|  |  |  |
| --- | --- | --- |
| branchName | varchar |  |
| ReportType | varchar |  |
| ReportDate | Date |  |
| ReportData | Blob |  |

report

order

|  |  |  |
| --- | --- | --- |
| OrderID | Int |  |
| OrderDate | Datetime |  |
| arrivalDate | Datetime |  |
| DeliveryType | Varchar |  |
| branchname | varchar |  |
| price | double |  |
| customerID | int |  |
| personalLetter | varchar | 200 |
| orderStatus | int |  |
| data | varchar |  |

itemInOrder

|  |  |  |
| --- | --- | --- |
| OrderID | int |  |
| ItemName | Varcahr |  |
| ItemPrice | double |  |
| amount | int |  |

DeliveryDetails

|  |  |  |
| --- | --- | --- |
|  | int | orderID |
|  | varchar | firstName |
|  | varchar | LastName |
| 200 | varchar | Address |
|  |  |  |
|  | varchar | phonenumber |
|  | varchar | comments |

Users

|  |  |  |
| --- | --- | --- |
|  | varchar | Username |
|  | varchar | Password |
|  |  | Usertype |
|  | varchar | connected |
|  | varchar | firstName |
|  | varchar | lastName |
|  | varchar | email |
|  | varchar | phoneNumber |
|  | varchar | personID |
| מזהה משתמש יחודי למערכת | int | userID |
|  |  | Status |

Branch employee

|  |  |  |
| --- | --- | --- |
|  | int | customerID |
|  | varchar | branchName |

Product

|  |  |  |
| --- | --- | --- |
|  | Int | productid |
|  | Varchar | Name |
|  | double | Price |
| 200 | varchar | Description |
|  | varchar | Colors |
|  | blob | image |
|  |  |  |

Items

|  |  |  |
| --- | --- | --- |
|  |  | itemID |
|  |  | Name |
|  |  | description |
|  |  | priceRange |
|  |  |  |
|  |  |  |

Authorized Customer

|  |  |  |
| --- | --- | --- |
|  | varchar | Username |
|  | int | customerID |
| 100 | Varchar | cardDetails |
|  |  |  |

Complaint

|  |  |  |
| --- | --- | --- |
| userID | int | responsibleEmployeeID |
|  | int | complaintsNumber |
| תיאור התלונה | varchar | complaint |
| תיאור המענה לתלונה | varchar | answer |
| זיכוי כספי במידה ויש | double | compensation |
| סטטוס התלונה(בטיפול אושרה בוטלה וכו) |  | status |
| הלקוח שהגיש תלונה | int | customerID |
|  |  |  |

Survey

|  |  |  |
| --- | --- | --- |
| מזהה יחודי לכל סקר | int | surveyNumber |
| שאלות הסקר | Varchar | Q1 |
|  | Varchar | Q2 |
|  | Varchar | Q3 |
|  | Varchar | Q4 |
|  | Varchar | Q5 |
|  | Varchar | Q6 |
| סכום הפתרונות לכל שאלה | int | A1 |
|  | int | A2 |
|  | int | A3 |
|  | int | A4 |
|  | int | A5 |
|  | int | A6 |
| כמות המשתתפים | int | Participants |
| Pdf file | Blob | surveyresult |