**Readme File**

## Overview

This project is a web-based application that allows customers to submit tickets regarding issues with parcels they received. The system processes image uploads and descriptions to determine whether the issue requires a refund, return, or escalation to a human agent.

## Features

- \*\*Ticket Submission\*\*: Users can submit a ticket along with an image and description of their issue.

- \*\*Image Analysis\*\*: The application analyses the uploaded image and user description to make a decision about the appropriate action (Refund, Return, or Escalate).

- \*\*Decision Logic\*\*: The decision is based on predefined criteria, combining both image analysis and user descriptions.

## Technologies Used

- \*\*Java Servlet API\*\*: For handling HTTP requests and responses.

- \*\*HTML/CSS\*\*: For the frontend user interface.

- \*\*OpenAI API\*\*: For decision-making based on natural language processing and image analysis (hypothetical, as the current model does not analyze images).

- \*\*Tomcat\*\*: Web server for running the Java web application.

## Installation

Follow these steps to set up the project on your local machine:

1. \*\*Install Apache Tomcat\*\*

- Download and install [Apache Tomcat 9.0.94]

2. \*\*Install Java\*\*

- Download and install the Java Development Kit (JDK).

- Ensure Java is added to your system's environment variables.

3. \*\*Add Required Libraries\*\*

- Place the required `servlet`, `gson`, and `bson` JAR files into the `lib` folder of your Tomcat installation.

4. \*\*Deploy the Application\*\*

- Copy the project folder to the `webapps` directory inside your Apache Tomcat installation.

5. \*\*Set Up Environment\*\*

- Open a terminal and navigate to the Apache Tomcat installation folder.

- Run the `env-setup-for-tomcat` script to configure the necessary paths for Tomcat, Java, and the JAR files.

6. \*\*Compile Java Files\*\*

- Navigate to the `C:\apache-tomcat-9.0.94\webapps\Tutorial\_1\WEB-INF\classes` directory.

- Run the following command to compile the Java files:

```

javac -cp /apache-tomcat-9.0.94/lib/servlet-api.jar -Xlint:unchecked \*.java

```

7. \*\*Start the Server\*\*

- Navigate to `C:\apache-tomcat-9.0.94\bin` and run:

```bash

startup.bat

```

8. \*\*Access the Application\*\*

- Open a web browser and navigate to `http://localhost:8080/Tutorial\_1`.

- The project should now be running.