

CSC 191 Final Project - Tasks for Customer Service Representatives

NOTES for everyone

- Profit = (retail-cost)
- Save all work in files in SQL Developer
- Comment/describe your queries for more points
- All tables are in the JL schema

Customer Service Representatives

Last night the database crashed while two new customers were attempting to use your store and, unfortunately, their records were lost. Because the application has an audit log, you know what they were trying to do and you must redo their work by hand. Fill in all columns as necessary, fabricating whatever information you have to. Do not forget to set the orderdate to yesterday.

- Customer 1 : "JIM BOB", lives in Temecula, CA
- Customer 2: "JANE DOE", lives in Cairo, IL
- Both customers referred by Steve Schell.
- Jim Bob ordered two copies of "HANDCRANKED COMPUTERS" and 1 copy of the cheapest book.
- Jane Doe wants any book in the new DRAMA category. You will have to coordinate with the Data Entry Clerks to determine when they have created this category and stocked the shelves.
- A report showing the two new customers and their order information (order#, book title, quantity and cost)

Suggestions

- Divide the work between team members; sit near each other.
- Before doing any work, agree on things like CUSTOMER# and perhaps what tables need to be changed/updated.
- Whoever is working on Jane Doe's order, do as much as you can (get all the syntax correct) and be ready to plug in the necessary information when the Data Entry Clerks are done.
- Other users (and other groups) will not see your work until you commit.
- Email or use a USB stick to send completed work to your team leader - I do **NOT** want the team leader typing up all the SQL!

What you should have at the end

One file/script with all the sql and comments used to accomplish the above tasks. I will be running the report for everyone to see when everyone is done.

The last query should display the following columns:

First Name, Last Name, order#, title, quantity, cost

Order by last name, order#