50px;" id="submit">SUBMIT</button>
    <a href="new.html"><input type="submit"></a>
</div>
</div>
<script src="new1.js"></script>
<script src="{{ url_for('static',filename='js/new1.js') }}></script>
</div>
<script src="status.js"></script>
<script src="{{ url_for('static',filename='js/status.js') }}></script>
</fieldset>
</body>
</html>

```

userloginpage.html

```

<!DOCTYPE html>
<html lang="en">

```

```
<head>
    <title>Custocare</title>
    <link rel="stylesheet" href="login.css">
    <link rel="stylesheet"
        href="https://cdnjs.cloudflare.com/ajax/libs/font-
        awesome/6.0.0/css/all.min.css">
</head>
<body>

    <div class="main">
        <div class="navbar">
            <div class="icon">
                <h2 class="logo"><i class="fas fa-people-
carry"></i>&ampnbsp</i>Custocare</h2>
            </div>
            <div class="search">
                <div class="dropdown">
                    <button onclick="myFunction()" 
class="dropbtn">Login</button>
                    <div id="myDropdown" class="dropdown-content">
                        <a href="agentloginpage.html">Agent</a>
                        <a href="adminloginpage.html">Admin</a>
                    </div>
                </div>
                <button class="dropbtn"><a href="register.html" style="text-
decoration: none;color:#ff7200;">Register</a></button>
            </div>
        </div>
    </div>

    <div class="signup-form" action="/login" method="post">
        <!-- form header -->
        <div class="form-header">
            <h1>USER LOGIN</h1>
```

```

        </div>
        <br><br>
        <div class="form-body">
        <!-- Firstname and Lastname -->
        <div class="horizontal-group">
            <div class="form-group left">
                <label for="firstname" class="label-title">User name *</label>
                <input type="text" id="uname" class="form-input" name="uname"
placeholder="enter the username" required="required" />
            </div>
        </div>
        <!-- Password -->
        <br><br><br><br>
        <div class="horizontal-group">
            <div class="form-group left">
                <label for="password" class="label-title">Password *</label>
                <input type="password" id="pwd" class="form-input" name="pwd"
placeholder="enter the password" required="required" />
            </div>
        </div>
        <!-- form-footer -->
        <div class="form-footer">
            <span>* required</span>
            <a href="homepage.html"><button class="cn">Login</button></a>
        </div>
    </div>

</form>
<script>
    function myFunction() {
        document.getElementById("myDropdown").classList.toggle("show");
    }

// Close the dropdown menu if the user clicks outside of it
window.onclick = function(event) {

```

```

        if (!event.target.matches('.dropbtn')) {
            var dropdowns = document.getElementsByClassName("dropdown-content");
            var i;
            for (i = 0; i < dropdowns.length; i++) {
                var openDropdown = dropdowns[i];
                if (openDropdown.classList.contains('show')) {
                    openDropdown.classList.remove('show');
                }
            }
        }

    }

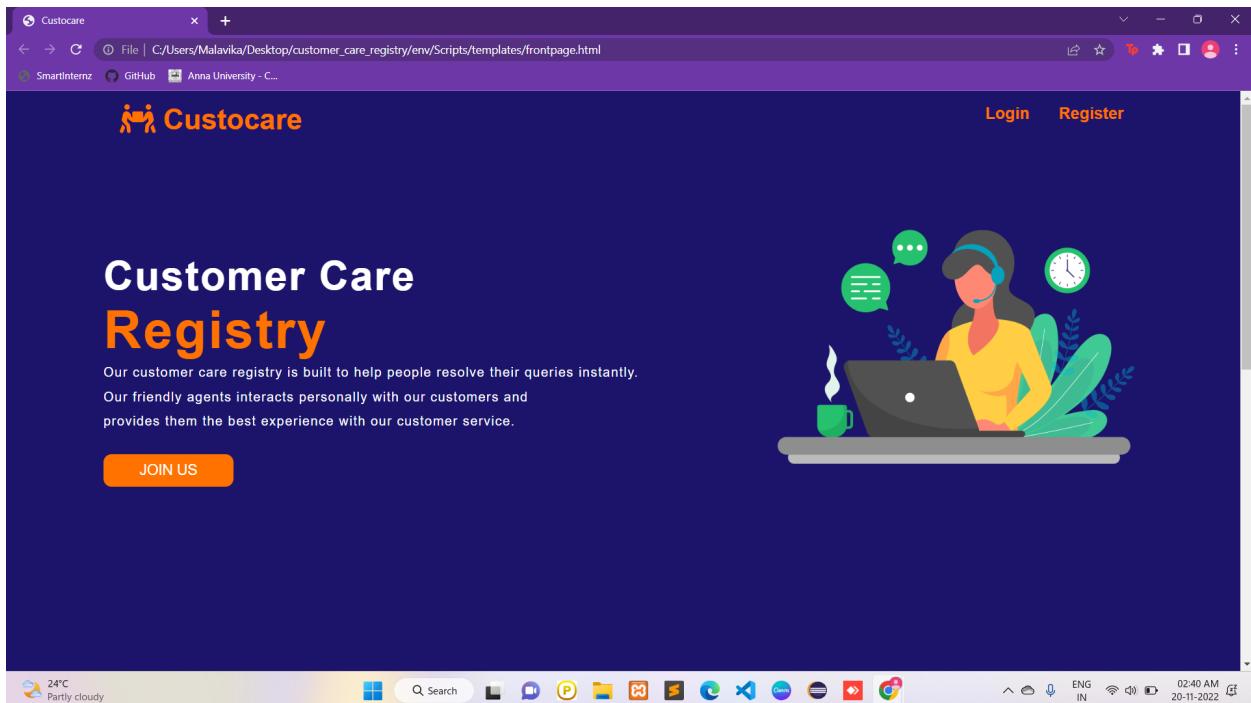
```

</script>

</body>

</html>

OUTPUTS:



Custocare

File | C:/Users/Malavika/Desktop/customer_care_registry/env/Scripts/templates/frontpage.html

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Our customers review



Sundar pichai

★★★★★

Great Customer Service!



