

Technical Project

Project Title: TechSync Appliance Scheduler

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Business Rules:

1. Customer:

- Attributes: Unique ID (Primary Key), Name, Address, Phone Number, Unique Email.
- Rules:
 - (i) Each customer is uniquely identified by an ID.
 - (ii) A customer must provide a problem description for the appliance they want to be repaired.

2. Technician:

- Attributes: Unique ID (Primary Key), Name, Phone Number, Unique Email, Experience in Years.
- Rules:
 - (i) Each technician is uniquely identified by an ID.

- (ii) *A technician can take many servicing requests.*

3. Appointment:

- Attributes: *Unique ID (Primary Key), Appointment Number, Payment Status, Notes.*
- Rules:
 - (i) *Each appointment is uniquely identified by an ID.*
 - (ii) *Many appointments belong to one customer.*
 - (iii) *One appointment has only one technician.*
 - (iv) *Many appointments can be associated with one servicing.*

4. Servicing:

- Attributes: *Unique ID (Primary Key), Service Name, Duration of Service, Cost.*
- Rules:
 - (i) *Each servicing is uniquely identified by an ID.*

- (ii) *Many appointments will belong to only one servicing.*
- (iii) *One technician can perform many servicing requests.*

5. Associations:

- *Customer to Appointments: One-to-Many* (A customer can have many appointments, but an appointment belongs to only one customer).
- *Technician to Appointments: One-to-Many* (A technician can take many appointments, but one appointment has only one technician).
- *Appointment to Servicing: Many-to-One* (Many appointments will belong to only one servicing, but one servicing can complete more than one appointment).
- *Technician to Servicing: One-to-Many* (One technician can take many servicing requests, but many servicing requests will belong to only one technician).