MSIS 2603 - DATABASE MANAGEMENT SYSTEMS

QUICKFIX

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1. Introduction

Nowadays people are so busy with their jobs and responsibilities, a minor obstruction in their day to day work will affect the entire schedule. These obstructions can be of any types. The most common of those types are household problems or household needs such as thermostat failure, wiring issues in the house, baby proofing the entire house, plumbing issues and etc. These obstructions need to be addressed immediately for bring people's lives back on track. Solving household issues needs a good handyman or service provider who has decent workmanship, who is an expertise in the area, trustworthy, good communicator and charging a reasonable fare for fixing the problem. Finding a handyman of these qualities is difficult, we cannot just pick a number from the phonebook and call the first handyman in the list and expect him to be the best one for fixing a certain problem. So, to solve this problem and make it easier for people to find the right person, we came up with new a solution called Quickfix. The one stop application for fixing the day to day household problems.

2. Business/Organization description

Quickfix is going to be an application for mobile phones, especially for platforms iOS and Android. As the name suggests, the idea here is to make an application that is going to help users to quickly fix their day to day problems, related to their electric wirings, taps, tiles etc. The goal of our product is to minimize the cost of service providing and seeking process and maximize the benefits and profits on both sides. This service can also be expanded to all over the America since it is so useful to everyone. But, we mostly concentrate on Bay Area and see how the people use this application. Although, a few applications such as Angieslist exist in market, those are paid applications. Our product is going to be free of cost for all users, with some nominal fee to service provider users like electricians, plumbers etc.

Delving further in the description of application, it is going to be a service software for people. However, users would be both service providers like Plumbers, Electricians and regular users like us. Using the application the user can look for service providers in their area or within a certain range of miles or from certain locations, as selected in the application. Also, there is going to be a Google map integration, which will help users and service providers to see and share each other's' location. Service providers are going to have their hours and days of work listed, which can be seen by the user. Users can also put their preference time on the application. In addition, user can see the minimum cost of service from the service provider.

3. Types of users for the application:

Types of users:

Customer:
The customer is a user who would have an issue with household wiring, plumbing etc. to be fixed.

Service Provider/Handyman:
The handyman is a user who would fix the household problems related to wiring, plumbing etc.

Customer Care:
Customer care would be a user who helps customers and service providers to resolve their issues as well would provide extra guidance about application as well as its use.

Application Administrator:
Application Administrator is a person who will keep the track of issues faced by customer and service providers and will fix those issues. Issues could be related to software, support to particular ios or android phone or version etc.

4. Use cases for the application:

Customer:

1. Creating an account in Quickfix
2. Logging into Quickfix application
3. Selecting a service provider/handyman based on sorting order.
4. Fixing the appointment with the service provider/handyman. (once it is fixed then the appointment details are updated in the Quickfix calendar).
5. Sending the message to the service provider.
6. Sharing the problem with service provider/handyman in the form of text, photo, audio and video formats.
7. Accepting service provider/handyman logging in time(the timer starts and turns off only when customers sign off that work is done)
8. Starting the timer when the service provider/handyman comes to solve the issue.
9. Updating the amount of time spent by the service provider/handyman on the issue.
10. Giving feedback and ratings to the service provider/handyman once the issue has been resolved.
11. Accepting the price charged by the system.
12. Complaining or calling the customer care if there is any discrepancy with price charged to him.(depends on the condition)

Service Provider/Handyman:
1. Creating an account in Quickfix.
2. Logging into Quickfix application

3. Checking the messages received from the customer.
4. Updating the status of his availability (Available, Working, Off-Duty)
5. Fixing the appointment with the customer once he/she understands the issue
6. Sending the message to the customer.
7. Viewing the media content shared by the customer
8. Accepting the logging in time that is started by the customer.
9. Updating the amount of time spent by the customer.
10. Giving feedback about the issue and about the customer if any.
11. Accepting the price charged by the system
12. Complaining or calling the customer care if there is any discrepancy with price charged (depends on the condition).

Customer Care:
1. Logging into customer care account of Quickfix
2. Checking the no of messages received from the customer and service provider/handyman
3. Categorizing the list of messages based on type of complaint, priority, date received or time received etc.
4. Answering the calls from the customer or service provider.
5. Resolving the issues (issues related to the application) of customer or service provider/handyman.
6. Assisting the customer or service provider/handyman in performing functions related to Quickfix application.

System Administrator:
1. Administrator will have login and logout password.
2. Admin can give read/write access to other users.
3. Software Developer can add features and delete features from the application.
4. Checking if the code works properly and data is getting sent and received properly.
5. Will check the throughput in sending and receiving data to/ from user and serviceman.
6. Checking if the payment gateway is working properly for money transactions.

