



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

# **SECD2523 - DATABASE**

GROUP PROJECT

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## **1.0 Introduction**

For recent graduates, making the move from academic institutions to professional careers is crucial given the competitive nature of today's labor market. As a website that creates CVs, GetMeHired.io has become a game-changer, connecting recent graduates with employers. Acknowledging the growing need for more efficient career services, GetMeHired.io serves as an essential hub, enabling smooth communication between employers looking to hire potential employees and job seekers.

With its dynamic templates and individualized coaching, the platform demonstrates its dedication to empowering young professionals by helping graduates create resumes that stand out in the highly competitive job market. But because of the spike in demand for its services, the business is facing difficulties. The current operational framework, although inventive, faces constraints during periods of high hiring. Our goal is to improve and streamline the existing system while removing any inefficiencies or possible bottlenecks. In order to ensure long-term success and significant growth, this proposal details our specific plans for the development of GetMeHired.io. Our goals are to effectively handle rising CV volumes and strengthen the platform's capacity to meet rising demand.

## **2.0 Overview of the Project**

This project is aim to optimize the existing system by implementing the knowledge in the Database. We would like to make the system more efficient by make the Conceptual ERD and the Logical ERD to see the data flow in the system as well as the use of Data Dictionary to give better view of the data types.

Thus, we implement the concept of Normalization of the system to have a better database design and make use of the SQL statement to make the database. This approach would help the GetMe Hired to build this new system with this approach that used in this report.

## **3.0 Database Conceptual Diagram**

### **3.1 Proposed Business Rule**

1. User only ask questions related to the system only.
2. User can ask one or many questions as they wanted.
3. Users' FAQ answered by chatbots
4. Users' Non-FAQ will directly contact the real agent.
5. Users can give zero or more opinions or feedback on the service.
6. Users can only direct to live agent if there question can't be answered by chatbot
7. Users can search the job available in the system only.
8. Users can't ask the chatbots about how to get the job
9. Users will provided the company details by the chatbots

### **Proposed Data & Transactional**

#### **Data Requirement**

User - User is the person who made a query to be answered by the system. The data Including name, userID, phone number, email, passwords.

Question - This one has the questionID, Qcontent, timestamp.

Feedback - This has a feedbackID, Fcontent, rating, timestamp.

Response - This has a responseID, Rcontent, timestamp.

Agent - This has agentID, name, dept, email, phone number.

Job - This has jobID, jobName, salary, companyName, companyEmail, jobScope

## **Transaction Requirement**

### **Data Entry**

- Enter user detail
- Enter query
- Enter feedback
- Enter job detail
- Enter response

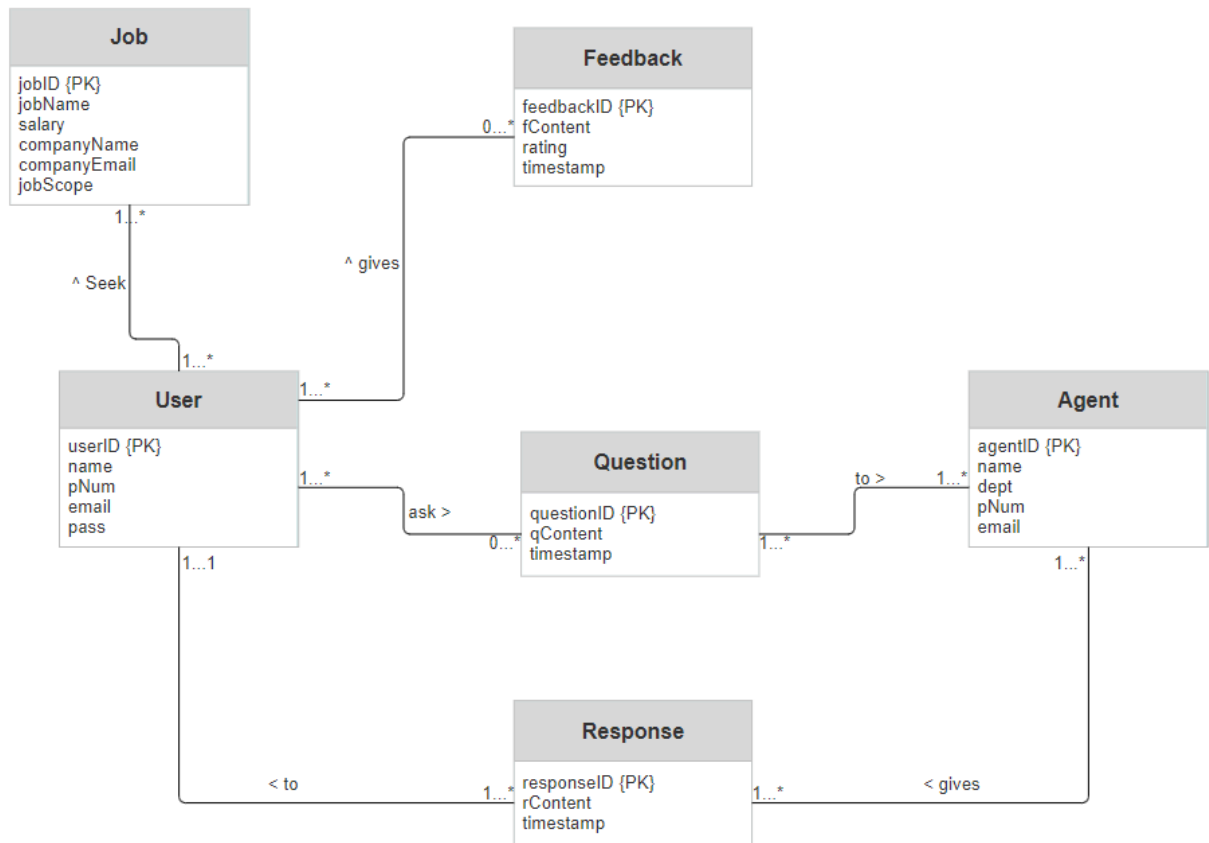
### **Data Update/Deletion**

- Update/Deletion of the user detail
- Update/Deletion of the query
- Update/Deletion of the feedback
- Update/Deletion of the job detail
- Update/Deletion of the response