Mukesh Ambani

★★★★★

Quick Customer Service.



Mithali Raj

★★★★★

Friendly agent interaction.

24°C Partly cloudy

Q Search P F X K E N G IN 02:41 AM 20-11-2022

Custocare

File | C:/Users/Malavika/Desktop/customer_care_registry/env/Scripts/templates/frontpage.html

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Custocare

Customer Care Registry

Our customer care registry is built to help people resolve their queries instantly.
Our friendly agents interact personally with our customers and provides them the best experience with our customer service.

JOIN US

Login Register

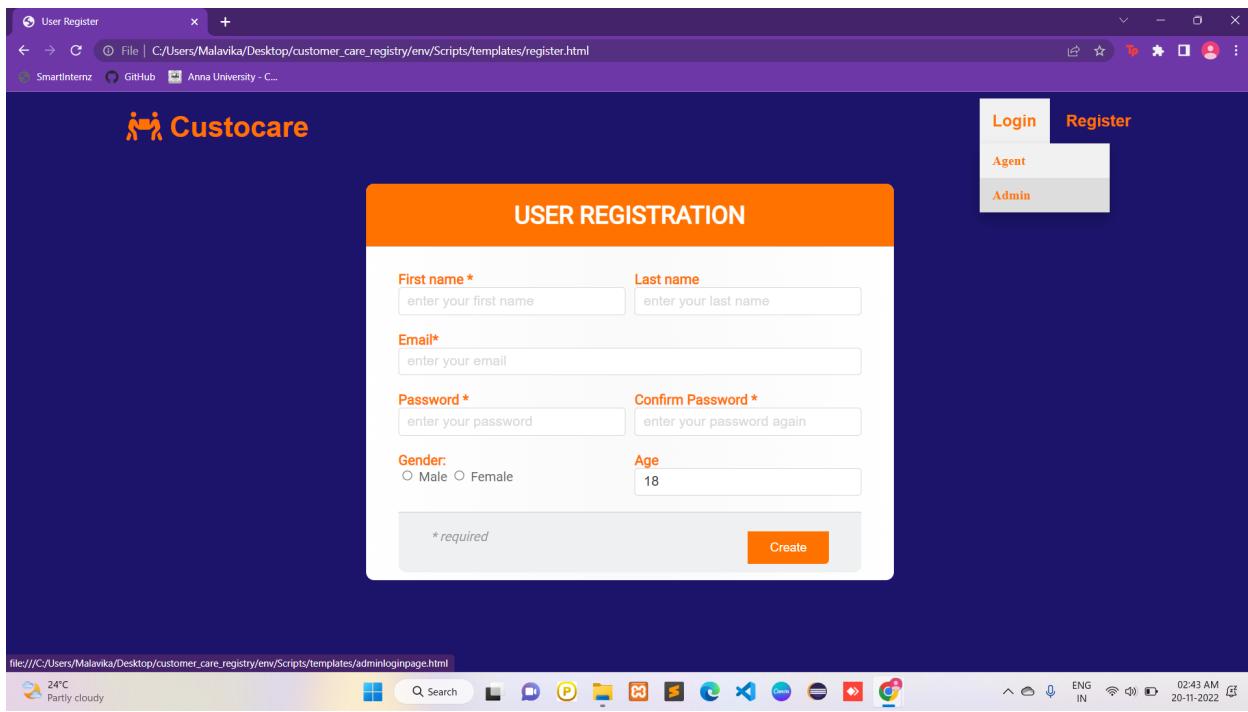
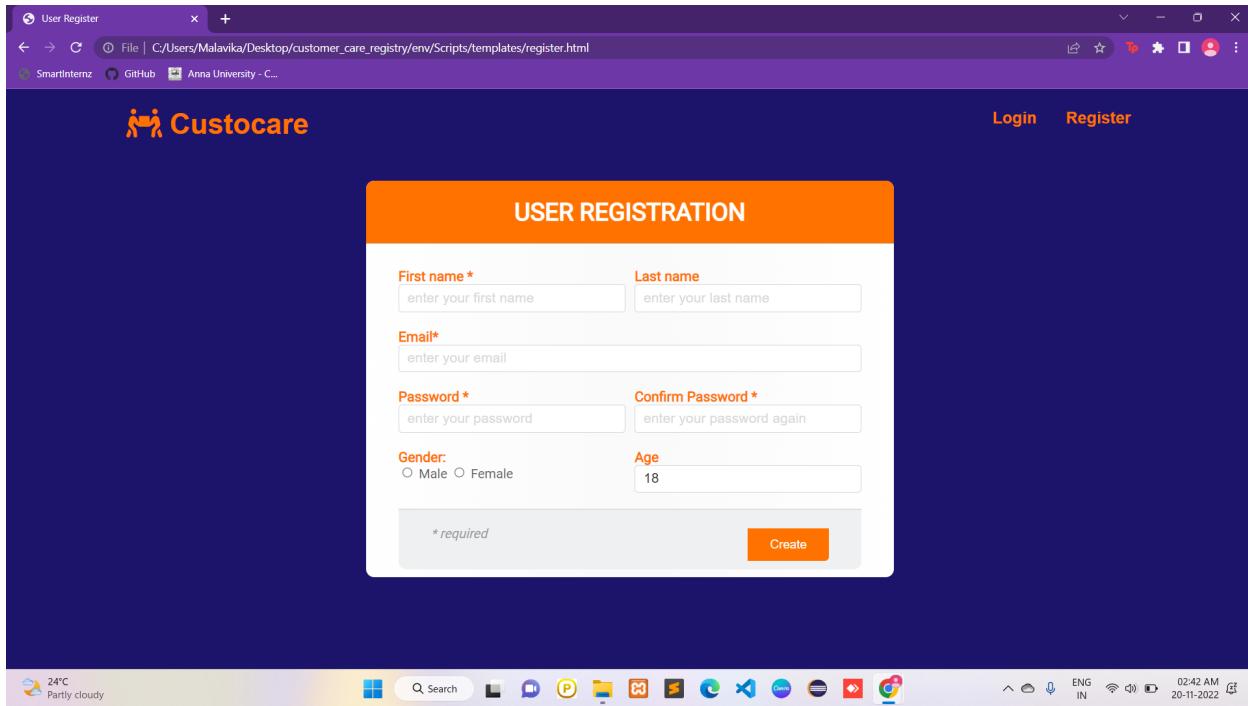
User Agent Admin