5. User Interface
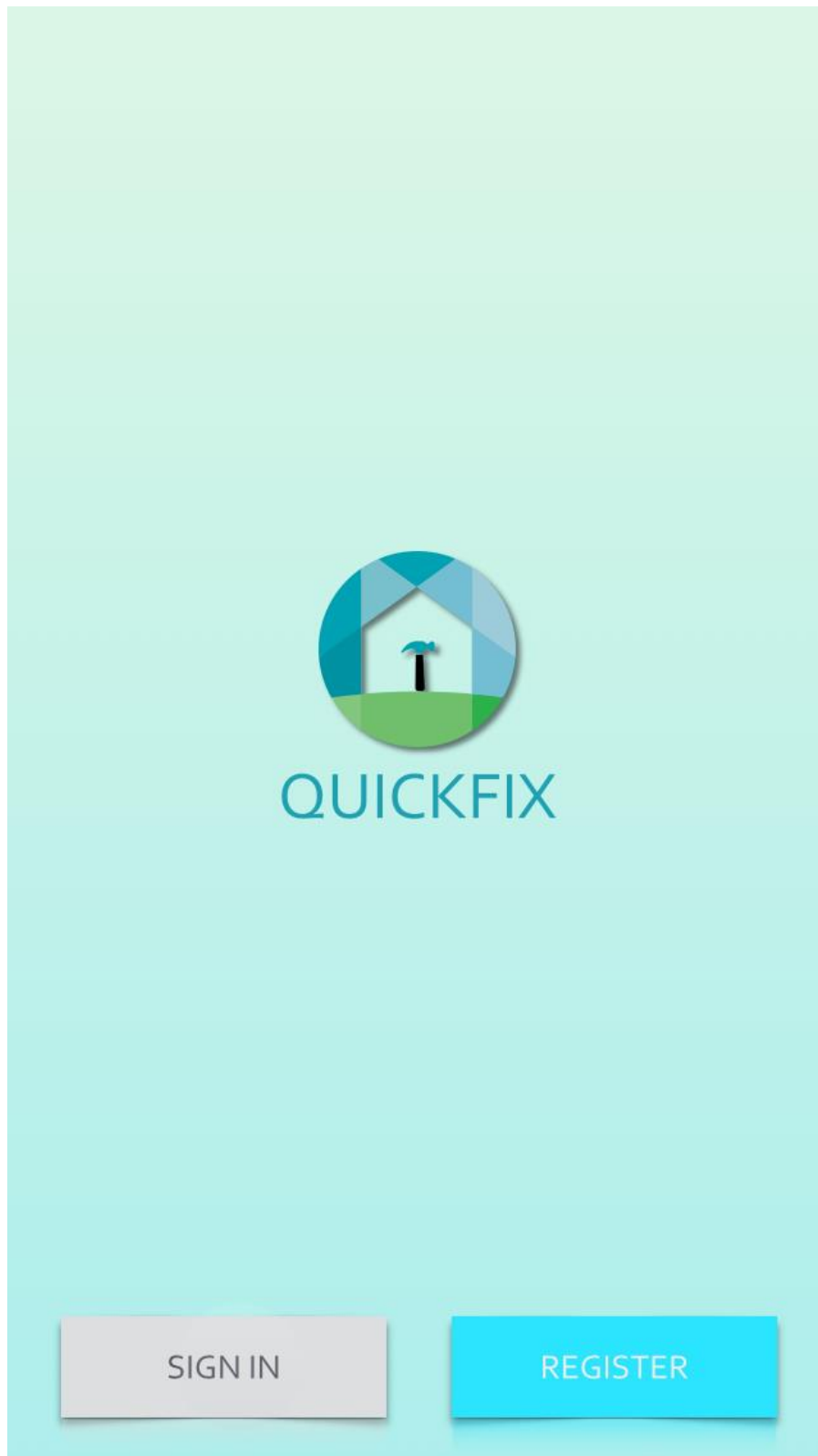
CANCEL   SIGN IN   DONE

Email ID	raviklose@gmail.com
Password	********

FORGOT PASSWORD?

🔍 Search a service provider

Select by type of service provider   〉

TOTAL TURF
SOLUTIONS

Ian Klingenberger
Owner / Operator
ph: {920} 393 - TURF
f /totalturfsolutions1

Call for a free estimate

Total Turf Solutions is a turf and landscape management and installation company based in Neenah, WI. Total Turf Solutions is committed to finding the best solution for all of our customers' needs.

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- **Spring & Fall Clean-up**
- **Aeration**
- **Mulch Installation**
- **Bed Maintenance**
- **And So Much More!**

Your previous contacts

Michael Mendoza
Electrician
★★★★☆

Matt Murdock
Plumber
★★★★★

Ben Pearson
Locksmith
★★★★☆

Need a product ?   LOWE'S

Electric wires   Faucets   Counter Tops

☰　　　QUICKFIX

🔍 Search a service provider

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Select by type of Service Provider

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My Recently Viewed Service Providers

My Ratings and Recommendations

Notifications

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Not Raviklose? Sign out

QUICKFIX

🔍 Search a service provider

Type of Service Providers

Electricians	›
Carpenters	›
Plumbers	›
Locksmith	›
HVAC Experts	›
Exterminators	›
Landscapers	›
All Purpose Handyman	›
Others	›

QUICKFIX

FILTER　🔍 Search a plumber

Top rated plumbers

Richard Parker
Plumber
★★★★★

Matt Murdock
Plumber
★★★★★

Noah Centino
Plumber
★★★★★

0.7 miles

Tony Abbott
Plumber
★★★★☆
1254 Benton Street
Santa Clara, CA

1.7 miles

Noah Centino
Plumber
★★★★★
9024 Lewis Street
Santa Clara, CA

3.7 miles

Matt Murdock
Plumber
★★★★★
123 Fourth Street
San Jose, CA

11.8 miles

Noah centino
Plumber
★★★★★
256 Evans Street
Milpitas, CA

15.7 miles

Eric Cantona
Plumber
★★★★☆
708 San Antonio Road
Mountain View, CA

25 miles

Aron Ramsey

SEARCH   QUICKFIX   •••

Matt Murdock
★★★★★ 108 reviews
Plumbing
On Duty
3.7 miles
$150/hr

📷 Photo or Video	💬 Chat	📅 Fix an Appointment

⭐ Like my Work?
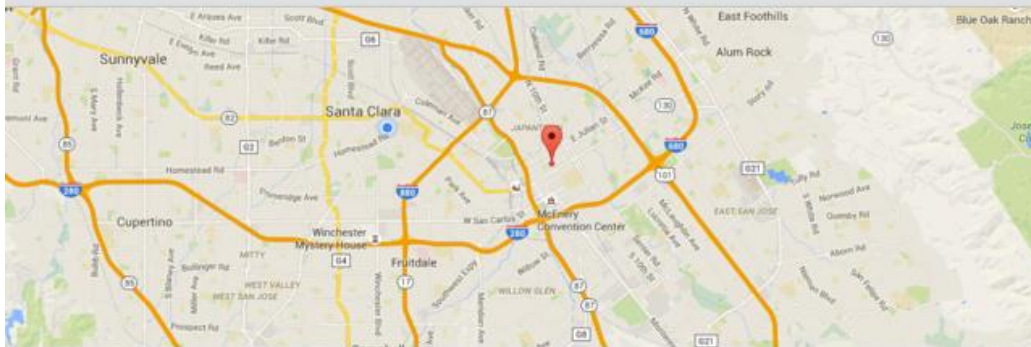
123 Fourth Street, San Jose, CA   ❯

📞 (408) 849-6883   ❯

••• More Info   ❯

Reviews

Vivek B. ⭐ 10   5 days ago

We called Matt in the morning and was able to schedule an afternoon appointment. Matt came to the rescue and was able to remove all the waste in less than an hour. He was very professional and knew his sh*t. Definitely will recommend him, and hopefully won't have to call him again (lesson-learned, ha!)

Harsith B. ⭐ 21   10 days ago

I was installing a water softener and needed a hard water copper line run to the backyard outlet and

☰   **WORK IN PROGRESS**

Appointment ID: B12345

Service Provider: Tony Abbott

Task: Plumbing

Date: June 01, 2015

Time from: 5:45 pm

Time to: 7:20 pm

Check in time: [5:45 pm]   [ACCEPT] [REJECT] ✓

Check out time: [ ]   [ACCEPT] [REJECT]

[NEED HELP ? 🎧]   [WORK DONE]

Task Description

[   ]

Shared Media

[   ]

VISA　PERSONAL ●●●● 8582
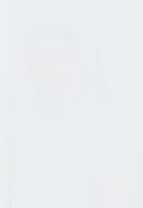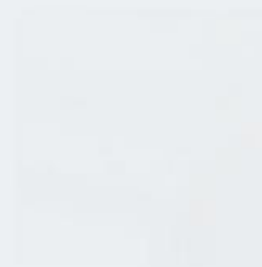
＋　ADD PAYMENT

JUNE 01, 2015 AT 07:20 PM

$ 180.19

WORK SUMMARY

FEEDBACK   NEED HELP ?