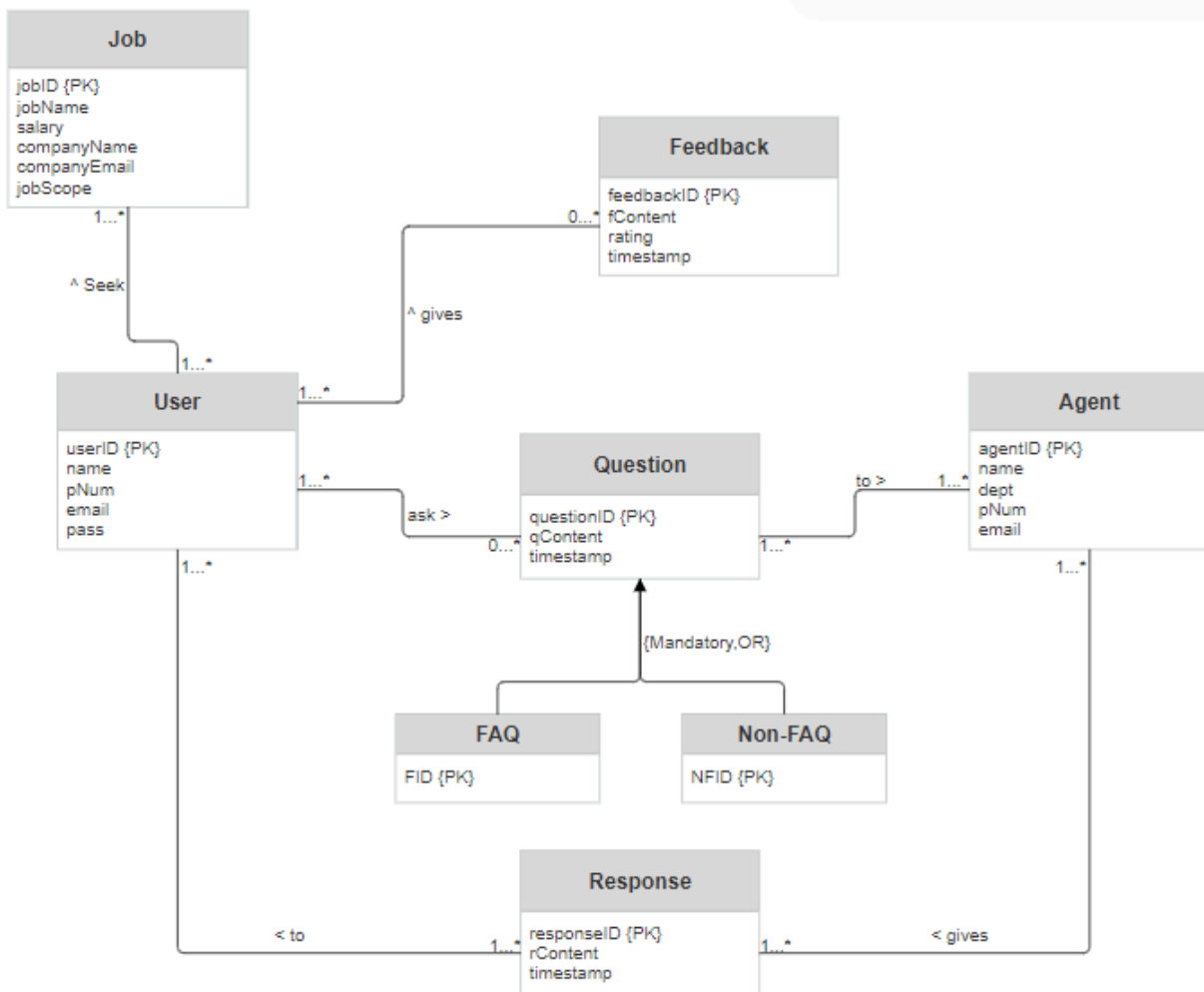
### **Data Query**

- List of the user detail
- List of the query by the user
- List of the feedback by the user
- List of the job asked by the user
- List of response from the agent or chatbots

