**Interaction Dimension Table**

| **Column** | **Description** |
| --- | --- |
| Interaction type | Takes values [Inquiry, Complaint, Feedback] |

**Service Class Dimension Table**

| **Column** | **Description** |
| --- | --- |
| Service class type | The flight class a passenger can have, Takes values [ First class, Business class, Full economy,..etc] |
| Fare codes | These are subclasses of the service class, Takes values [A, F, I, J,...etc] |

**Flight Activity Fact Table**

| **Column** | **Description** |
| --- | --- |
| Flight miles | The number of miles the flight covered from departure airport to arrival airport |

**Frequent Flyer Fact Table**

| **Column** | **Description** |
| --- | --- |
| Flight miles | The number of miles the flight covered from departure airport to arrival airport |
| Promotion | The percentage of discount offered (if exists) |
| Response to promotion | Whether or not the frequent flyer responded to a promotion, 0 => responded 1 => didn’t respond |
| Status | The status of the frequent flyer, Takes values [aluminum, gold, platinum, titanium] |
| Status proportion | The percentage of frequent flyers who have a specific status, Status proportion = |
| Upgrade date | The date of upgrading the service class (if freq flyer did upgrade) |
| New service class ID | The new service class a frequent flyer upgraded to |
| Base Miles pct | The basic percentage of flight miles awarded back to the frequent flyer (100% for all frequent flyers) |
| Bonus Class Miles pct | The bonus percentage of flight miles awarded back to the frequent flyer based on their service class |
| Total earned miles | The total miles a frequent flyer earned from their flight, Total earned miles = (Base Miles pct/100 + Bonus Class Miles pct/100) \* Flight miles |
| Upgrade Frequency | The count of upgrades a frequent flyer made |
| Overnight hours | The number of overnight hours a freq flyer spend per transit trip (only valid for transit trips),  Overnight hours = Arrival time of the first flight - Departure time of the second flight |

**Reservation Fact Table**

| **Column** | **Description** |
| --- | --- |
| Reservation date | Date the reservation was made |
| Cost | The cost for a single passenger on a flight |
| Price | Ticket price |
| Profit | The profit the airline makes out of a single passenger on a flight  Profit = Price - Cost |
| seat | Passenger seat no |

**Customer Care Fact Table**

| **Column** | **Description** |
| --- | --- |
| Contact date | The date of the interaction |
| Resolution date | The date the passenger’s issue (if exists) got resolved |
| Problem severity | A measure of how serious the passenger’s issue (if exists) is, Take values [low, medium, high] |