★ ★ ★ ★ ★

6. **Logical Schema - UML**

CARD		WORKS
0 : *		1 : 1
1 : 1		1 : 1
USERS —1 : 1————0 : *— APPOINTMENT		
1 : 1		1 : 1
0 : *		0 : *
PAYPAL		ISSUE_LOG
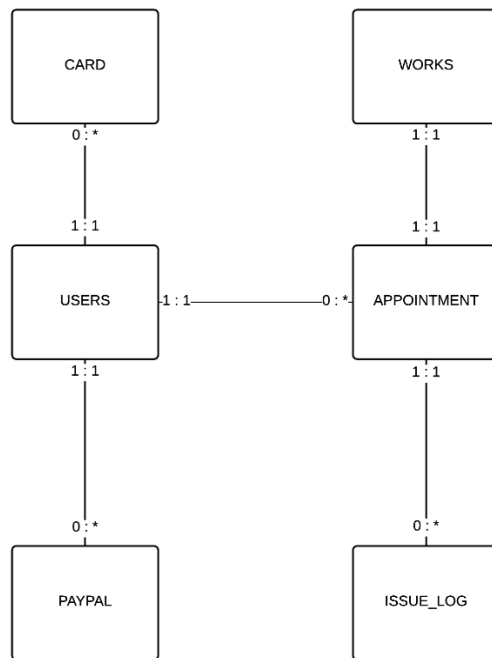
7. Physical Model – Data Dictionary

USERS		
PRIMARY	UID	NVARCHAR(255)
Key	NAME	NVARCHAR(255)
Key	DOB	DATE
Key	ADDRESS	NVARCHAR(255)
Key	CITY	NVARCHAR(255)
Key	ZIP	INT
Key	STATE	NVARCHAR(255)
Key	PHONE_NUMBER	NVARCHAR(255)
Key	EMAIL_ID	NVARCHAR(255)
Key	MIN_WAGE_IN_USD	INT
Key	TIME_IN	TIME
Key	TIME_OUT	TIME
Key	MONDAY	BIT
Key	TUESDAY	BIT
Key	WEDNESDAY	BIT
Key	THURSDAY	BIT
Key	FRIDAY	BIT
Key	SATURDAY	BIT
Key	SUNDAY	BIT
Key	AOE	VARCHAR(45)

CARD		
FOREIGN(USERS)	UID	NVARCHAR
Key	EMAIL_ID	NVARCHAR
PRIMARY	CARD_NO	INT
Key	EXP_DATE	DATE

PAYPAL		
PRIMARY	EMAILD_ID	NVARCHAR
FOREIGN(USERS)	UID	NVARCHAR

WORKS		
PRIMARY	PAYMENT_ID	NVARCHAR(255)
FOREIGN	APT_ID	NVARCHAR(255)
Key	AMT_CHRG	FLOAT
Key	SERVICE_RATINGS	FLOAT
Key	FEEDBACK	NVARCHAR(255)
Key	STATUS	NVARCHAR(255)

APPOINTMENT		
PRIMARY	APT_ID	NVARCHAR(255)
FOREIGN	CID	NVARCHAR(255)
KEY	SID	NVARCHAR(255)
Key	DATE	DATE
Key	TIME_FROM	TIME
Key	TIME_TO	TIME

ISSUE_LOG		
PRIMARY	COMPLAINT_ID	NVARCHAR(255)
FOREIGN	APT_ID	NVARCHAR(255)
Key	CID	NVARCHAR(255)
Key	CMPT_DATE	DATE
Key	COMPLAINT_TYPE	NVARCHAR(255)
Key	CMPT	NVARCHAR(255)
Key	STATUS	NVARCHAR(255)

8. QUERIES

1) COUNT THE NUMBER OF APPOINTMENTS EACH CUSTOMER HAS

```sql
SELECT U.NAME, COUNT(*) AS 'NO OF APPOINTMENTS'
FROM USERS U, APPOINTMENT A
WHERE U.UID = A.CID
GROUP BY U.NAME
```

	NAME	NO OF APPOINTMENTS
1	ALBUS SEVRUS	2
2	ANDREA CRUZ	1
3	BERNY LYOD	1
4	ELIZABETH SWEENY	2
5	EMMA WEASELY	3
6	IAGO ASPAS	1
7	JAVIER BARDEM	1
8	LILY POTTER	2
9	PARVATI PATIL	1
10	PAVAN KRISHNA	2
11	RUPERT GRINT	2
12	SERGIO ROBERTO	1
13	STACY CONNOLY	1

2) FIND SERVICE PROVIDERS WHO HAVE MINIMUM WAGE IN ASCENDING ORDER

```sql
SELECT NAME, MIN_WAGE_USD
FROM USERS
WHERE UID LIKE 'S%'
ORDER BY MIN_WAGE_USD
```

	NAME	MIN_WAGE_USD
1	TONY BROOKS	75
2	RAVE HANKS	80
3	TIMOTHY LEARY	100
4	JAVIER BARDEM	115
5	DAVID MATT	125
6	DEXTER DMELLOW	135
7	OMAR MOMANI	150
8	SUZANNE DAMM	160
9	IAGO ASPAS	175
10	FRANCIS UNDERWOOD	180
11	JON HUERTAS	195
12	IAN TOSS	205
13	SERGIO ROBERTO	210
14	PETER TAMU	220
15	BERNY LYOD	220

==

3) FIND CUSTOMERS WHOSE CREDIT CARD EXPIRES IN NEXT TWO MONTHS

```
SELECT *
FROM CARD
WHERE EXP_DATE < '2015-08-01' AND EXP_DATE > '2015-05-31'
```

	CID (FOREIGN)	EMAIL_ID	CARD_NO	EXP_DATE
1	S302	DAVID.MATT23@YAHOO.COM	6011477000810196	2015-06-01

4) FIND SERVICE PROVIDERS WHO ARE PLUMBERS AND AVAILABLE ONLY ON SUNDAYS

```
SELECT UID, NAME, PHONE_NO, EMAIL_ID
FROM USERS
WHERE SUNDAY='TRUE' AND AOE='PLUMBING'
```

