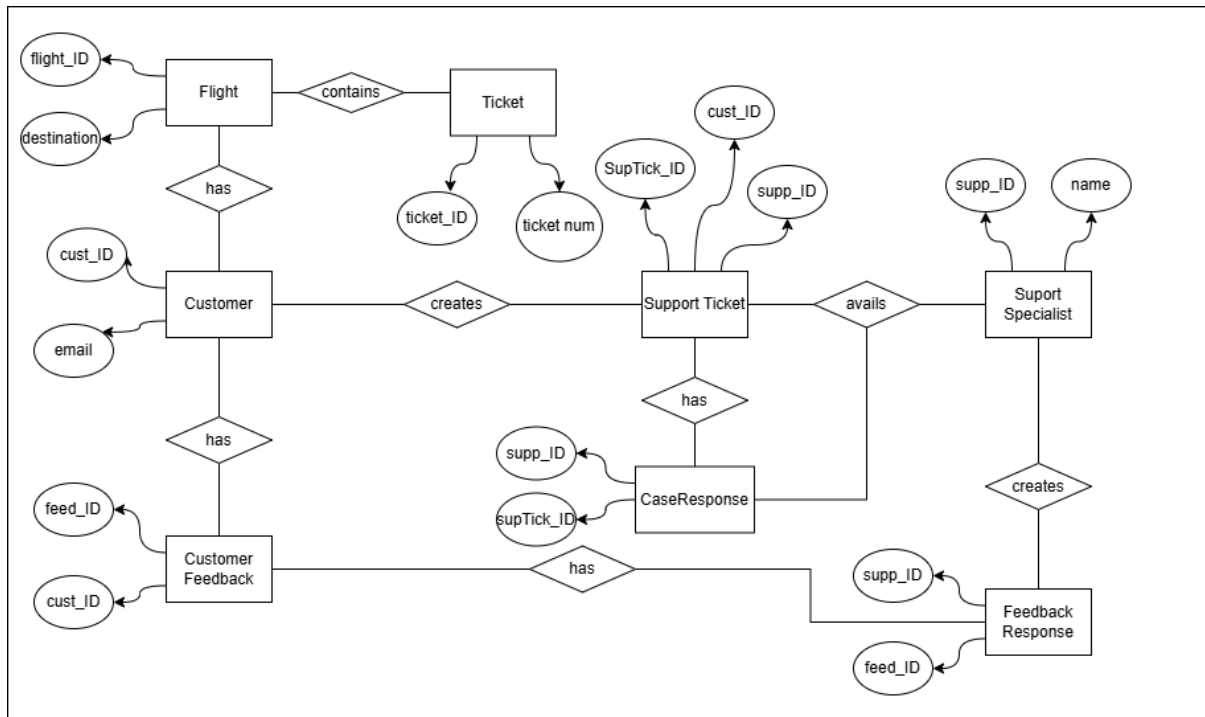


ERD Diagram



This ERD is a representation of the core database structure for my Airline Customer Support System. It has 6 main entities: Customer, SupportCase, SupportAgent, CaseResponse, Feedback, and FeedbackResponse.

Each Customer can create multiple SupportTickets with individual issues such as flight delays, luggage queries, or refund requests. The cases are categorized and tracked by their current status either "Open" or "Resolved". Each SupportCase can receive multiple CaseResponses written by an assigned SupportAgents allowing for trackable communication between a customer and airline customer support agent.

The SupportAgent entity is a collection of information about staff who handle cases and feedback. An agent can be linked to multiple CaseResponses and FeedbackResponses, there are two different systems one for current and immediate cases and another for closed/resolved cases. The agent has access to both and can immediately see feedback.

The Feedback entity is used by customers to submit feedback after a support case is closed. This is linked both to the customer and to the original support case, maintaining traceability. Each feedback item may receive multiple FeedbackResponses from agents, allowing for follow-up, clarification or escalation handling.

Relational Database Design Diagram

