4 OLTP examples of queries for user support:

1. Register a request for service:  
     
   insert into CustomerService values(<CUSTOMERID>, <SERVICETYPEID>, <EXPECTED DURATION>);
2. View service status:  
     
   select Status from CustomerServiceSchedule where CustomerID = <CUSTOMERID>, EmployeeID = <EMPLOYEEID>, ServiceTypeID = <SERVICETYPEID>;
3. View service rating:  
     
   select Rate from ServiceType where ID=<ID>;
4. Update customer Address:  
     
   update Customer set Address = “1627 Renton Ave” Where ID = <ID>

4 OLAP examples for business analysis:

1. View All services that took place in 2019 grouped by regions
2. View most common services in June 2018
3. Compare the avg duration of services
4. List the employees who provided the most services to employees