	UID	NAME	PHONE_NO	EMAIL_ID
1	S203	TIMOTHY LEARY	(408) 267-9330	TMTY.LEAR@YAHOO.COM

5) SEE COMPLAINTS FILED ON 10TH MARCH 2015

```
SELECT I.COMPLAINT_ID, I.CID, U.NAME, I.CMPT_DATE, I.CMPT_TYPE, I.CMPT, I.STATUS
FROM ISSUE_LOG I, USERS U
WHERE CMPT_DATE='2015-03-10' AND U.UID = I.CID
```

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	COMPLAINT_ID	CID	NAME	CMPT_DATE	CMPT_TYPE	CMPT	STATUS
1	C152	C701	EMMA WEASELY	2015-03-10	Incomplete_work	Not satisfied	Closed

6) SELECT SERVICE PROVIDERS WHO HAVE AN APPOINTMENT

```
SELECT A.APT_ID, A.SID, U.NAME, U.AOE
FROM USERS U, APPOINTMENT A
WHERE A.SID=U.UID
```

	APT_ID	SID	NAME	AOE
1	A0787	S403	SERGIO ROBERTO	LANDSCAPING
2	A1016	S305	PETER TAMU	CARPENTER
3	A1098	S404	FRANCIS UNDERWOOD	LANDSCAPING
4	A1234	S502	DEXTER DMELLOW	HVAC
5	A1235	S202	JAVIER BARDEM	PLUMBING
6	A1290	S601	TONY BROOKS	OTHER
7	A1456	S301	BERNY LYOD	CARPENTER
8	A1546	S502	DEXTER DMELLOW	HVAC
9	A1567	S601	TONY BROOKS	OTHER
10	A1578	S505	DAVID MATT	HVAC
11	A1675	S602	RAVE HANKS	OTHER
12	A1876	S303	IAN TOSS	CARPENTER
13	A1897	S405	JON HUERTAS	LANDSCAPING
14	A2187	S204	OMAR MOMANI	PLUMBING
15	A2313	S301	BERNY LYOD	CARPENTER
16	A2345	S104	SUZANNE DAMM	ELECTRICIAN
17	A2349	S404	FRANCIS UNDERWOOD	LANDSCAPING
18	A2356	S505	DAVID MATT	HVAC
19	A3245	S203	TIMOTHY LEARY	PLUMBING

7) SELECT CARPENTERS WHO ARE LOCATED IN SANTA CLARA

```
SELECT U.UID, U.NAME, U.AOE, U.CITY
FROM USERS U
WHERE CITY='SANTA CLARA' AND AOE='CARPENTER'
```

	UID	NAME	AOE	CITY
1	S301	BERNY LYOD	CARPENTER	SANTA CLARA

8) SELECT PLUMBERS WHOSE MINIMUM WAGE IS LESS THAN $150

```
SELECT U.NAME, U.AOE, U.MIN_WAGE_USD
FROM USERS U
WHERE U.AOE='PLUMBING' AND U.MIN_WAGE_USD<150
```

	NAME	AOE	MIN_WAGE_USD
1	JAVIER BARDEM	PLUMBING	115
2	TIMOTHY LEARY	PLUMBING	100

---

9) LIST SERVICE PROVIDERS WITH RATINGS OF MORE THAN 4

```
SELECT A.SID, U.NAME, U.AOE, W.SERVICE_RTNGS
FROM WORKS W, APPOINTMENT A, USERS U
WHERE A.APT_ID = W.APT_ID AND U.UID = A.SID AND W.SERVICE_RTNGS>4
ORDER BY A.SID
```

	SID	NAME	AOE	SERVICE_RTNGS
1	S104	SUZANNE DAMM	ELECTRICIAN	5
2	S202	JAVIER BARDEM	PLUMBING	5
3	S305	PETER TAMU	CARPENTER	5
4	S404	FRANCIS UNDERWOOD	LANDSCAPING	5
5	S405	JON HUERTAS	LANDSCAPING	5
6	S505	DAVID MATT	HVAC	5
7	S505	DAVID MATT	HVAC	5
8	S602	RAVE HANKS	OTHER	5

---

10) SELECT CUSTOMERS WHO HAVE REGISTERED USING PAYPAL ACCOUNT

```
SELECT U.UID, U.NAME, P.EMAIL_ID
FROM PAYPAL P, USERS U
WHERE P.UID = U.UID AND P.UID LIKE 'C%'
```

	UID	NAME	EMAIL_ID
1	C701	EMMA WEASELY	EMMA.WEASELY@GMAIL.COM
2	C705	LILY POTTER	LILY@OUTLOOK.COM
3	C704	PAVAN KRISHNA	P.KRISHNA@HOTMAIL.COM
4	C708	STACY CONNOLY	STACY1228@GMAIL.COM

11) FIND USERS WHOSE CREDIT CARD VALIDITY IS EXPIRED

```sql
SELECT *
FROM CARD
WHERE EXP_DATE='2015-06-01'
```

	CID (FOREIGN)	EMAIL_ID	CARD_NO	EXP_DATE
1	S302	DAVID.MATT23@YAHOO.COM	6011477000810196	2015-06-01

12) SELECT ALL CUSTOMERS WHOSE CREDIT CARD HAS EXPIRED

```sql
Select U.NAME, C.EMAIL_ID
From USERS U, CARD C
WHERE U.UID=C.CID AND C.EXP_DATE>GETDATE();
```

	NAME	EMAIL_ID
1	SUZANNE DAMM	S_DAMM@OUTLOOK.COM
2	TIMOTHY LEARY	TMTY.LEAR@YAHOO.COM
3	OMAR MOMANI	OM.MOMANI@GMAIL.COM
4	BERNY LYOD	BLYOD@GMAIL.COM
5	IAN TOSS	IAN.TOSS@GMAIL.COM
6	PETER TAMU	PETERTAMU@YAHOO.COM
7	IAGO ASPAS	IAGO.ASPAS@GMAIL.COM
8	SERGIO ROBERTO	SERGIO0924@GMAIL.COM
9	FRANCIS UNDERWOOD	F.UNDERWOOD@GMAIL.COM
10	DEXTER DMELLOW	D1190@HOTMAIL.COM
11	DAVID MATT	DAVID_MATT@YAHOO.COM
12	TONY BROOKS	TONY33@GMAIL.COM
13	RAVE HANKS	RAVE.H33@GMAIL.COM
14	EMMA WEASELY	EMMA.WEASELY@GMAIL.C...
15	RUPERT GRINT	RGRINT@GMAIL.COM
16	PARVATI PATIL	PP@YAHOO.COM
17	PAVAN KRISHNA	P.KRISHNA@HOTMAIL.COM
18	ALBUS SEVRUS	ALBUS777@YAHOO.COM
19	ELIZABETH SWEENY	COOL_SWEENEY@YAHOO....
20	ANDREA CRUZ	ACRUZ@HOTMAIL.COM