### 3.2 Conceptual ERD

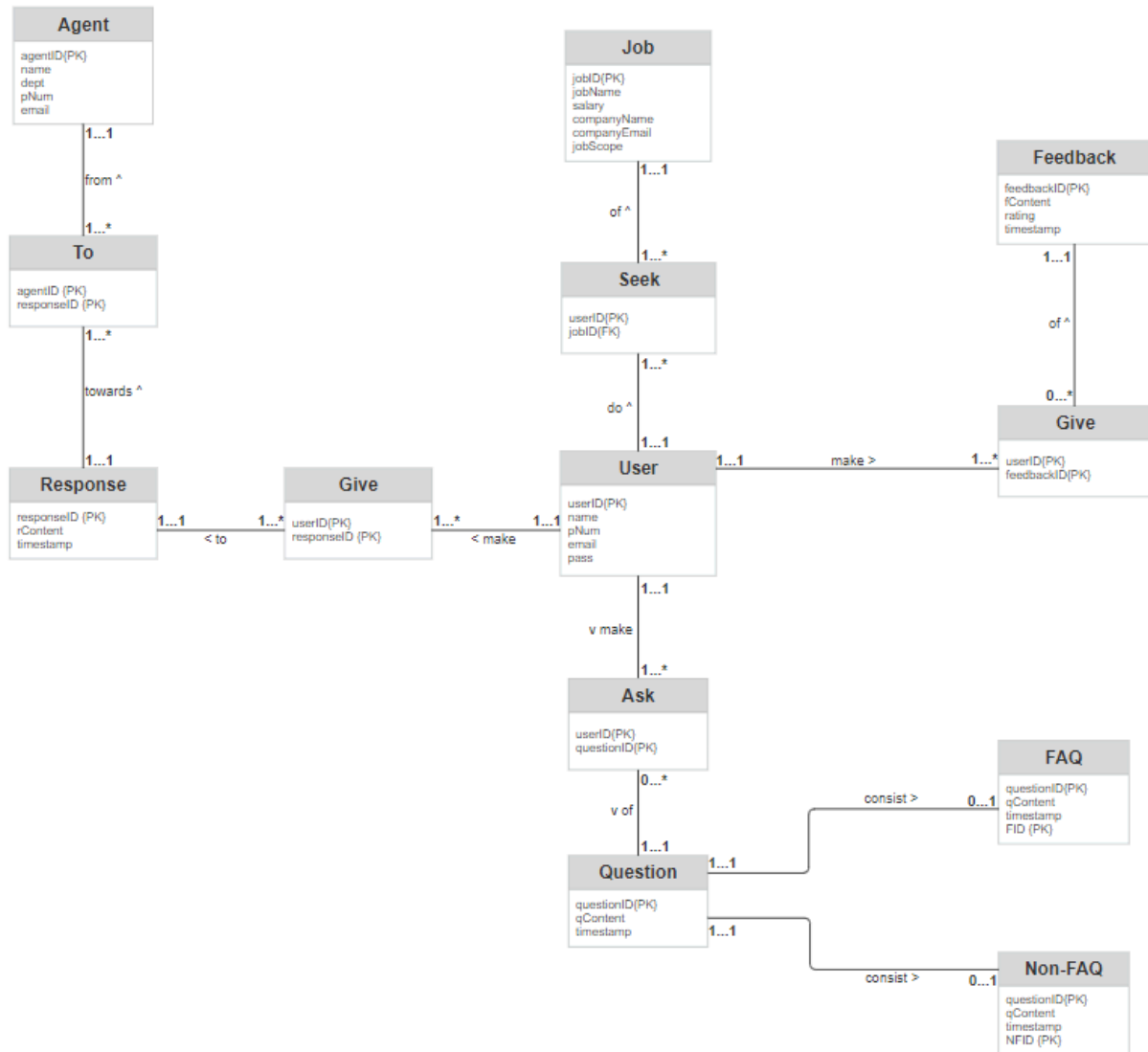


### 3.3 Enhanced ERD



## 4.0 Database Logical Design

### 4.1 Logical ERD





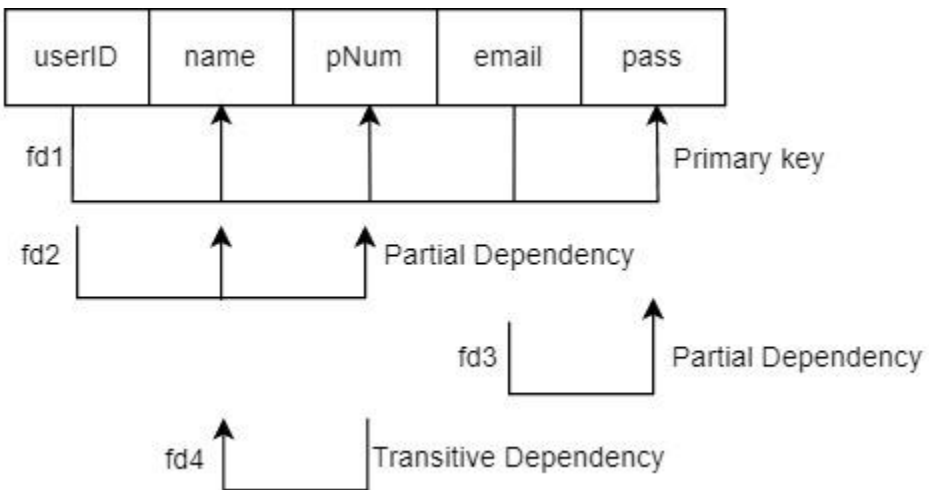
## 4.2 Updated Data Dictionary

Entity		Attributes	Description	Data Type	Constraint	Multi-Value d?
User		userID	Unique key for User	VARCHAR(10)	PRIMARY KEY	NO
		name	Users' name	VARCHAR (50)	NOT NULL	NO
		pNum	Users' phone number	VARCHAR (12)	NOT NULL	NO
		email	Users' email	VARCHAR (30)	NOT NULL	NO
		pass	Users' password	VARCHAR (30)	NOT NULL	NO
Job		jobID	Unique key for job	PRIMARY KEY	NOT NULL	NO
		jobName	Job's name	VARCHAR (50)	NOT NULL	NO
		salary	Job's salary	NUMBER (6)	NOT NULL	NO
		companyName	Company's Name	VARCHAR(50)	NOT NULL	NO
		companyEmail	Company's Email	VARCHAR (30)	NOT NULL	NO
		jobScope	Details of job scope	VARCHAR (5000)	NOT NULL	NO
Feedback		feedbackID	Unique key for feedback	VARCHAR (10)	NOT NULL	NO
		fContent	Content of the feedback	VARCHAR (5000)	NOT NULL	NO
		rating	Numbered rate by user	NUMBER (1)	NOT NULL	NO
		timestamp	Time that feedback made	TIMESTAMP	NOT NULL	NO
Question		questionID	Unique key for question	PRIMARY KEY	NOT NULL	NO
		qContent	Question content from user	VARCHAR (5000)	NOT NULL	NO
		timestamp	Time that feedback made	TIMESTAMP	NOT NULL	NO
FAQ		FID	Unique Key for FAQ	PRIMARY KEY	NOT NULL	NO
		timestamp	Time that FAQ made	TIMESTAMP	NOT NULL	NO

		qContent	Content of the FAQ	VARCHAR (5000)	NOT NULL	NO
		questionID	Unique key for for FAQ questions	PRIMARY KEY	NOT NULL	NO
Non-FAQ		NFID	Unique Key for Non-FAQ	PRIMARY KEY	NOT NULL	NO
		timestamp	Time that Non-FAQ made	TIMESTAMP	NOT NULL	NO
		qContent	Content of the Non-FAQ	VARCHAR (5000)	NOT NULL	NO
		questionID	Unique key for the Non-FAQ questions	PRIMARY KEY	NOT NULL	NO
Agent		agentID	Unique key for agent	PRIMARY KEY	NOT NULL	NO
		name	Agent's name	VARCHAR (50)	NOT NULL	NO
		dept	Agent's department	VARCHAR (30)	NOT NULL	NO
		pNum	Agent's phone number	VARCHAR (12)	NOT NULL	NO
		email	Agent's email	VARCHAR (30)	NOT NULL	NO
Response		responseID	Unique key for response	PRIMARY KEY	NOT NULL	NO
		rContent	Response content from agent	VARCHAR (5000)	NOT NULL	NO
		timestamp	Time that response made	TIMESTAMP	NOT NULL	NO
To		agentID	Unique key for the agent	PRIMARY KEY	NOT NULL	NO
		responseID	Unique key for the response	PRIMARY KEY	NOT NULL	NO
Give		UserID	Unique key for the user	PRIMARY KEY	NOT NULL	NO
		responseID	Unique key for response	PRIMARY KEY	NOT NULL	NO
Seek		UserID	Unique key for the user	PRIMARY KEY	NOT NULL	NO
		jobID	Unique key for job	FOREIGN KEY	NOT NULL	NO
Ask		UserID	Unique key for the user	PRIMARY KEY	NOT NULL	NO
		questionID	Unique key for question	PRIMARY KEY	NOT NULL	NO

### 4.3 Normalization and Relational Database Scheme (After Normalization)

#### User Relation



1NF

User (userID, name, pNum, email, pass)

PK: userID, email

2NF

userD1 (userID, name, pNum)

PK: userID

userD2 (email, pass)

PK: email

User(userID, email)

PK: userID, email

FK: userID reference userD1(userID)

Email reference userD2(email)

3NF

userD3 (pNum, name)

PK: pNum

userD1 (userID, pNum)

PK: userID

FK: pNum reference userD3(pNum)

userD2 (email, pass)

PK: email

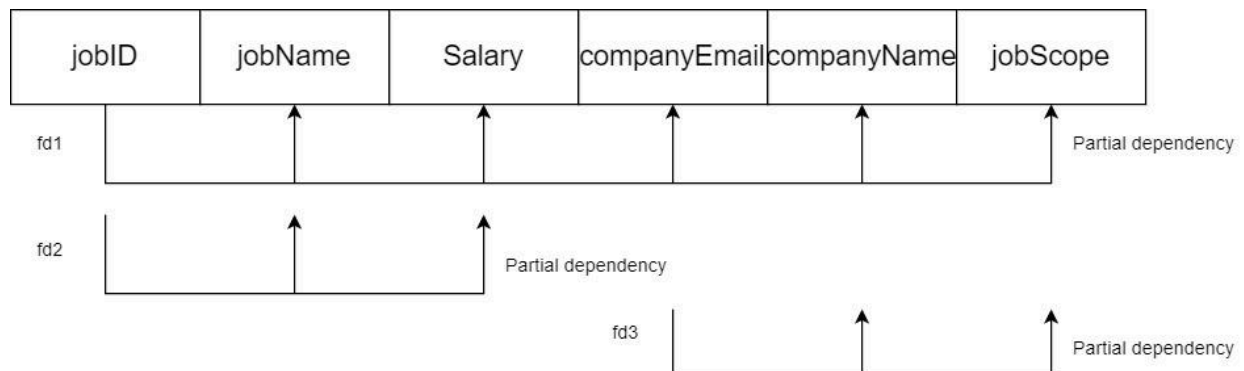
User(userID, email)

PK: userID, email

FK: userID reference userD1(userID)

Email reference userD2(email)

## Job Relation



1NF

Job (jobID, jobName, salary, companyName, companyEmail, jobScope)

PK: jobID

2NF

JobJ1 (jobID, jobName, salary)

PK: jobID

JobJ2 (companyEmail, companyName, jobScope)

