SQL LAB 2

Q2. Users can signup/login to the website. They can post online complaints in the website. Employees can work on the complaints and mark the complaint as completed/inprogress/stuck Agents can login to the website. They can see the complaints and assign them to employees or mark them as closed.

Customer

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| customerID [PK] | email | password | complainID  [FK] | complain |

Employee

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| employeeID [PK] | employeeName | customerID [FK] | complainID [FK] | status |

Agent

|  |  |  |  |
| --- | --- | --- | --- |
| agentID [PK] | agentName | employeeID [FK] | complainID [FK] |

PK: Primary key

FK: Foreign key

.Here 3 tables CUSTOMER, EMPLOYEE, AGENT can be created.

. CUSTOMER table has customerID as its primary key, EMPLOYEE table has employeeID as its primary key and AGENT has agentID as its primary key.

.AGENT table interacts with EMPLOYEE table by using employeeID

.EMPLOYEE table uses customerID to interact with CUSTOMER table.