UPDATE, INSERT, DELETE QUERIES

FOR PAYPAL TABLE

SELECT * FROM PAYPAL

	UID	EMAIL_ID
1	S103	ANDY1228@GMAIL.COM
2	S301	BLYOD@GMAIL.COM
3	S505	DAVID_MATT@YAHOO.COM
4	C701	EMMA.WEASELY@GMAIL.COM
5	S604	HARRY4444@YAHOO.COM
6	S401	IAGO.ASPAS@GMAIL.COM
7	S405	JON.2806@YAHOO.COM
8	S202	JV.BARDEM@GMAIL.COM
9	C705	LILY@OUTLOOK.COM
10	S105	NICKREIL@GMAIL.COM
11	S204	OM.MOMANI@GMAIL.COM
12	C704	P.KRISHNA@HOTMAIL.COM
13	S305	PETERTAMU@YAHOO.COM
14	S504	PITT2305@GMAIL.COM
15	S603	REECEPETERS@GMAIL.COM
16	S104	S_DAMM@OUTLOOK.COM
17	S102	SDCOSTA@YAHOO.COM
18	S403	SERGIO0924@GMAIL.COM
19	S503	SPARKER@GMAIL.COM
20	C708	STACY1228@GMAIL.COM

13) DELETE

```
DELETE FROM PAYPAL
WHERE UID = 'C701'
SELECT * FROM PAYPAL
```

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	UID	EMAIL_ID
1	S103	ANDY1228@GMAIL.COM
2	S301	BLYOD@GMAIL.COM
3	S505	DAVID_MATT@YAHOO.COM
4	S604	HARRY4444@YAHOO.COM
5	S401	IAGO.ASPAS@GMAIL.COM
6	S405	JON.2806@YAHOO.COM
7	S202	JV.BARDEM@GMAIL.COM
8	C705	LILY@OUTLOOK.COM
9	S105	NICKREIL@GMAIL.COM
10	S204	OM.MOMANI@GMAIL.COM
11	C704	P.KRISHNA@HOTMAIL.COM
12	S305	PETERTAMU@YAHOO.COM
13	S504	PITT2305@GMAIL.COM
14	S603	REECEPETERS@GMAIL.C...
15	S104	S_DAMM@OUTLOOK.COM
16	S102	SDCOSTA@YAHOO.COM
17	S403	SERGIO0924@GMAIL.COM
18	S503	SPARKER@GMAIL.COM
19	C708	STACY1228@GMAIL.COM

14) UPDATE

```
UPDATE PAYPAL
SET EMAIL_ID = 'NICK@GMAIL.COM'
WHERE UID = 'S105'
SELECT * FROM PAYPAL
```


	UID	EMAIL_ID
1	S103	ANDY1228@GMAIL.COM
2	S301	BLYOD@GMAIL.COM
3	S505	DAVID_MATT@YAHOO.COM
4	S604	HARRY4444@YAHOO.COM
5	S401	IAGO.ASPAS@GMAIL.COM
6	S405	JON.2806@YAHOO.COM
7	S202	JV.BARDEM@GMAIL.COM
8	C705	LILY@OUTLOOK.COM
9	S105	NICK@GMAIL.COM
10	S204	OM.MOMANI@GMAIL.COM
11	C704	P.KRISHNA@HOTMAIL.COM
12	S305	PETERTAMU@YAHOO.COM
13	S504	PITT2305@GMAIL.COM
14	S603	REECEPETERS@GMAIL.C...
15	S104	S_DAMM@OUTLOOK.COM
16	S102	SDCOSTA@YAHOO.COM
17	S403	SERGIO0924@GMAIL.COM
18	S503	SPARKER@GMAIL.COM
19	C708	STACY1228@GMAIL.COM

```
  15) INSERT

INSERT INTO PAYPAL (UID, EMAIL_ID)
VALUES ('C707', 'EWATSON@GMAIL.COM')
SELECT * FROM PAYPAL
```

	UID	EMAIL_ID
1	S103	ANDY1228@GMAIL.COM
2	S301	BLYOD@GMAIL.COM
3	S505	DAVID_MATT@YAHOO.COM
4	C707	EWATSON@GMAIL.COM
5	S604	HARRY4444@YAHOO.COM
6	S401	IAGO.ASPAS@GMAIL.COM
7	S405	JON.2806@YAHOO.COM
8	S202	JV.BARDEM@GMAIL.COM
9	C705	LILY@OUTLOOK.COM
10	S105	NICK@GMAIL.COM
11	S204	OM.MOMANI@GMAIL.COM
12	C704	P.KRISHNA@HOTMAIL.COM
13	S305	PETERTAMU@YAHOO.COM
14	S504	PITT2305@GMAIL.COM
15	S603	REECEPETERS@GMAIL.C...
16	S104	S_DAMM@OUTLOOK.COM
17	S102	SDCOSTA@YAHOO.COM
18	S403	SERGIO0924@GMAIL.COM
19	S503	SPARKER@GMAIL.COM
20	C708	STACY1228@GMAIL.COM