PK: companyEmail

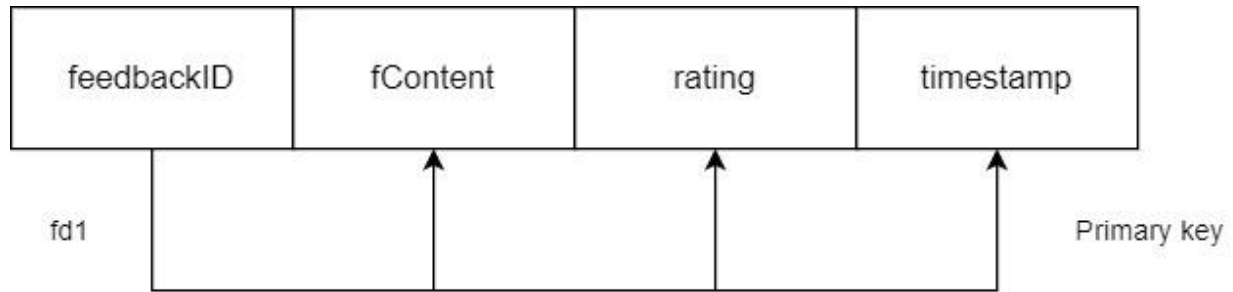
Job(jobID, companyEmail)

PK: jobID, companyEmail

FK: jobID reference JobJ1(jobID)

companyEmail reference JobJ2(companyEmail)

### Feedback Relation

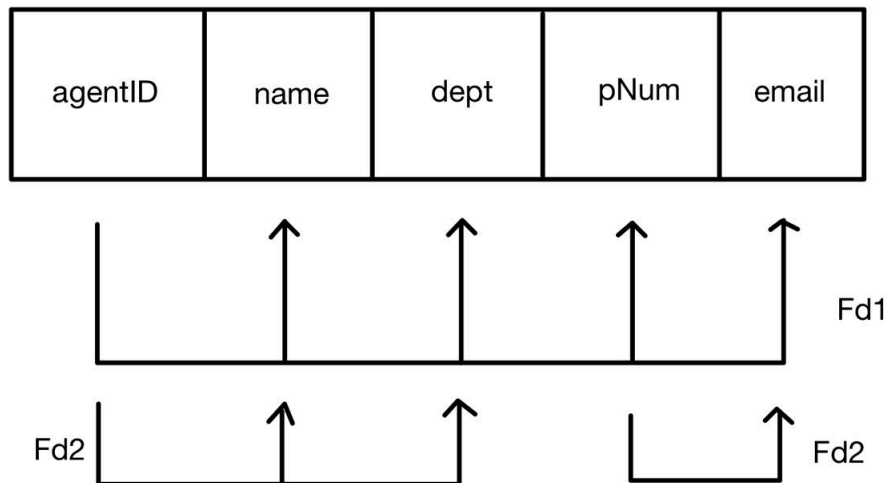


1NF

Feedback (feedbackID, fContent, rating, timestamp)

PK: feedbackID

### Agent Relation



1NF

Agent (agentID, name, dept, pNum, email)

PK: agentID, pNum, email

2NF

AgentA1 (agentID, name, dept)

PK: agentID

AgentA2 (pNum, email)

PK: pNum, email

Agent (agentID, pNum, email)

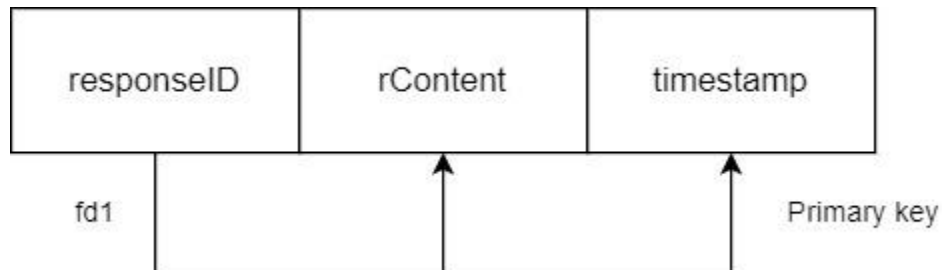
PK: agentID, pNum, email

FK: agentID reference AgentA1(agentID)

pNum reference AgentA2(pNum)

email reference AgentA2(email)

### Response Relation



1NF

Response(responseID, rContent, timestamp)

PK: responseID

### Give Relation

1NF

Give (userID, responseID)

PK: userID, responseID

FK: userID reference User(userID)

responseID reference Response(responseID)

### To Relation

1NF

To (agentID, responseID)

PK: agentID, responseID

FK: agentID reference Agent(agentID)  
    responseID reference Response(responseID)

### Seek Relation

1NF

Seek (userID, jobID)

PK: userID, jobID

FK: userID reference User(userID)

    jobID reference Job(jobID)

### Give Relation

1NF

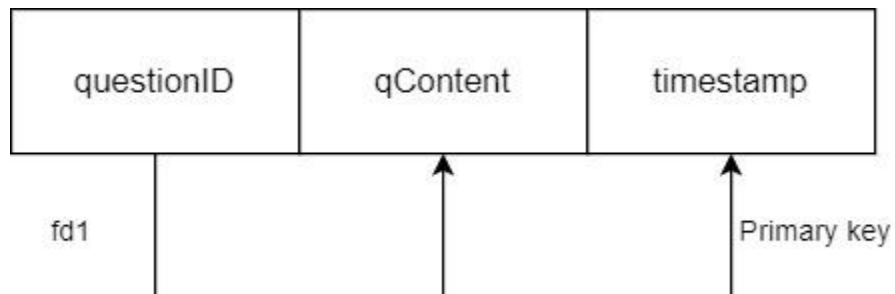
Give (userID, feedbackID)

PK: userID, feedbackID

FK: userID reference User(userID)

    feedbackID reference Feedback(feedbackID)

### Question Relation

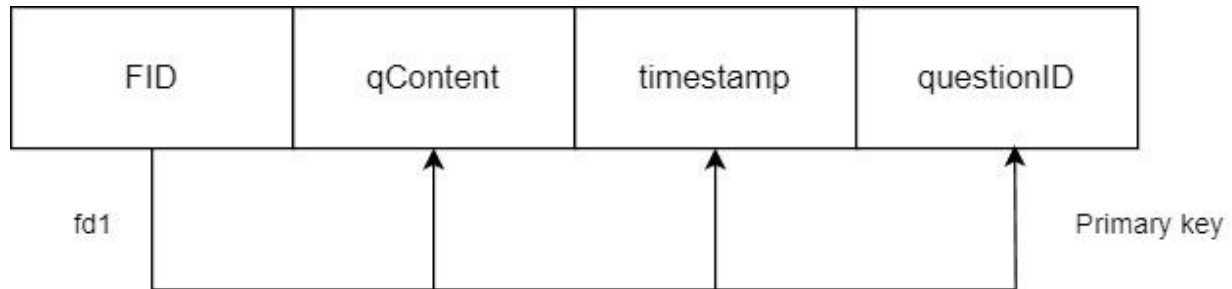


1NF

Question (questionID, qContent, timestamp)

PK: questionID

### FAQ Relation



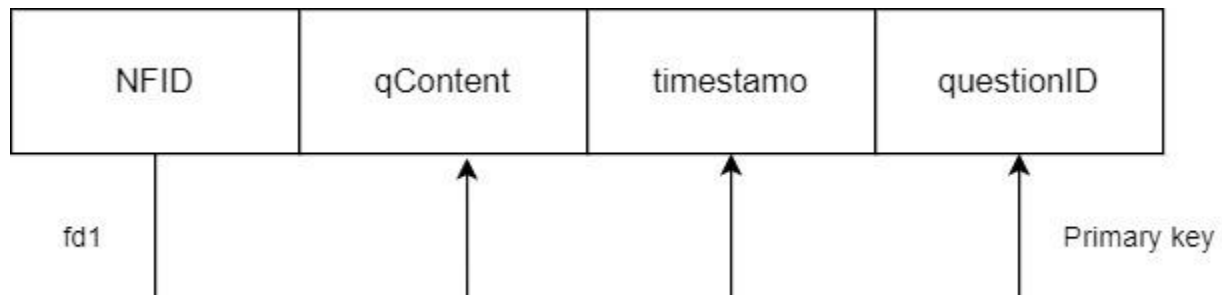
1NF

FAQ (FID, qContent, timestamp, questionID)