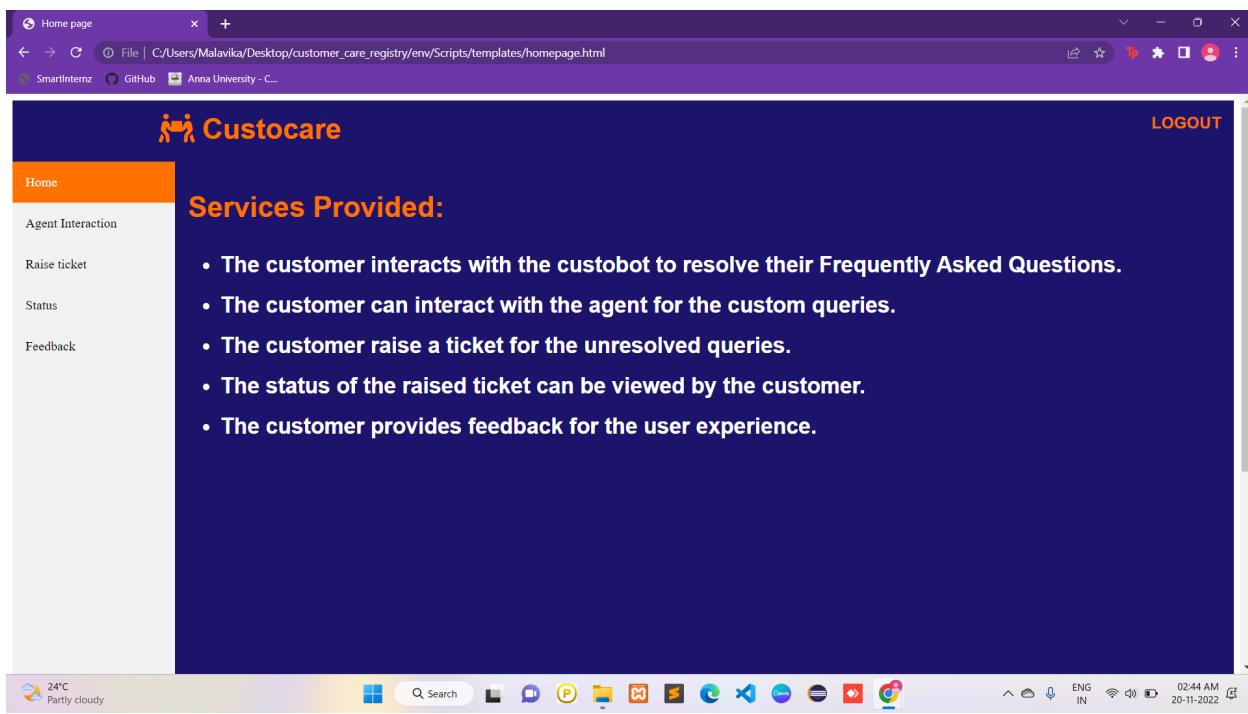
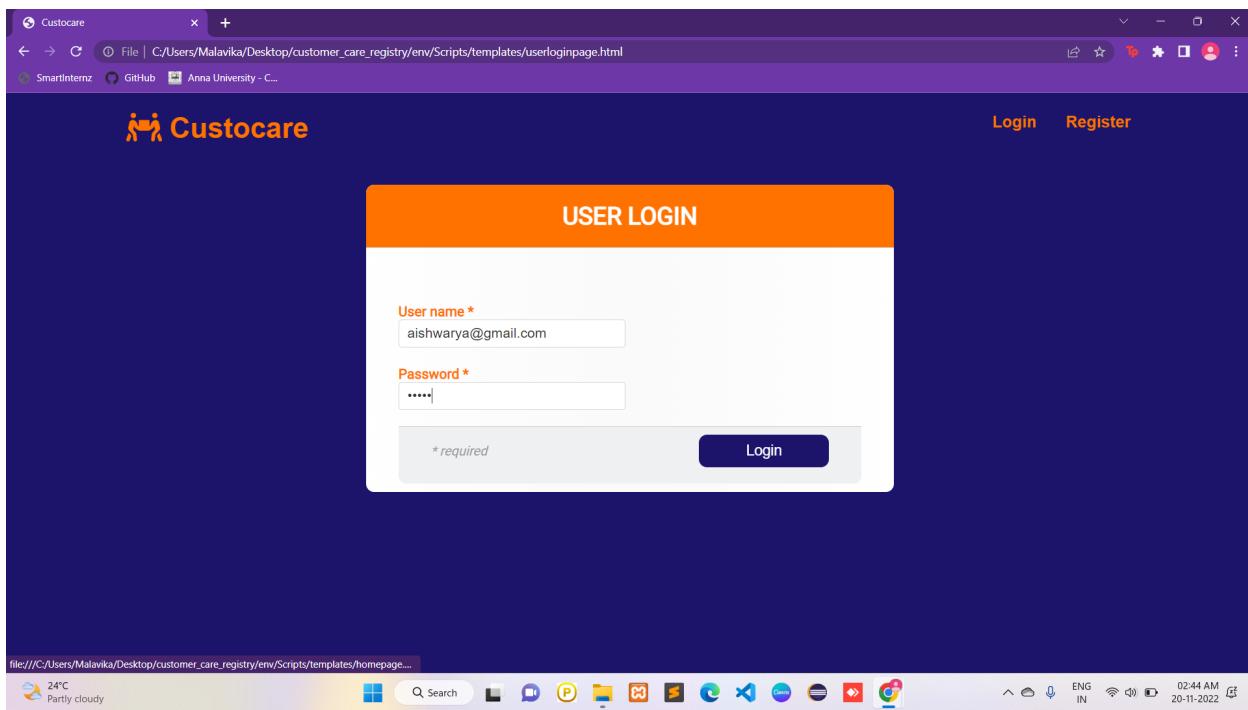


file:///C:/Users/Malavika/Desktop/customer_care_registry/env/Scripts/templates/userloginpage.html

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The screenshot shows the homepage of the Custocare application. On the left, there is a sidebar with links: Home, Agent Interaction, Raise