**Functional Requirement: -- Approach, Queries, Methods & Flow**

**Customer Support Agent**

* + View all the open orders eligible for return and refund.

**Approach:**

We have order table, there is data already available.

**Order table:**

Create script:

CREATE TABLE `orders` (

`order\_id` varchar(45) NOT NULL,

`customer\_id` varchar(45) NOT NULL,

`order\_date` date DEFAULT NULL,

`status` varchar(50) DEFAULT NULL,

`eligible\_for\_return` tinyint(1) DEFAULT NULL,

`product\_name` varchar(100) DEFAULT NULL,

PRIMARY KEY (`order\_id`),

KEY `customer\_id` (`customer\_id`),

CONSTRAINT `orders\_ibfk\_1` FOREIGN KEY (`customer\_id`) REFERENCES `customer` (`customer\_id`)

) ENGINE=InnoDB DEFAULT CHARSET=utf8mb4 COLLATE=utf8mb4\_0900\_ai\_ci;   
  
Data available

* + Assign the open returnable order to them.
  + Update and reject the return and refund status.
  + View number of returns and refunds processed monthly, annually, and quarterly.
* **Customer:**
  + Create and update return order request.
  + View the status of the return order.
  + View the status of the refund.
  + View all the orders placed by the user.