PK: FID

FK: questionID reference Question (questionID)

### Non-FAQ Relation



1NF

NonFAQ (NFID, qContent, timestamp, questionID)

PK: NFID

FK: questionID reference Question (questionID)

### Ask Relation

1NF

Ask (userID, questionID)

PK: userID, questionID

FK: userID reference User (userID)

questionID reference Question (questionID)



## **5.0 SQL Statements (DDL & DML)**

### **User Table**

```
CREATE TABLE users(  
    userID VARCHAR(10) CONSTRAINT user_userID_pk PRIMARY KEY,  
    name VARCHAR(50),  
    pNum VARCHAR(12),  
    email VARCHAR(30),  
    pass VARCHAR(30)  
);
```

```
INSERT INTO users  
VALUES ('P1232', 'Ali', '0105436232', 'ali@gmail.com', 'Qwer1234');
```

```
INSERT INTO users  
VALUES ('A1234', 'Amir', '0101234567', 'amir@gmail.com', 'Random01');
```

```
INSERT INTO users  
VALUES ('B5678', 'Bella', '0102345678', 'bella@gmail.com', 'Random02');
```

```
INSERT INTO users  
VALUES ('C4321', 'Celine', '0103456789', 'celine@gmail.com', 'Random03');
```

```
INSERT INTO users  
VALUES ('D8765', 'David', '0104567890', 'david@gmail.com', 'Random04');
```

```
INSERT INTO users  
VALUES ('E7890', 'Eva', '0105678901', 'eva@gmail.com', 'Random05');
```

```
INSERT INTO users  
VALUES ('F2345', 'Farid', '0106789012', 'farid@gmail.com', 'Random06');
```

```
INSERT INTO users  
VALUES ('G5432', 'Gita', '0107890123', 'gita@gmail.com', 'Random07');
```

```
INSERT INTO users  
VALUES ('H9876', 'Hani', '0108901234', 'hani@gmail.com', 'Random08');
```

```
INSERT INTO users
```

```
VALUES ('I8765', 'Ismail', '0109012345', 'ismail@gmail.com', 'Random09');
```

```
INSERT INTO users
```

```
VALUES ('J2345', 'Jamal', '0100123456', 'jamal@gmail.com', 'Random10');
```

```
INSERT INTO users
```

```
VALUES ('K5432', 'Khalid', '0101234567', 'khalid@gmail.com', 'Random11');
```

```
INSERT INTO users
```

```
VALUES ('L4321', 'Lina', '0102345678', 'lina@gmail.com', 'Random12');
```

```
INSERT INTO users
```

```
VALUES ('M9876', 'Maria', '0103456789', 'maria@gmail.com', 'Random13');
```

```
INSERT INTO users
```

```
VALUES ('N8765', 'Naim', '0104567890', 'naim@gmail.com', 'Random14');
```

```
INSERT INTO users
```

```
VALUES ('O7890', 'Omar', '0105678901', 'omar@gmail.com', 'Random15');
```

```
INSERT INTO users
```

```
VALUES ('P2345', 'Putri', '0106789012', 'putri@gmail.com', 'Random16');
```

```
INSERT INTO users
```

```
VALUES ('Q5432', 'Qayyum', '0107890123', 'qayyum@gmail.com', 'Random17');
```

```
INSERT INTO users
```

```
VALUES ('R9876', 'Rina', '0108901234', 'rina@gmail.com', 'Random18');
```

```
INSERT INTO users
```

```
VALUES ('S8765', 'Safiah', '0109012345', 'safiah@gmail.com', 'Random19');
```

USERID	NAME	PNUM	EMAIL	PASS
P1232	Ali	0105436232	ali@gmail.com	Qwer1234
A1234	Amir	0101234567	amir@gmail.com	Random01
B5678	Bella	0102345678	bella@gmail.com	Random02
C4321	Celine	0103456789	celine@gmail.com	Random03
D8765	David	0104567890	david@gmail.com	Random04
E7890	Eva	0105678901	eva@gmail.com	Random05
F2345	Farid	0106789012	farid@gmail.com	Random06
G5432	Gita	0107890123	gita@gmail.com	Random07
H9876	Hani	0108901234	hani@gmail.com	Random08
I8765	Ismail	0109012345	ismail@gmail.com	Random09
J2345	Jamal	0100123456	jamal@gmail.com	Random10
K5432	Khalid	0101234567	khalid@gmail.com	Random11
L4321	Lina	0102345678	lina@gmail.com	Random12

## Job Table

```
CREATE TABLE Job(
  jobID VARCHAR(10) CONSTRAINT job_jobID_pk PRIMARY KEY,
  jobName VARCHAR(50),
  salary NUMBER(6),
  companyName VARCHAR(50),
  companyEmail VARCHAR(30),
  jobScope VARCHAR(5000)
);
```

```
INSERT INTO Job
VALUES ('AB1234', 'Software Developer', 80000, 'TechCo', 'info@techco.com', 'Develop
and maintain software applications.');
```

```
INSERT INTO Job
VALUES ('CD5678', 'Marketing Specialist', 60000, 'AdvertiseNow', 'hr@advertisenow.com', 'Create and implement marketing strategies.');
```

```
INSERT INTO Job
VALUES ('EF9101', 'Financial Analyst', 70000, 'FinanceCorp', 'careers@financecorp.com', 'Analyze financial data and prepare reports.');
```

```
INSERT INTO Job
VALUES ('GH1122', 'Customer Support Representative', 50000, 'SupportHub',
'jobs@supporthub.com', 'Assist customers with product inquiries and issues.');
```

```
INSERT INTO Job
VALUES ('IJ3344', 'Graphic Designer', 65000, 'DesignStudio',
'designer@designstudio.com', 'Create visually appealing designs for various projects.');
```

```
INSERT INTO Job
VALUES ('KL5566', 'Human Resources Manager', 75000, 'HRConsult',
'recruit@hrconsult.com', 'Oversee HR functions, including recruitment and employee
relations.');
```

```
INSERT INTO Job
VALUES ('MN7788', 'Sales Executive', 70000, 'SalesPro', 'sales@salespro.com',
'Develop and manage client relationships to drive sales.');
```

```
INSERT INTO Job
VALUES ('OP9900', 'Network Administrator', 80000, 'NetTech', 'network@nettech.com',
'Maintain and troubleshoot computer networks.');
```

```
INSERT INTO Job
VALUES ('QR1122', 'Project Manager', 85000, 'ProjectMasters',
'pm@projectmasters.com', 'Plan, execute, and close projects within scope and
budget.');
```

```
INSERT INTO Job
VALUES ('ST3344', 'Research Scientist', 90000, 'ResearchLab',
'researcher@researchlab.com', 'Conduct experiments and analyze data.');
```

```
INSERT INTO Job
VALUES ('UV5566', 'Event Coordinator', 55000, 'EventPlanners',
'events@eventplanners.com', 'Coordinate and execute events, ensuring smooth
operations.');
```

```
INSERT INTO Job
VALUES ('WX7788', 'Quality Assurance Analyst', 65000, 'QualityCheck',
'qa@qualitycheck.com', 'Test and ensure the quality of software products.');
```

```
INSERT INTO Job
VALUES ('YZ9900', 'Operations Manager', 85000, 'OpsPro', 'operations@opspro.com',
'Oversee day-to-day operations and improve efficiency.');
```

```
INSERT INTO Job
VALUES ('AB1122', 'Legal Counsel', 95000, 'LegalFirm', 'legal@legalfirm.com', 'Provide
legal advice and support to the organization.');
```

```
INSERT INTO Job
VALUES ('CD3344', 'Healthcare Administrator', 75000, 'HealthCareHub',
'healthcare@hub.com', 'Manage healthcare facility operations.');
```

```
INSERT INTO Job
VALUES ('EF5566', 'Social Media Manager', 60000, 'SocialHub',
'socialmedia@hub.com', 'Create and implement social media strategies.');
```

```
INSERT INTO Job
VALUES ('GH7788', 'Data Scientist', 90000, 'DataInnovate',
'datascience@innovate.com', 'Analyze and interpret complex data sets.');
```

```
INSERT INTO Job
VALUES ('IJ9900', 'UX/UI Designer', 70000, 'DesignInnovate', 'design@innovate.com',
'Create user-friendly and visually appealing interfaces.');
```

```
INSERT INTO Job
VALUES ('KL1122', 'Educational Consultant', 80000, 'EduConsult',
'edu@educonsult.com', 'Provide guidance on educational programs and strategies.');
```

```
INSERT INTO Job
VALUES ('MN3344', 'IT Security Analyst', 85000, 'SecurityTech',
'security@securitytech.com', 'Protect computer systems and networks from security
breaches.');
```