ticket, Status, and Feedback. The main content area has a dark blue background with orange text. It features a section titled "Services Provided:" followed by a bulleted list:

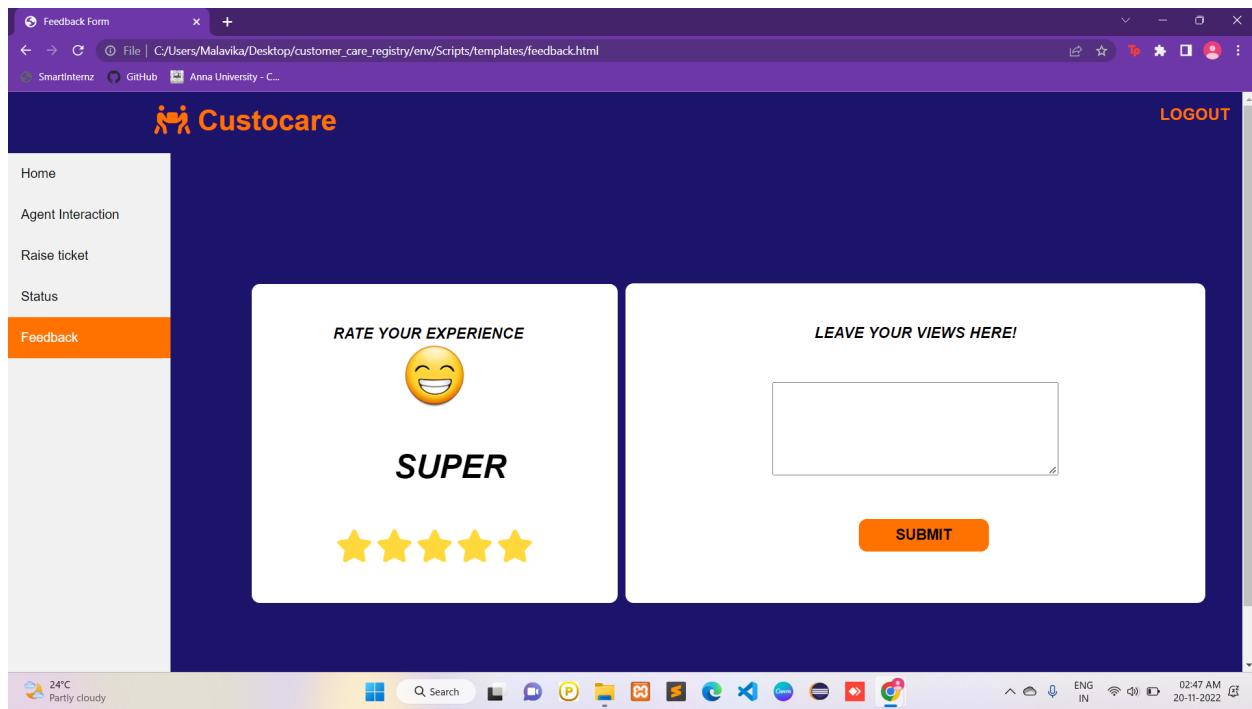
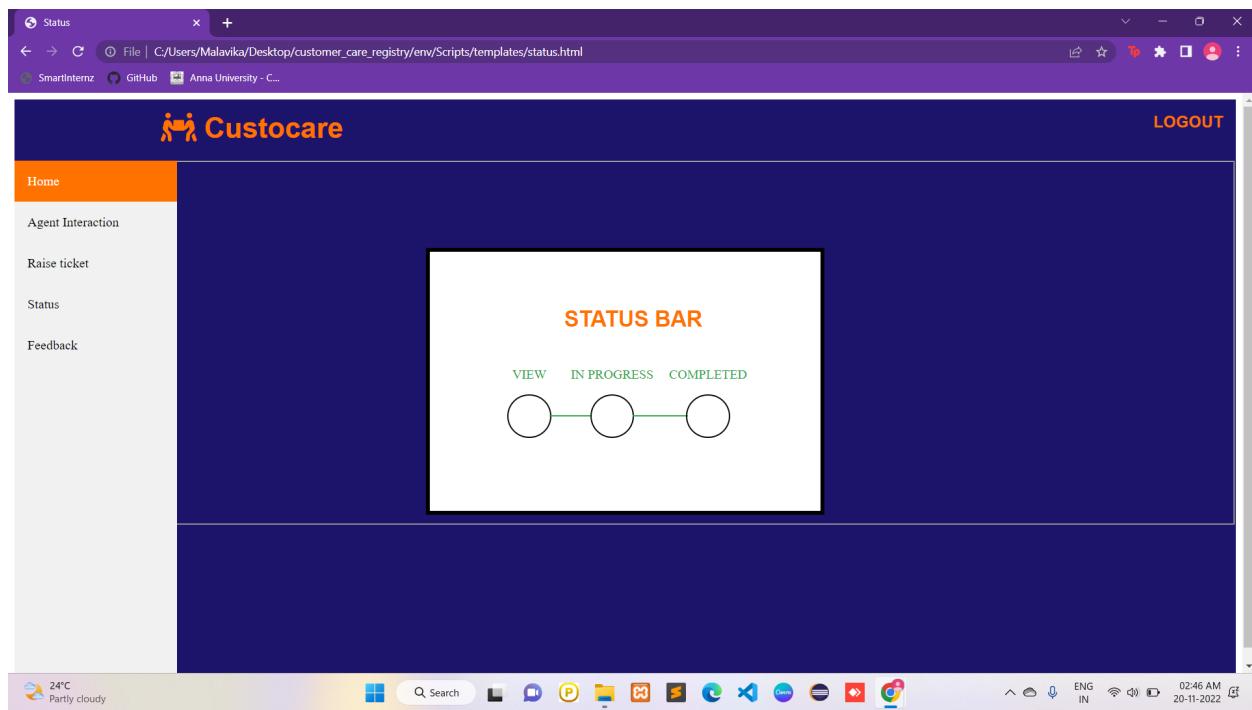
- The customer interacts with the custobot to resolve their Frequently Asked Questions.
