

Physical model

- **Fact tables**

1- Reservation table (fact table)

Column name	Data type	constraint
Ticket_key	Varchar2	FK
Flight_id	Varchar2	FK
Passenger_key	Varchar2	FK
Date_key	Date	FK
Airplane_key	Varchar2	FK
Reservation_key	Varchar2	FK
Promotion_key	Varchar2	FK
Quantity_ticket	Number	
Fare	Number(8,2)	
Gross sales	Number(8,2)	

2- Customer care (fact table)

Column name	Data type	Constraint
Proplem_key	Varchar2	FK
Passenger_key	Varchar2	FK
Ticket_key	Varchar2	FK
Date_key	Date	FK
Airplane_key	Varchar2	FK
Flight_key	Varchar2	FK

- **Dimension tables**

1- Flight table

Column name	Data type	constraint
Flight_number	Varchar2	PK
Flight_arrival_city	Varchar2	Not null
Flight_depreture_city	Varchar2	Not null
Flight_arrival_time	Timestamp	Not null
Overnight_stay_duration	Number	Not null

2- Promotion table

Column name	Date type	constraint
Promotion_code	Varchar2	PK
Promotion_name	Varchar2	Not null
Promotion_type	Varchar2	Not null
Promotion_value	Number	Not null

3- Airplane table

Column name	Data type	Constraint
Airplane_number	Varchar2	PK
Airplane_type	Varchar2	Not null
Airplane_capacity	Number	Not null

4- Ticket table

Column name	Data type	Constraint
Ticket_id	Varchar2	PK
Ticket_class	Varchar2	Not null
Seat_number	Varchar2	Not null
Upgrade_check	Boolean	Not null

5- Passenger table

Column name	Data type	constraint
Passenger_id	Varchar2	PK
Passenger_name	Varchar2	Not null
Passenger_phone	number	Not null
Passenger_email	Varchar2	Not null
Passenger_address	Varchar2	Not null
gender	char	Not null
Miles	number	Not null
Passenger_segment	Varchar2	Not null
Channel_type	Varchar2	Not null

6- Date table

Column name	Date type	Constraint
Date_key	Date	PK
Year	number	Not null
Quarter	Varchar2	Not null
Month_name	Varchar2	Not null
Week_of_month	number	Not null
Day_of_month	number	Not null

7- Problem

Column name	Data type	constraint
Problem_key	Varchar2	PK
Problem_severity	Varchar2	
Interaction_type	Varchar2	
complaint	Varchar2	
feedback	Varchar2	