JOBID	JOBNAME	SALARY	COMPANYNAME	COMPANYEMAIL	JOBSCOPE
AB1234	Software Developer	80000	TechCo	info@techco.com	Develop and maintain software applications.
CD5678	Marketing Specialist	60000	AdvertiseNow	hr@advertisenow.com	Create and implement marketing strategies.
EF9101	Financial Analyst	70000	FinanceCorp	careers@financecorp.com	Analyze financial data and prepare reports.
GH1122	Customer Support Representative	50000	SupportHub	jobs@supporthub.com	Assist customers with product inquiries and issues.
IJ3344	Graphic Designer	65000	DesignStudio	designer@designstudio.com	Create visually appealing designs for various projects.
KL5566	Human Resources Manager	75000	HRConsult	recruit@hrconsult.com	Oversee HR functions, including recruitment and employee relations.
MN7788	Sales Executive	70000	SalesPro	sales@salespro.com	Develop and manage client relationships to drive sales.
OP9900	Network Administrator	80000	NetTech	network@nettech.com	Maintain and troubleshoot computer networks.
QR1122	Project Manager	85000	ProjectMasters	pm@projectmasters.com	Plan, execute, and close projects within scope and budget.
ST3344	Research Scientist	90000	ResearchLab	researcher@researchlab.com	Conduct experiments and analyze data.
UV5566	Event Coordinator	55000	EventPlanners	events@eventplanners.com	Coordinate and execute events, ensuring smooth operations.

## Feedback Table

```
CREATE TABLE feedback(
    feedbackID VARCHAR(10) CONSTRAINT feed_feddID_pk PRIMARY KEY,
    fContent VARCHAR(5000),
    rating VARCHAR(1),
    timestamps TIMESTAMP
);
```

```
INSERT INTO feedback
VALUES ('F1234', 'Great service!', '5', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback
VALUES ('F5678', 'Excellent job!', '4', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback
VALUES ('F9101', 'Could be better.', '3', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback
VALUES ('F1122', 'Quick response.', '4', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback
VALUES ('F3344', 'Satisfied with the product.', '5', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback
VALUES ('F5566', 'Average experience.', '3', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F7788', 'Impressive work!', '5', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F9900', 'Prompt service.', '4', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F1122', 'Needs improvement.', '2', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F3344', 'Friendly staff.', '4', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F5566', 'Not happy with the result.', '2', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F7788', 'Highly recommended.', '5', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F9900', 'Fast delivery.', '4', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F1122', 'Poor customer service.', '1', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F3344', 'Good communication.', '4', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F5566', 'Issues resolved quickly.', '4', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F7788', 'Professional service.', '5', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F9900', 'Disappointed with the quality.', '2', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback  
VALUES ('F1122', 'Outstanding support!', '5', CURRENT_TIMESTAMP);
```

```
INSERT INTO feedback
VALUES ('F3344', 'Fair pricing.', '4', CURRENT_TIMESTAMP);
```

FEEDBACKID	FCONTENT	RATING	TIMESTAMPS
F1234	Great service!	5	17-JAN-24 08.39.06.908587 AM
F5678	Excellent job!	4	17-JAN-24 08.39.06.916256 AM
F9101	Could be better.	3	17-JAN-24 08.39.06.919800 AM
F1122	Quick response.	4	17-JAN-24 08.39.06.923081 AM
F3344	Satisfied with the product.	5	17-JAN-24 08.39.06.926468 AM
F5566	Average experience.	3	17-JAN-24 08.39.06.929670 AM
F7788	Impressive work!	5	17-JAN-24 08.39.06.932775 AM
F9900	Prompt service	4	17-JAN-24 08.39.06.935817 AM

## Question Table

```
CREATE TABLE Question(
    questionID VARCHAR(10) CONSTRAINT ques_quesID_pk PRIMARY KEY,
    qContent VARCHAR(5000),
    timestamps TIMESTAMP
);
```

```
INSERT INTO Question
VALUES ('Q12345', 'How do I reset my password?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q67890', 'What are the system requirements?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q23456', 'Can I change my email address?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q78901', 'Is there a mobile app available?', CURRENT_TIMESTAMP);
```



```
INSERT INTO Question
VALUES ('Q34567', 'How to update my profile information?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q89012', 'What security measures are in place?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q45678', 'How to recover a deleted file?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q90123', 'Are there any tutorial videos available?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q56789', 'How to contact customer support?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q01234', 'Can I customize my dashboard?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q67890', 'What is the refund policy?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q12345', 'How to track my order?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q23456', 'Are there any hidden fees?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q78901', 'How to submit a bug report?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q34567', 'Is my data secure in the cloud?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q89012', 'How to unsubscribe from newsletters?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q45678', 'What integrations are supported?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q90123', 'How to cancel my subscription?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q56789', 'What is the data retention policy?', CURRENT_TIMESTAMP);
```

```
INSERT INTO Question
VALUES ('Q01234', 'How to access archived files?', CURRENT_TIMESTAMP);
```

QUESTIONID	QCONTENT	TIMESTAMPS
Q12345	How do I reset my password?	17-JAN-24 08.46.44.593213 AM
Q67890	What are the system requirements?	17-JAN-24 08.46.44.601415 AM
Q23456	Can I change my email address?	17-JAN-24 08.46.44.604993 AM
Q78901	Is there a mobile app available?	17-JAN-24 08.46.44.608541 AM
Q34567	How to update my profile information?	17-JAN-24 08.46.44.611837 AM
Q89012	What security measures are in place?	17-JAN-24 08.46.44.615096 AM
Q45678	How to recover a deleted file?	17-JAN-24 08.46.44.618281 AM
Q90123	Are there any tutorial videos available?	17-JAN-24 08.46.44.621215 AM
Q56789	How to contact customer support?	17-JAN-24 08.46.44.627774 AM
Q01234	Can I customize my dashboard?	17-JAN-24 08.46.44.630513 AM