- The customer can interact with the agent for the custom queries.
- The customer raise a ticket for the unresolved queries.
- The status of the raised ticket can be viewed by the customer.
- The customer provides feedback for the user experience.

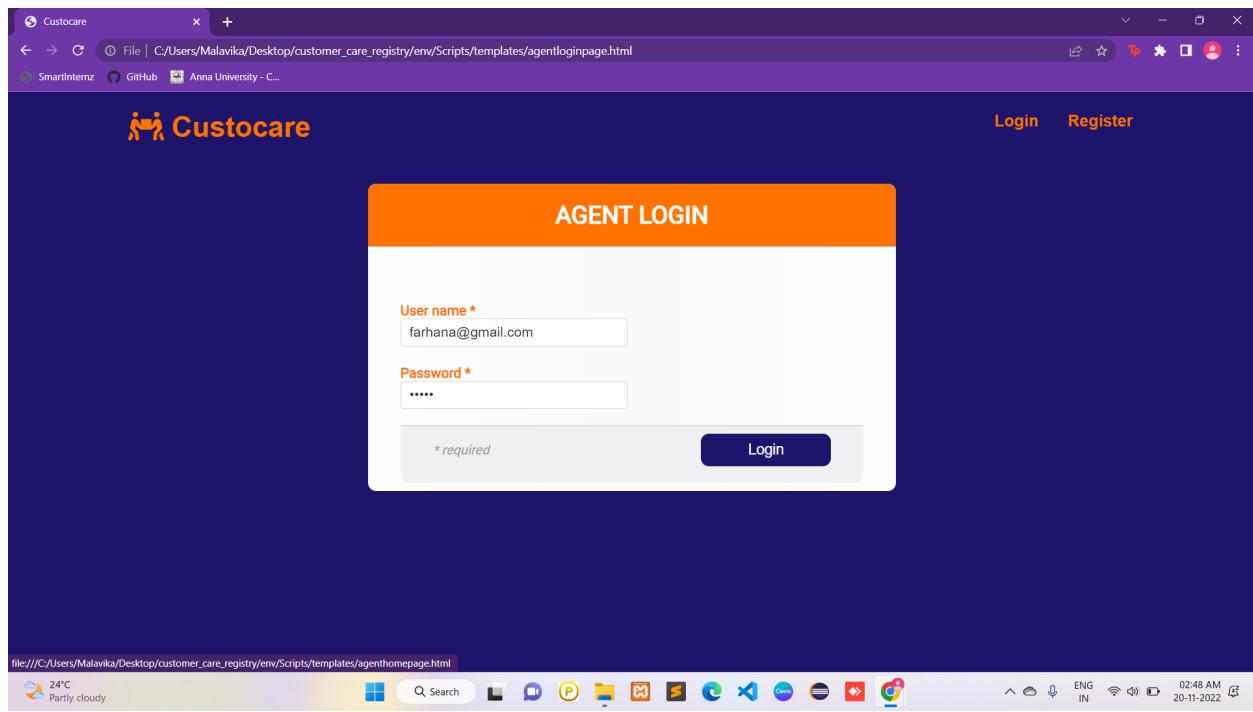
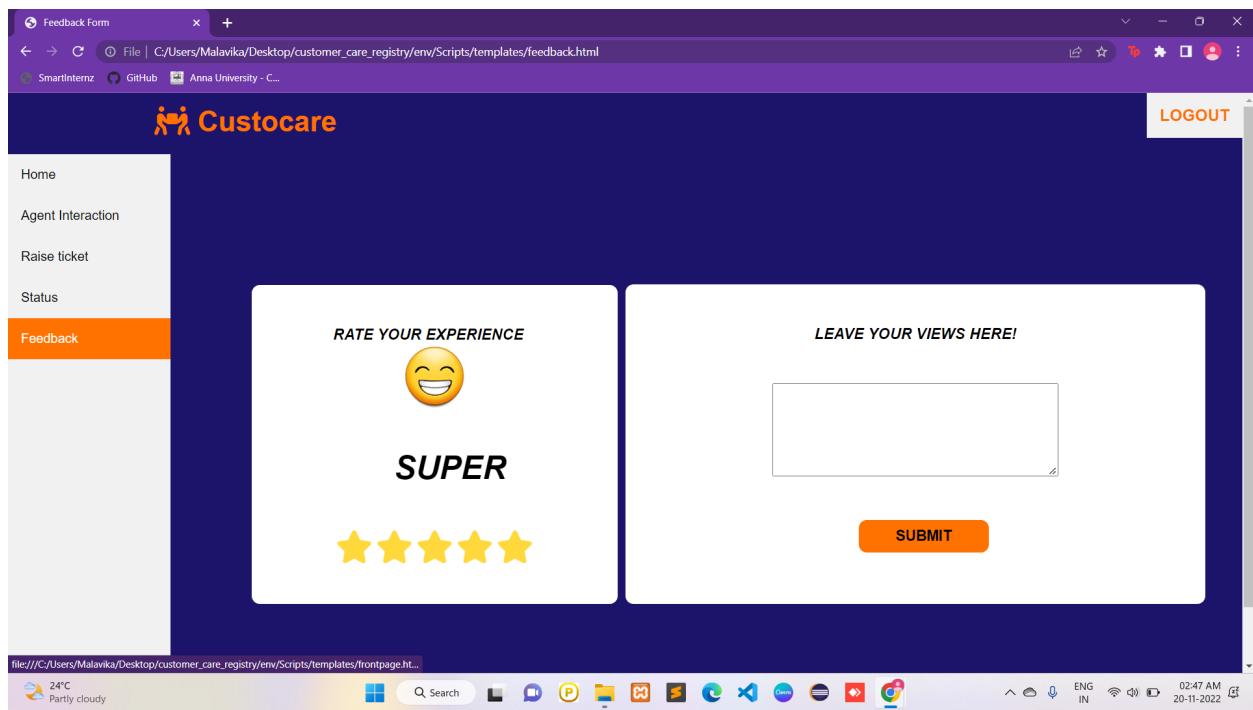
To the right of the main content, there is a white sidebar titled "Buddybot" with a "LOGOUT" button. It contains a conversation window with the following messages:

- I have an issue with the product.
- I want to know the details of the product.
- I want to know the details of the product.

Below the messages, there is a text input field with placeholder text "Kindly specify the information that is needed." and a dropdown menu with the option "Is there a warranty for this product?". A response message is shown: "Yes, We provide warranty for this product. Thank you." At the bottom of the sidebar is a search bar with the placeholder "Type something..." and a note "Built with IBM Watson®".

