

Senior Rights Victoria Phone Screening System Entity Relationship Diagram

This is an Entity Relationship Diagram (ERD) for Senior Rights Victoria (SRV) potential Phone Screening System (PSS) backend database. This document will outline initial plans for a database for the PSS.

Several assumptions/rules have been made to create this database. If any of these statements are not true, the ERD should be updated to reflect that.

- Users can have multiple cases. Each case can only have one user. (Special circumstances such as large class actions could potentially break this rule however that is out of the scope of this initial plan).
- Users will be assigned an employee who will be their main employee that they will communicate with about the case.
- Users can be identified as seniors using their Centrelink Customer Reference Number
- Employees can be assigned to multiple cases at once.
- Multiple employees can be assigned to a case; however, one employee will be named the lead employee for each case.
- Each case MUST have an Employee ID AND a User ID to identify it.
- UserID, EmployeeID and CaseID must all be unique and non-null attributes.

The database must contain at least 3 entities for Users, Employees and Cases. The attributes including primary keys (PK) and foreign keys (FK) for each entity are shown below. Please note, the attributes should be changed to reflect specific company requirements. The important attributes at this stage of development are the PKs and FKs that describe each entities relationship to one another.

- **User:** UserID (PK), Name, Address, Email, Phone Number, CustomerReferenceNumber (CRN), EmployeeID (FK1), CaseID (FK2)
- **Employee:** EmployeeID (PK), Name, Email, Address, Phone Number, Department/Specialty, Position
- **Case:** CaseID (PK), Status, Description, DateOpened, DateClosed, LeadEmployee (FK), UserID (FK)

The following key shows what each connection means regarding entities relationships. Use this to read and understand the ERD.

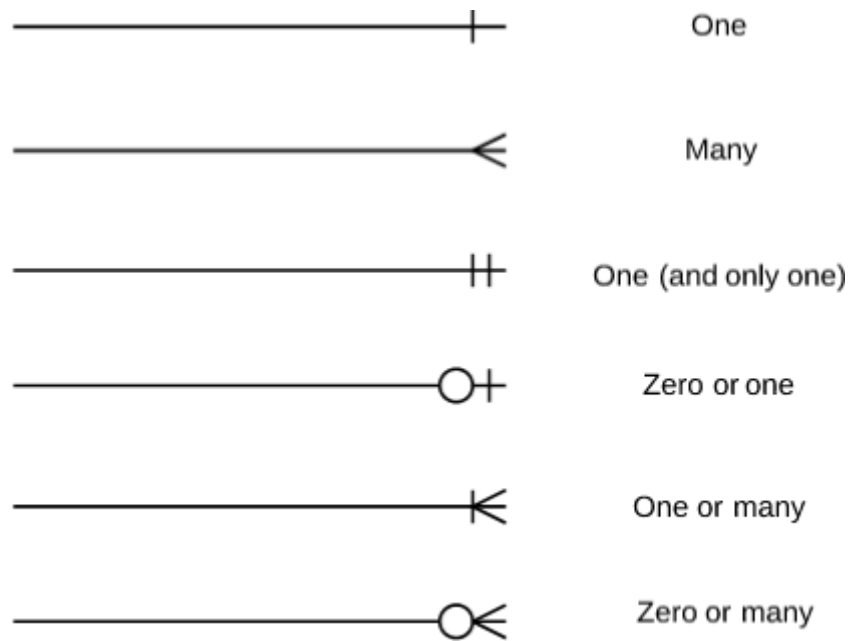


Figure 1: Lucidchart ERD Connections Key