## FAQ Table

```
CREATE TABLE FAQ (
  NFID VARCHAR(10) CONSTRAINT faq_nfid_pk PRIMARY KEY,
  timestamps TIMESTAMP,
  qContent VARCHAR(5000),
  questionID VARCHAR(10)
);
```

```
INSERT INTO FAQ
VALUES ('FQ12345', CURRENT_TIMESTAMP, 'How do I reset my password?',
'Q12345');
```

```
INSERT INTO FAQ
VALUES ('FQ67890', CURRENT_TIMESTAMP, 'What are the system requirements?',
'Q67890');
```

```
INSERT INTO FAQ
VALUES ('FQ23456', CURRENT_TIMESTAMP, 'Can I change my email address?',
'Q23456');
```

```
INSERT INTO FAQ
VALUES ('FQ78901', CURRENT_TIMESTAMP, 'Is there a mobile app available?',
'Q78901');
```

```
INSERT INTO FAQ
VALUES ('FQ34567', CURRENT_TIMESTAMP, 'How to update my profile information?',
'Q34567');
```

```
INSERT INTO FAQ
VALUES ('FQ89012', CURRENT_TIMESTAMP, 'What security measures are in place?',
'Q89012');
```

```
INSERT INTO FAQ
VALUES ('FQ45678', CURRENT_TIMESTAMP, 'How to recover a deleted file?',
'Q45678');
```

```
INSERT INTO FAQ
VALUES ('FQ90123', CURRENT_TIMESTAMP, 'Are there any tutorial videos
available?', 'Q90123');
```

```
INSERT INTO FAQ
VALUES ('FQ56789', CURRENT_TIMESTAMP, 'How to contact customer support?',
'Q56789');
```

```
INSERT INTO FAQ
VALUES ('FQ01234', CURRENT_TIMESTAMP, 'Can I customize my dashboard?',
'Q01234');
```

```
INSERT INTO FAQ
VALUES ('FQ67891', CURRENT_TIMESTAMP, 'What is the refund policy?', 'Q67890');
```

```
INSERT INTO FAQ
VALUES ('FQ12346', CURRENT_TIMESTAMP, 'How to track my order?', 'Q12345');
```

```
INSERT INTO FAQ
VALUES ('FQ23457', CURRENT_TIMESTAMP, 'Are there any hidden fees?', 'Q23456');
```

```
INSERT INTO FAQ
VALUES ('FQ78902', CURRENT_TIMESTAMP, 'How to submit a bug report?',
'Q78901');
```

```
INSERT INTO FAQ
VALUES ('FQ34568', CURRENT_TIMESTAMP, 'Is my data secure in the cloud?',
'Q34567');
```

```
INSERT INTO FAQ
VALUES ('FQ89013', CURRENT_TIMESTAMP, 'How to unsubscribe from newsletters?',
'Q89012');
```

```
INSERT INTO FAQ
VALUES ('FQ45679', CURRENT_TIMESTAMP, 'What integrations are supported?',
'Q45678');
```

```
INSERT INTO FAQ
VALUES ('FQ90124', CURRENT_TIMESTAMP, 'How to cancel my subscription?',
'Q90123');
```

```
INSERT INTO FAQ
VALUES ('FQ56790', CURRENT_TIMESTAMP, 'What is the data retention policy?',
'Q56789');
```

```
INSERT INTO FAQ
VALUES ('FQ01235', CURRENT_TIMESTAMP, 'How to access archived files?',
'Q01234');
```

```
INSERT INTO FAQ
VALUES ('FQ12347', CURRENT_TIMESTAMP, 'How do I reset my password?',
'Q12345');
```

```
INSERT INTO FAQ
VALUES ('FQ67892', CURRENT_TIMESTAMP, 'What are the system requirements?',
'Q67890');
```

```
INSERT INTO FAQ
VALUES ('FQ23458', CURRENT_TIMESTAMP, 'Can I change my email address?',
'Q23456');
```

```
INSERT INTO FAQ
VALUES ('FQ78903', CURRENT_TIMESTAMP, 'Is there a mobile app available?',
'Q78901');
```

```
INSERT INTO FAQ
VALUES ('FQ34569', CURRENT_TIMESTAMP, 'How to update my profile information?',
'Q34567');
```

NFID	TIMESTAMPS	QCONTENT	QUESTIONID
FQ12345	17-JAN-24 08.53.54.535753 AM	How do I reset my password?	Q12345
FQ67890	17-JAN-24 08.53.54.542287 AM	What are the system requirements?	Q67890
FQ23456	17-JAN-24 08.53.54.545159 AM	Can I change my email address?	Q23456
FQ78901	17-JAN-24 08.53.54.551139 AM	Is there a mobile app available?	Q78901
FQ34567	17-JAN-24 08.53.54.554226 AM	How to update my profile information?	Q34567
FQ89012	17-JAN-24 08.53.54.557586 AM	What security measures are in place?	Q89012
FQ45678	17-JAN-24 08.53.54.560330 AM	How to recover a deleted file?	Q45678
FQ90123	17-JAN-24 08.53.54.562991 AM	Are there any tutorial videos available?	Q90123
FQ56789	17-JAN-24 08.53.54.566202 AM	How to contact customer support?	Q56789
FQ01234	17-JAN-24 08.53.54.568993 AM	Can I customize my dashboard?	Q01234
FQ67891	17-JAN-24 08.53.54.571781 AM	What is the refund policy?	Q67890
FQ12346	17-JAN-24 08.53.54.574452 AM	How to track my order?	Q12345
FQ23457	17-JAN-24 08.53.54.577121 AM	Are there any hidden fees?	Q23456

## Non FAQ Table

```
CREATE TABLE NonFAQ (  
    NonFID VARCHAR(10) CONSTRAINT nonfid_nonfaq_pk PRIMARY KEY,  
    timestamps TIMESTAMP,  
    qContent VARCHAR(5000),  
    questionID VARCHAR(10)  
);
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ1234', CURRENT_TIMESTAMP, 'How do I reset my password?',  
'Q12345');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ5678', CURRENT_TIMESTAMP, 'What are the system requirements?',  
'Q67890');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ2345', CURRENT_TIMESTAMP, 'Can I change my email address?',  
'Q23456');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ7890', CURRENT_TIMESTAMP, 'Is there a mobile app available?',  
'Q78901');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ3456', CURRENT_TIMESTAMP, 'How to update my profile information?',  
'Q34567');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ8901', CURRENT_TIMESTAMP, 'What security measures are in place?',  
'Q89012');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ4567', CURRENT_TIMESTAMP, 'How to recover a deleted file?',  
'Q45678');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ9012', CURRENT_TIMESTAMP, 'Are there any tutorial videos  
available?', 'Q90123');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ5678', CURRENT_TIMESTAMP, 'How to contact customer support?',
'Q56789');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ0123', CURRENT_TIMESTAMP, 'Can I customize my dashboard?',
'Q01234');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ6789', CURRENT_TIMESTAMP, 'What is the refund policy?', 'Q67890');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ1235', CURRENT_TIMESTAMP, 'How to track my order?', 'Q12345');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ2346', CURRENT_TIMESTAMP, 'Are there any hidden fees?', 'Q23456');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ7890', CURRENT_TIMESTAMP, 'How to submit a bug report?',
'Q78901');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ3456', CURRENT_TIMESTAMP, 'Is my data secure in the cloud?',
'Q34567');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ8901', CURRENT_TIMESTAMP, 'How to unsubscribe from newsletters?',
'Q89012');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ4567', CURRENT_TIMESTAMP, 'What integrations are supported?',
'Q45678');
```

```
INSERT INTO NonFAQ
VALUES ('NFQ9012', CURRENT_TIMESTAMP, 'How to cancel my subscription?',
'Q90123');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ5678', CURRENT_TIMESTAMP, 'What is the data retention policy?',  
'Q56789');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ0123', CURRENT_TIMESTAMP, 'How to access archived files?',  
'Q01234');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ2345', CURRENT_TIMESTAMP, 'Can I change my email address?',  
'Q23456');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ7890', CURRENT_TIMESTAMP, 'Is there a mobile app available?',  
'Q78901');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ3456', CURRENT_TIMESTAMP, 'How to update my profile information?',  
'Q34567');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ8901', CURRENT_TIMESTAMP, 'What security measures are in place?',  
'Q89012');
```

```
INSERT INTO NonFAQ  
VALUES ('NFQ4567', CURRENT_TIMESTAMP, 'How to recover a deleted file?',  
'Q45678');
```