FOR USERS TABLE

SELECT * FROM USERS

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	UID	NAME	DOB	ADDRESS	CITY	STATE	ZIP	PHONE_NO	EMAIL_ID	MIN_WAGE_USD	TIME_IN	TIME_OUT	MOND
2	C702	RUPERT GRINT	1988-09-28	110 BOULEVARD	SANTA CLARA	CA	95267	(408)746-9965	RGRINT@GMAIL	NULL	NULL	NULL	NULL
3	C703	PARVATI PATIL	1976-11-23	1050 BENTON STREET	SANTA CLARA	CA	95050	(408)564-7656	PAPATIL@GMAIL.COM	NULL	NULL	NULL	NULL
4	C704	PAVAN KRISHNA	1992-12-23	1223 MACAFFE STREET	SAN JOSE	CA	95434	(408)564-7654	PAVAN.KRISHNA33@GMAIL.COM	NULL	NULL	NULL	NULL
5	C705	LILY POTTER	1965-11-25	321 ALFA RD	FREMONT	CA	95432	(408)923-8786	LILY.POT@YAHOO.COM	NULL	NULL	NULL	NULL
6	C706	ALBUS SEVRUS	1969-07-21	123 ELCAMINO	SANTA CLARA	CA	90765	(408)654-7876	A.HOGWARTS@YAHOO.COM	NULL	NULL	NULL	NULL
7	C707	ELIZABETH SWEENY	1989-03-26	678 HOMSTEAD RD	SANTA CLARA	CA	92309	(789)123-5647	LIZZY.SWEENY@GMAIL.COM	NULL	NULL	NULL	NULL
8	C708	STACY CONNOLY	1990-06-23	198 ALLEN RD	MOUNTAIN VIEW	CA	98765	(678)876-8987	S.CON123@GMAIL.COM	NULL	NULL	NULL	NULL
9	C709	ANDREA CRUZ	1976-04-10	4TH STREET	SAN JOSE	CA	90543	(456)543-9098	ANDREA.ROCKS@GMAIL.COM	NULL	NULL	NULL	NULL
10	S104	SUZANNE DAMM	1985-10-10	3939 RIVERMARK PARKWAY	PALO ALTO	CA	95347	(408) 112-9834	S_DAMM@OUTLOOK.COM	160	09:30:00.0000000	17:00:00.0000000	1
11	S202	JAVIER BARDEM	1982-12-22	418 TOYON AVE	SAN JOSE	CA	95127	(408) 313-3309	JV.BARDEM@GMAIL.COM	115	07:00:00.0000000	17:00:00.0000000	1
12	S203	TIMOTHY LEARY	1980-08-15	1716 STONE AVE	SAN JOSE	CA	95125	(408) 267-9330	TMTY.LEAR@YAHOO.COM	100	09:00:00.0000000	17:00:00.0000000	0
13	S204	OMAR MOMANI	1976-04-23	716 SAN ANTONIO RD	PALO ALTO	CA	94303	(650) 856-3400	OM.MOMANI@GMAIL.COM	150	10:00:00.0000000	20:00:00.0000000	0
14	S301	BERNY LYOD	1982-08-12	30 BENTON ST	SANTA CLARA	CA	95050	(408) 565-2334	BLYOD@GMAIL.COM	220	08:00:00.0000000	17:00:00.0000000	1
15	S303	IAN TOSS	1983-01-23	23 HMSTD RD	CUPERTINO	CA	95014	(408) 223-7657	IAN.TOSS@GMAIL.COM	205	11:00:00.0000000	20:00:00.0000000	1
16	S305	PETER TAMU	1980-05-26	500 CASTRO ST	MOUNTAIN VIEW	CA	94035	(408) 445-8767	PETERTAMU@YAHOO.COM	220	10:00:00.0000000	16:00:00.0000000	1
17	S401	IAGO ASPAS	1969-05-14	111 N 12TH ST	SAN JOSE	CA	95112	(408) 830-6760	IAGO.ASPAS@GMAIL.COM	175	09:00:00.0000000	18:00:00.0000000	1
18	S403	SERGIO ROBERTO	1984-09-24	4126 CHERRY AVE	SAN JOSE	CA	95118	(408)718-9047	SERGIO0987@GMAIL.COM	210	13:00:00.0000000	20:00:00.0000000	1
19	S404	FRANCIS UNDERW...	1983-08-01	1145 KELEZ DR	SAN JOSE	CA	95120	(408)876-0213	F.UNDERWOOD@GMAIL.COM	180	09:00:00.0000000	18:00:00.0000000	1
20	S405	JON HUERTAS	1979-06-28	6017 SNELL DR	SAN JOSE	CA	95123	(408)118-6678	JON.2806@GMAIL.COM	195	08:00:00.0000000	17:00:00.0000000	1
21	S502	DEXTER DMELLOW	1976-10-18	78 KNOCKTURN ALLEY	SANTA CLARA	CA	98078	(408)011-2134	D11908@GMAIL.COM	135	10:00:00.0000000	15:00:00.0000000	1
22	S505	DAVID MATT	1987-04-23	23 CHRIST PARK	SAN JOSE	CA	90873	(417)034-6765	DAVID_MATT@GMAIL.COM	125	08:00:00.0000000	17:00:00.0000000	1
23	S601	TONY BROOKS	1986-09-19	733 PROMENADE ST	SAN JOSE	CA	98765	(456)923-9087	TONY.BROOKS@GMAIL.COM	75	11:00:00.0000000	20:00:00.0000000	1
24	S602	RAVE HANKS	1983-07-11	30 HMSTD RD	CUPERTINO	CA	90763	(408)716-9087	RAVE.H33@GMAIL.COM	80	10:00:00.0000000	16:00:00.0000000	1

16) INSERT

```sql
INSERT INTO USERS (UID, NAME, DOB, ADDRESS, CITY, STATE, ZIP, PHONE_NO, EMAIL_ID)
VALUES('C710', 'RAVI', '1989-07-31', '1050 BENTON', 'SANTA CLARA', 'CA', '95050',
'(408)669-6118', 'RK@GMAIL.COM')
```

	UID	NAME	DOB	ADDRESS	CITY	STATE	ZIP	PHONE_NO	EMAIL_ID	MIN_WAGE_USD	TIME
1	C701	EMMA WEASELY	1990-04-15	90 FT RD	SAN JOSE	CA	95223	(408)264-8764	EMMA.WEASELY@GMAIL.COM	NULL	NULL
2	C702	RUPERT GRINT	1988-09-28	110 BOULEVARD	SANTA CLARA	CA	95267	(408)746-9965	RGRINT@GMAIL	NULL	NULL
3	C703	PARVATI PATIL	1976-11-23	1050 BENTON STREET	SANTA CLARA	CA	95050	(408)564-7656	PAPATIL@GMAIL.COM	NULL	NULL
4	C704	PAVAN KRISHNA	1992-12-23	1223 MACAFFE STREET	SAN JOSE	CA	95434	(408)564-7654	PAVAN.KRISHNA33@GMAIL.COM	NULL	NULL
5	C705	LILY POTTER	1965-11-25	321 ALFA RD	FREMONT	CA	95432	(408)923-8786	LILY.POT@YAHOO.COM	NULL	NULL
6	C706	ALBUS SEVRUS	1969-07-21	123 ELCAMINO	SANTA CLARA	CA	90765	(408)654-7876	A.HOGWARTS@YAHOO.COM	NULL	NULL
7	C707	ELIZABETH SWEENY	1989-03-21	678 HOMSTEAD RD	SANTA CLARA	CA	92309	(789)123-5647	LIZZY.SWEENY@GMAIL.COM	NULL	NULL
8	C708	STACY CONNOLY	1990-06-23	198 ALLEN RD	MOUNTAIN VIEW	CA	98765	(678)876-8987	S.CON123@GMAIL.COM	NULL	NULL
9	C709	ANDREA CRUZ	1976-04-10	4TH STREET	SAN JOSE	CA	90543	(456)543-9098	ANDREA.ROCKS@GMAIL.COM	NULL	NULL
10	C710	RAVI	1989-07-31	1050 BENTON	SANTA CLARA	CA	95050	(408)669-6118	RK@GMAIL.COM	NULL	NULL

