CSUMB Online Spring 2019A - CST 363
## Project 1 Outline

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Project Description

For our project we decided to make a standard reservation system. Our system is for a computer repair company, that allows customers to make a reservation and provide a brief description about the problem they are having. This is done through a html form loaded onto a browser. Records are kept on a database with three working/updating tables and one reference table. Our three main tables keep track of customers, order descriptions, and reservation keys that allow users to cancel reservations, if needed.
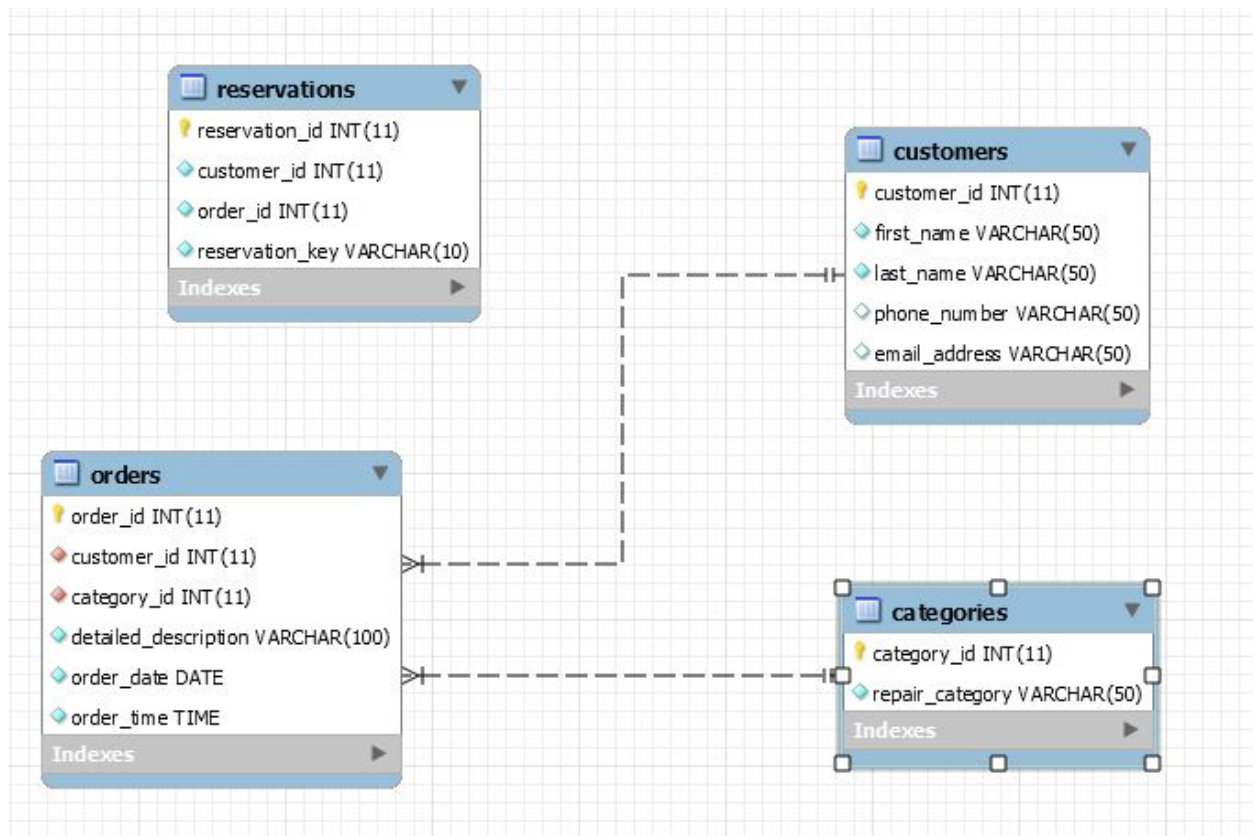
We chose a normalized design because it easily allowed us to make changes on one table, while leaving the other table unaffected. This works with our project because users should be allowed to make reservations in the future while allowing their information to be kept on the database. This also allows the company to have the user's contact information to confirm or follow up on repairs.

The project requires that users first provide a desired time and date, a category that their repair might fit into, and a detailed description of what they are experiencing. After that, the user is asked to provide a first and last name, along with a phone number or email. Either one are

optional, but that is not advertised on the website, since the company would need a way to contact the user. From there, the system checks to see if the customer is already in the database. If they aren't a new user is created, as well as their first order and reservation. If the user is in the system, a new order number is attached to their account. And if they are submitting a new time and date, a new reservation is also assigned. This is intended for customers that have multiple complaints to have a record of each device/service they are hoping to have looked at, but does not add more than one reservation at a time to the database.

With a change of features this project could be expanded into a sort of ticketing system for a small repair company.