NONFID	TIMESTAMPS	QCONTENT	QUESTIONID
NFQ1234	17-JAN-24 09.06.53.438705 AM	How do I reset my password?	Q12345
NFQ5678	17-JAN-24 09.06.53.447815 AM	What are the system requirements?	Q67890
NFQ2345	17-JAN-24 09.06.53.451198 AM	Can I change my email address?	Q23456
NFQ7890	17-JAN-24 09.06.53.454427 AM	Is there a mobile app available?	Q78901
NFQ3456	17-JAN-24 09.06.53.457524 AM	How to update my profile information?	Q34567
NFQ8901	17-JAN-24 09.06.53.460985 AM	What security measures are in place?	Q89012
NFQ4567	17-JAN-24 09.06.53.463968 AM	How to recover a deleted file?	Q45678
NFQ9012	17-JAN-24 09.06.53.466891 AM	Are there any tutorial videos available?	Q90123
NFQ0123	17-JAN-24 09.06.53.473624 AM	Can I customize my dashboard?	Q01234
NFQ6789	17-JAN-24 09.06.53.476485 AM	What is the refund policy?	Q67890

## Response Table

```
CREATE TABLE Response (
  responseID VARCHAR(10) CONSTRAINT res_resID_pk PRIMARY KEY,
  rContent VARCHAR(5000),
  timestamps TIMESTAMP
);
```

```
INSERT INTO Response
VALUES ('R12345', 'To reset your password, go to the login page and click on the
"Forgot Password" link. Follow the instructions to reset your password.',
CURRENT_TIMESTAMP);
```

```
INSERT INTO Response
VALUES ('R67890', 'The system requirements include a minimum of 4 GB RAM, a
dual-core processor, and at least 20 GB of free disk space.', CURRENT_TIMESTAMP);
```

```
INSERT INTO Response
VALUES ('R78901', 'Currently, we do not have a mobile app. However, you can access
our services through your mobile browser.', CURRENT_TIMESTAMP);
```

INSERT INTO Response  
VALUES ('R34567', 'To update your profile information, navigate to the profile settings and modify the relevant fields. Remember to save the changes.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R89012', 'We employ industry-standard security measures, including encryption and regular security audits, to ensure the safety of your data.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R90123', 'Yes, we have tutorial videos available on our official YouTube channel. You can find step-by-step guides for common tasks.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R56789', 'For customer support, you can reach us via email at support@example.com or through our online chat system on the website.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R01234', 'To customize your dashboard, use the "Customize Dashboard" option in your account settings. Arrange widgets as per your preference.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R67891', 'Our refund policy allows for refunds within 30 days of purchase. Please review our terms and conditions for more details.', CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R12346', 'To track your order, log in to your account and go to the order history section. You can find real-time updates on your order status there.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R23457', 'There are no hidden fees. Our pricing is transparent, and you can find detailed information on our pricing page.', CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R78902', 'To submit a bug report, use the "Report a Bug" feature in the help menu. Provide detailed information about the issue for faster resolution.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R34568', 'We implement strong security measures to protect your data in the cloud. Encryption and secure protocols are used for data transmission.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R89013', 'To unsubscribe from newsletters, click on the "Unsubscribe" link at the bottom of any newsletter you receive from us.', CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R45679', 'Our system supports various integrations. Check the integrations page in your account settings for available options.', CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R90124', 'To cancel your subscription, go to your account settings and follow the cancellation instructions. Confirm the cancellation when prompted.',  
CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R56790', 'Our data retention policy ensures that your data is retained for a specified period. You can review the policy on our website.', CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R01235', 'To access archived files, navigate to the archives section in your account. You can find and restore archived files from there.', CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R23456', 'To change your email address, go to your profile settings and update the email field', CURRENT\_TIMESTAMP);

INSERT INTO Response  
VALUES ('R45678', 'If you accidentally deleted a file, check the trash or recycle bin first',  
CURRENT\_TIMESTAMP);

RESPONSEID	RCONTENT	TIMESTAMPS
R12345	To reset your password, go to the login page and click on the "Forgot Password" link. Follow the instructions to reset your password.	17-JAN-24 09:16:59.436499 AM
R67890	The system requirements include a minimum of 4 GB RAM, a dual-core processor, and at least 20 GB of free disk space.	17-JAN-24 09:16:59.439281 AM
R78901	Currently, we do not have a mobile app. However, you can access our services through your mobile browser.	17-JAN-24 09:16:59.444569 AM
R34567	To update your profile information, navigate to the profile settings and modify the relevant fields. Remember to save the changes.	17-JAN-24 09:16:59.446863 AM
R89012	We employ industry-standard security measures, including encryption and regular security audits, to ensure the safety of your data.	17-JAN-24 09:16:59.449115 AM
R90123	Yes, we have tutorial videos available on our official YouTube channel. You can find step-by-step guides for common tasks.	17-JAN-24 09:16:59.453602 AM
R56789	For customer support, you can reach us via email at support@example.com or through our online chat system on the website.	17-JAN-24 09:16:59.455812 AM
R01234	To customize your dashboard, use the "Customize Dashboard" option in your account settings. Arrange widgets as per your preference.	17-JAN-24 09:16:59.458087 AM
R67891	Our refund policy allows for refunds within 30 days of purchase. Please review our terms and conditions for more details.	17-JAN-24 09:16:59.460313 AM
R12346	To track your order, log in to your account and go to the order history section. You can find real-time updates on your order status there.	17-JAN-24 09:16:59.462541 AM
R23457	There are no hidden fees. Our pricing is transparent, and you can find detailed information on our pricing page.	17-JAN-24 09:16:59.464842 AM
R34568	To submit a bug report, use the "Report a Bug" feature in the help menu. Provide detailed information about the issue for faster resolution.	17-JAN-24 09:16:59.467145 AM

## **6.0 Summary**

The GetMe Hired platform is dedicated to excellence, utilizing secure and feature-rich functionalities to enhance the job-seeking experience in Malaysia. By strategically addressing challenges such as user engagement, CV management, and communication, the platform ensures an efficient workflow. Integration of cutting-edge AI for customer support, automated CV template delivery, and a robust communication platform reflects our commitment to a user-centric approach, providing a secure, streamlined, and adaptable system.

These advancements aim to increase user satisfaction, facilitate smoother recruitment processes, and foster dynamic connections between job seekers and companies. As GetMe Hired continually adapts to user feedback, it solidifies its position as a frontrunner in the ever-evolving job market, dedicated to shaping a future-ready platform that serves the evolving needs of job seekers and stakeholders.