

ER – DIAGRAM - Assignment 1

Total Time

CHAT TRANSACTION	
Chat_id	[int, not null]
Transaction_no	[int, not null]
Chat_Date	[date, not null]
Chat_Start_time	[date, not null]
Chat_end_time	[date, not null]
Employee_Name	[varchar, null]
Call_centre_Name	[varchar, null]
Region_Name	[varchar, null]
Language_Desc	[varchar, null]
Category_Nm	[varchar, null]
Product_Name	[varchar, null]
Wait_time	[date, not null]
Engaged_time	[date, not null]
Handle_time	[date, not null]
Wrap_time	[date, not null]
Row_Insertion_Dttm	[varchar, null]

STATUS	
Status_code	[int, not null]
Status_desc	[varchar, null]
Status_group	[varchar, null]
Business_area	[varchar, null]

SURVEY TRANSACTION	
Survey_id	[int, not null]
Transaction_no	[int, not null]
Create_Date	[date, not null]
Employee_Name	[varchar, null]
Language_Desc	[varchar, null]
Product_Name	[varchar, null]
Region_Desc	[varchar, null]
Csat_score	[varchar, null]
Dsat_score	[varchar, null]
Overall_score	[varchar, null]
Neutral_score	[varchar, null]
Row_Insertion_Dttm	[varchar, null]

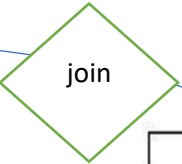
PRIORITY	
Priority_code	[int, not null]
Priority_description	[varchar, null]
Priority_Group	[varchar, null]

CASE TRANSACTION	
Transaction_no	[int, not null]
Created_Employee_Name	[varchar, null]
Modified_Employee_Name	[varchar, null]
Created_Date	[date, not null]
Modified_Date	[date, not null]
Call_Centre_Name	[varchar, null]
Product_Name	[varchar, null]
Region_Name	[varchar, null]
Language_Desc	[varchar, null]
Category_Nm	[varchar, null]
Priority_Desc	[varchar, null]
Priority_Group	[varchar, null]
State_Desc	[varchar, null]
Status_Desc	[varchar, null]
Close_Date	[date, not null]
Row_Insertion_Dttm	[varchar, null]

DATE	
Cal_date	[date, not null]
Wk_nbr	[varchar, null]
Qtr_nbr	[varchar, null]
Year	[date, not null]

STATE	
State_code	[int, not null]
State_desc	[varchar, null]
State_Group	[varchar, null]

PRODUCT	
Product_code	[int, not null]
Product_name	[varchar, null]
Product_family	[varchar, null]
Product_family_group	[varchar, null]
Product_category	[varchar, null]



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