17) UPDATE

```sql
UPDATE USERS
SET NAME = 'RAVI KIRAN'
WHERE UID = 'C710'
```

9. BUSINESS METRICS
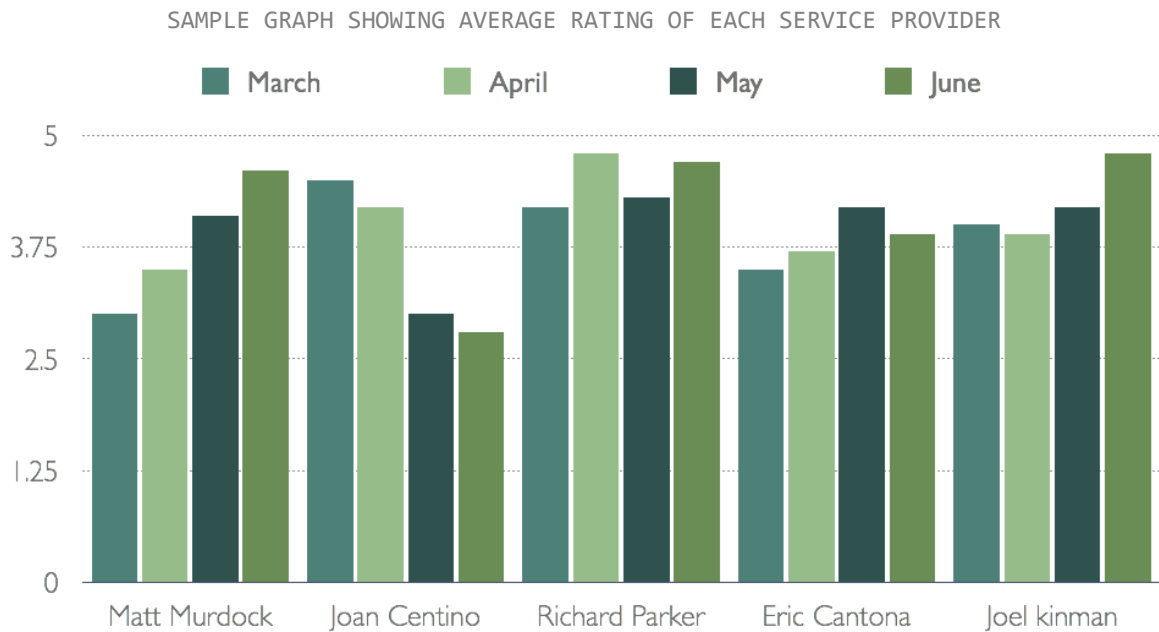
1. Average rating of service provider.

Average rating of service provider would help us understand the quality of service provided by a service provider.

Average rating = Total count of stars / (No. of users who rated * 5)

```
LIST THE AVERAGE RATING OF EACH SERVICE PROVIDER

SELECT U.NAME, AVG(W.SERVICE_RTNGS) AS 'AVERAGE'
FROM USERS U, APPOINTMENT A, WORKS W
WHERE W.APT_ID = A.APT_ID AND A.SID=U.UID
GROUP BY U.NAME
```

SAMPLE GRAPH SHOWING AVERAGE RATING OF EACH SERVICE PROVIDER

2) Types of issues registered in issue log.
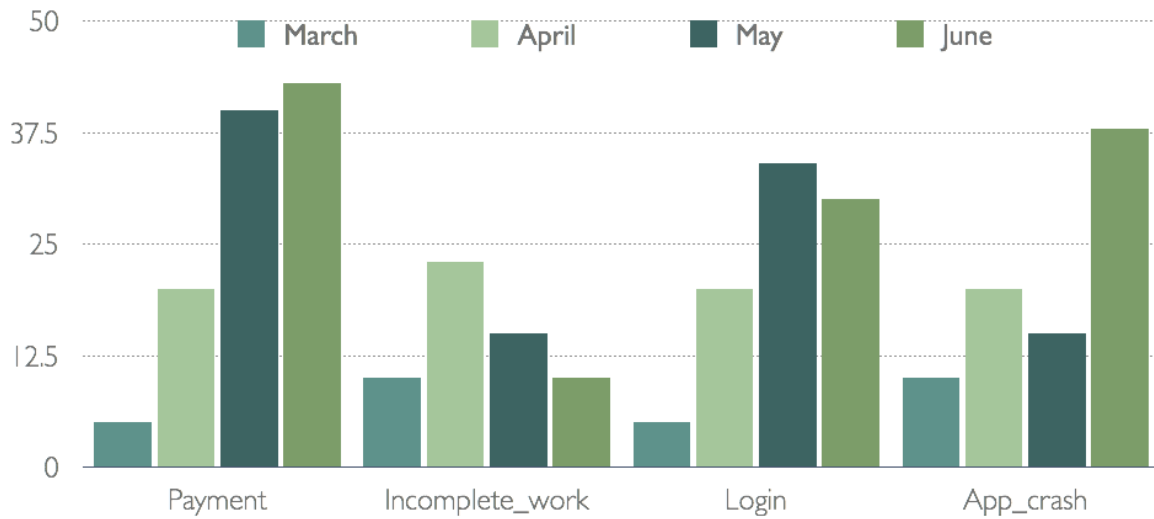
WHICH COMPLAINT HAS MOST FREQUENTLY OCCURRED

```sql
SELECT I.CMPT_TYPE, COUNT(*) AS 'NO OF COMPLAINTS'
FROM ISSUE_LOG I
GROUP BY I.CMPT_TYPE
```

	CMPT_TYPE	NO OF COMPLAINTS
1	App_Crash	2
2	Incomplete_work	4
3	Login	2
4	Payment	5

SAMPLE GRAPH FOR TYPE OF COMPLAINTS

50 · March · April · May · June

37.5

25

12.5

0

Payment   Incomplete_work   Login   App_crash

3) Number of appointments for a particular month. (To check how active is the application for a particular month.)

