4 OLTP examples of queries for user support:

1. View all customers previous services:  
     
   select \* from CustomerServices where CustomerID = <CUSTOMERID>;
2. View service status:  
     
   select Status from CustomerServiceSchedule where CustomerID = <CUSTOMERID>, EmployeeID = <EMPLOYEEID>, ServiceTypeID = <SERVICETYPEID>;
3. View service rate:  
     
   select Rate from ServiceType where ID=<ID>;
4. View employee Address:  
     
   Select Address from Employee Where ID = <ID>

4 OLAP examples for business analysis:

1. View correlation between required certification and rate

select \* from ServiceType order by CertificationRqts asc

1. View most common services in June

Select ServiceTypeID from CustomerServiceSchedule where extract(month from StartDateTime) in (6);

1. View services that took the longest to be complete  
     
   select ServiceTypeID, ActualDuration from CustomerServiceSchedule order by ActualDuration asc
2. View employees who provided the most services to employees