The screenshot shows the "Ticket Raise Form" page of the Custocare application. The layout is similar to the homepage, with a sidebar on the left and a main content area on the right. The sidebar includes links: Home, Agent Interaction, **Raise ticket**, Status, and Feedback. The main content area has an orange header bar with the title "Ticket Raise Form". Below the header, there are three input fields with labels: "Username" (placeholder: Enter your username), "Email" (placeholder: Enter your email), and "Query" (placeholder: Enter your query...). At the bottom of the form is a large orange "Raise Ticket" button.





Home page

File | C:/Users/Malavika/Desktop/customer_care_registry/env/Scripts/templates/agenthomepage.html

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Custocare

UPDATE STATUS LOGOUT

Ticket details

Customer name	Email	Query	Respond
customer	customer@gmail.com	error	View Ticket

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Q Search P D E X C O A ENG IN 02:48 AM 20-11-2022

Status

File | C:/Users/Malavika/Desktop/customer_care_registry/env/Scripts/templates/updatestatus.html

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Custocare

LOGOUT

STATUS BAR

VIEW IN PROGRESS COMPLETED

Previous Next

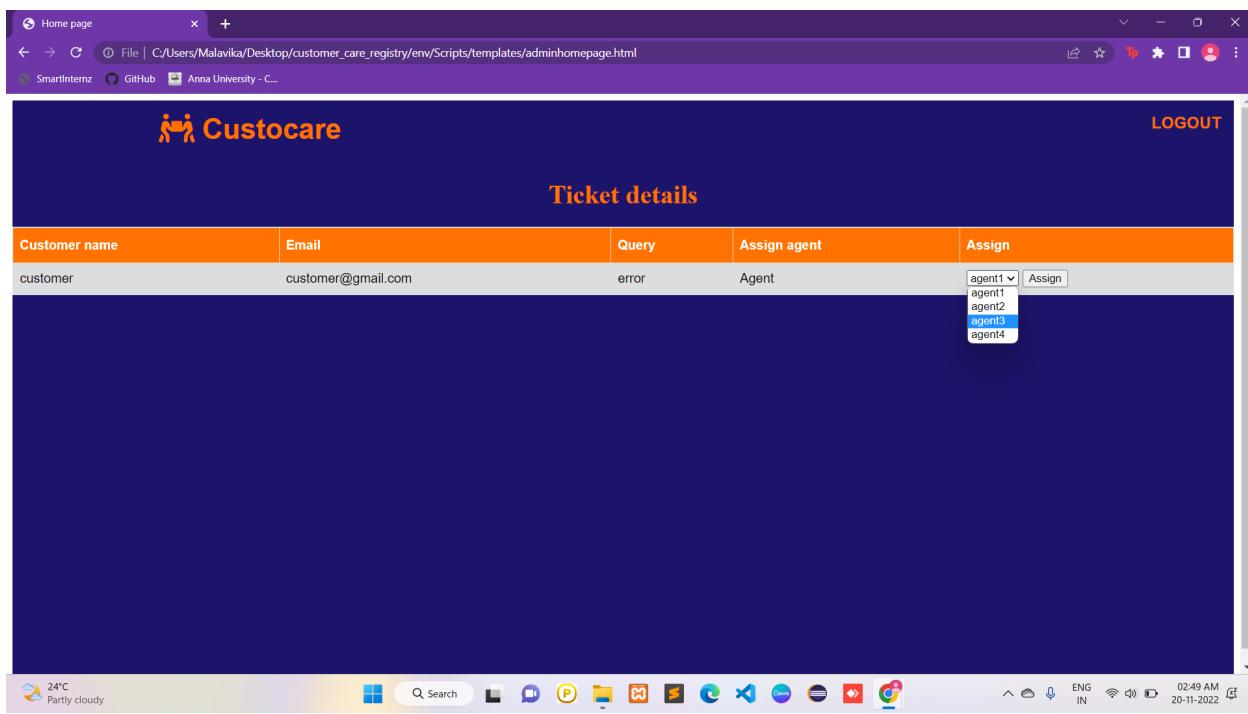
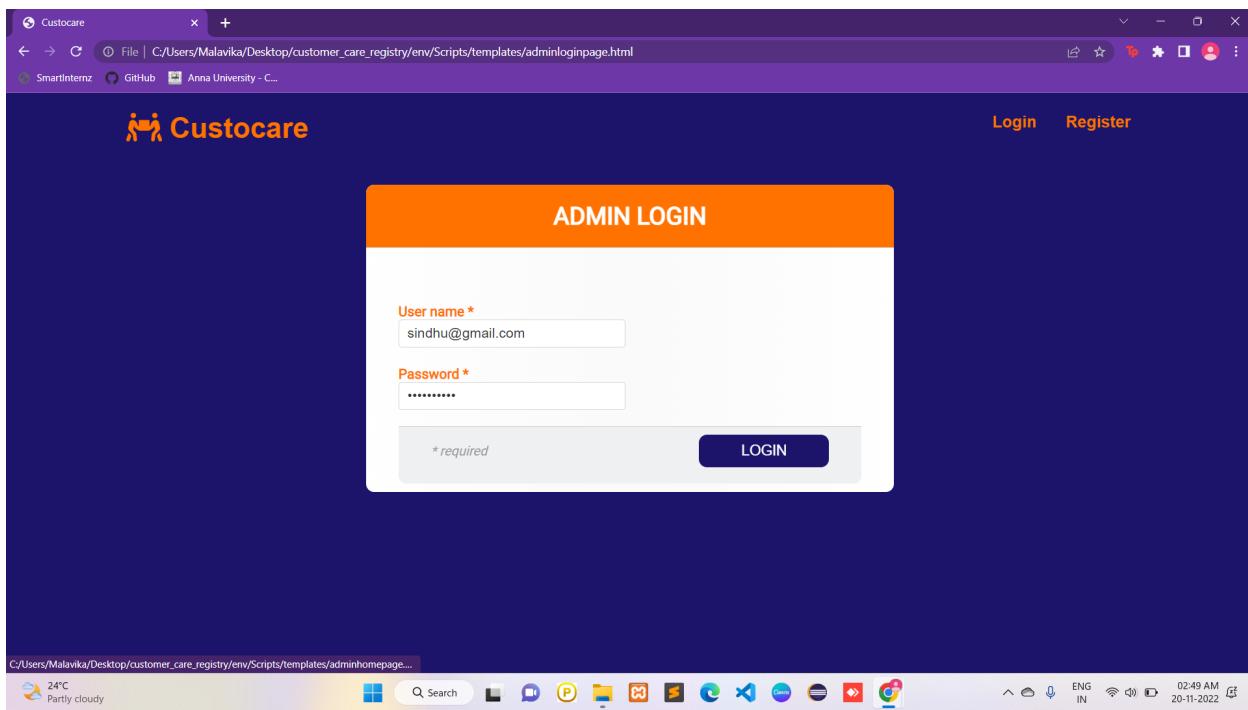
CUSTOMER ID:

SUBMIT Submit

file:///C:/Users/Malavika/Desktop/customer_care_registry/env/Scripts/templates/frontpage.htm...

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Q Search P D E X C O A ENG IN 02:48 AM 20-11-2022



GitHub & Project Demo Link

[GitHub Link:](#)

<https://github.com/IBM-EPBL/IBM-Project-21257-1659775978>

[Project Demo Link:](#)

<https://www.youtube.com/watch?v=oImZgPtFpjU>