LIST OF APPOINTMENTS FOR THE MONTH OF MARCH

```sql
SELECT *
FROM APPOINTMENT A
WHERE DATEPART (MONTH, A.DATE) = 3
```

	APT_ID	CID	SID	DATE	TIME_FROM	TIME_TO
1	A0787	C701	S403	2015-03-02	14:30:00	16:00:00
2	A1017	C709	S101	2015-03-04	16:30:00	18:00:00
3	A1098	C704	S404	2015-03-12	12:00:00	14:00:00
4	A1235	C708	S202	2015-03-13	13:00:00	15:00:00
5	A1290	C701	S601	2015-03-09	09:00:00	11:00:00
6	Click to select the whole row			2015-03-06	18:30:00	20:00:00
7	A1546	C706	S502	2015-03-08	08:00:00	10:00:00
8	A1578	S301	S505	2015-03-01	13:30:00	15:00:00
9	A1675	C705	S602	2015-03-16	16:00:00	18:00:00
10	A1876	S401	S303	2015-03-14	14:00:00	16:00:00
11	A1897	C704	S405	2015-03-07	19:30:00	21:00:00
12	A2187	C702	S204	2015-03-05	17:30:00	19:00:00
13	A2313	C702	S301	2015-03-11	11:00:00	13:00:00
14	A2345	C707	S104	2015-03-03	15:30:00	17:00:00
15	A2349	C707	S404	2015-03-17	17:00:00	19:00:00
16	A2356	C701	S505	2015-03-15	15:00:00	17:00:00
17	A3245	C706	S203	2015-03-10	10:00:00	12:00:00

NUMBER OF APPOINTMENTS FOR MARCH

```sql
SELECT COUNT(*) AS NO_OF_APT_MARCH
FROM APPOINTMENT A
WHERE DATEPART (MONTH, A.DATE) = 3
```

	NO_OF_APT_MARCH
1	17

SAMPLE GRAPH OF NUMBER OF APPOINTMENTS PER MONTH
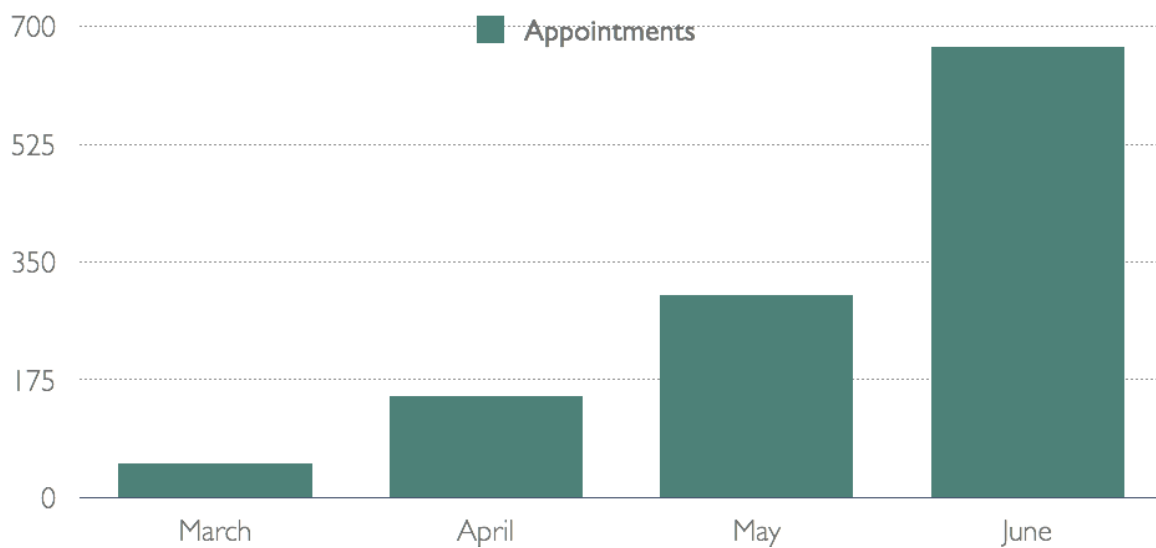
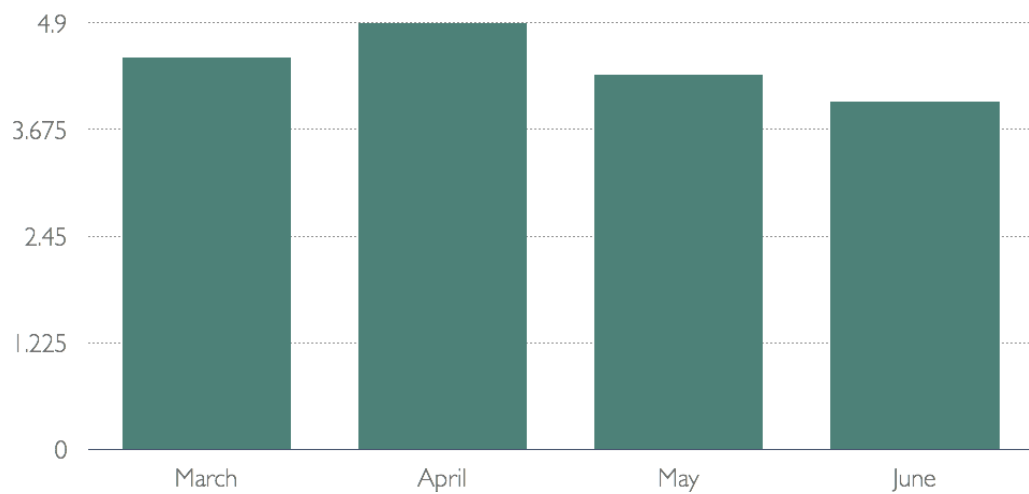4) Average rating of all services provided from Quickfix application.

```sql
SELECT AVG(W.SERVICE_RTNGS) AS 'AVERAGE RATING'
FROM WORKS W
```

	AVERAGE RATING
1	4.15

SAMPLE GRAPH OF RAVERAGE RATING OF ALL SERVICE PROVIDER

10. Project Summary

- Summarize your experience with this exercise

It was really a very good experience. We got to learn a lot from each other in professional and personal life. All four of us had different perspectives for the project design, which really forced us to think deeply and comprehend vivid ideas for every single problem.

- What was the hardest part of this project?

As the project doesn't exist in reality, it was very hard to define the scope of project as well as types of attributes. Thinking for all kinds of circumstances, like "what would happen when credit card registered is expired?" which could occur in real time was the hardest part of this project.

- What problems did you run against in this project?

Designing the schema for this project was very difficult. We being a group of 4, it was tough to see each other at same time. Planning logical flow for the application was challenging.

- How did you solve these problems?

We did lot of research on the existing applications like Yelp, Uber and Angieslist. This helped us to understand the logical flow as well as schema design. We kept everything documented for all of us on cloud, which helped us to work together on this project.

- If you were to do this project again, what methodology would you follow

  We would do more research on the existing applications, to understand the keys required in database as well as to improve our business model. Other than this, our prime focus would be to make database normalized.

- Suggestions for how to refine this project for the next class

Students should do thorough R&D on kinds of applications which exist in market. This would help to understand the attributes required for designing database, business model, and logical flow. It helps to think for features not available in existing applications.