

Table: user_information Use alias: ui			
id	user_id	full_name	email
1	10111	Tinker Bell	tb@xyz.com
2	10112	Jasmine T	jt@abc.com
3	10113	Rosetta PW	rpw@abc.com
4	10114	Zarina Leo	zl@xyz.com
5	10115	Peter Cyrus	pc11@abc.com
6	10116	Pan Peter	pp@xyz.com
7	10117	Daisy T	dt_dt@xyz.com
8	10118	Captain Hook	capt@xyz.com
9	10119	Marina	marina@abc.com

Table: user_complaints Use alias: uc				
complaint_id	user_id	category_id	subcategory_id	created
1	10114	5	5c	2023-05-20
2	10115	3	3b	2023-05-09
3	10117	1	1b	2023-05-17
4	10115	3	3a	2023-03-05
5	10111	4	4b	2023-01-26
6	10120	1	1d	2023-01-26
7	10116	4	4a	2023-04-08
8	10117	2	2a	2023-01-03
9	10112	4	4b	2023-03-31
10	10115	5	5a	2023-05-11

Table: complaint_category Use alias: cc	
category_id	category_name
1	driver behavior
2	overcharging
3	poor navigation
4	cleanliness
5	payment issues

Table: category_description Use alias: cd			
id	category_id	subcategory_id	reason
1	1	1a	unprofessional
2	1	1b	drunk
3	1	1c	reckless driving
4	1	1d	rude
5	2	2a	taking longer routes
6	2	2b	tampering with fares
7	2	2c	demanding toll charges
8	3	3a	taking incorrect routes
9	3	3b	relying too much on GPS
10	3	3c	drivers getting lost
11	4	4a	unclean vehicles
12	4	4b	unpleasant odors
13	5	5a	disputed charges
14	5	5b	payment failures
15	5	5c	issues with refunds

Table: complaint_status Use alias: cs			
id	complaint_id	status	updated
1	5	in review	2023-01-26
2	5	resolved	2023-01-27
3	10	in review	2023-05-12
4	7	in review	2023-04-08
5	7	in progress	2023-05-18
6	9	in review	2023-03-31
7	9	failed to resolve	2023-04-02
8	3	in review	2023-05-17
9	3	resolved	2023-05-17
10	8	escalated	2023-05-19
11	2	in review	2023-05-09
12	2	in progress	2023-05-09
13	1	in review	2023-05-20
14	1	escalated	2023-05-20
15	6	in review	2023-01-27
16	6	failed to resolve	2023-02-15
17	4	contacted user	2023-03-06
18	4	legal action taken	2023-03-10
19	15	in review	2023-05-08
20	17	in review	2023-02-01

Table: user_rides Use alias: ur								
id	user_id	start_time	end_time	distance	fare	ride_status	date	rating
1	10112	08:00	08:30	3	150	ongoing	2023-05-30	NA
2	10114	10:30	10:45	1	50	completed	2023-05-11	95
3	10115	22:30	23:10	5	250	ongoing	2023-05-30	NA
4	10118	19:15	19:50	6	300	completed	2023-05-10	100
5	10114	08:00	09:00	10	500	completed	2023-05-20	0

Table: driver_feedback Use alias: df					
fd_id	driver_id	user_id	rating	comment	date
1	151	10112	30	asking personal questions	2023-05-30
2	172	10114	95	fun ride	2023-05-11
3	158	10115	10	took different route	2023-05-30
4	194	10118	100	awesome driving	2023-05-10
5	172	10114	0	trying to get too friendly	2023-05-20

Table: customer_segments Use Alias: csg	
segment_id	segment_name
1	Business
2	Tourist
3	Students
4	Families
5	Solo Travelers

Table: drivers Use alias: dr					
id	name	city_id	avg_rating	experience_yrs	current_status
151	Paul	1	1000	10	active
172	Sam	2	1500	8	on leave
158	Ava	3	2200	3	active
194	Cleo	3	200	4	inactive
156	Skipper	2	150	1	active

Table: cities Use Alias: ct	
city_id	city_name
1	New York
2	London
3	Tokyo
4	Mumbai
5	Sydney

Table: partner_companies Use Alias: pc		
company_id	company_name	industry
1	Hotel Chain A	Hospitality
2	Car Rental B	Transportation
3	Food Delivery C	Food & Beverage
4	Tour Package D	Travel
5	Retail Brand E	Retail