Assessment 4 – Database Application  
  
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**Part 1 – Library Records Database**

**Database Purpose**

1. **What is the purpose of the database?** The purpose of this database is to store data from library records such as titles, authors, publish dates, ISBN numbers, etc. This database will also be able to recall the information requested by a user and present the data. A table may be created on the database and be called Library\_Records and it could contain the rows of data fields specific to each book in the database.
2. **General Types of Data** The general types of data within this database will be string text fields and integer numbers because we will be concerned with information about the books themselves. Other types of fields could be added including Boolean, Small Integer, Decimal, Real, etc.
3. **Information Requested from the Database** The queries and reports will run on this database to gather informational records from the library including any or all of the fields related to the books (Title, Author). The user can use the SELECT statement to view the fields within the database.

**Data Fields Used in Database**

* **Title –** Text field with the name of the library book.
* **Author –** Text field with the name of the author of the book.
* **Description –** Text field that displays information such as the number of pages.
* **Summary –** Text field that gives a detailed description of the contents of the book.
* **Publisher –** Text field that displays the name of the Publishing Company.
* **Published Date –** Integer field that displays the date the book was published.
* **Genre –** Text List field that shows the genre that the book falls under.
* **ISBN –** Integer field that shows the long Serial Number associated with the book.

**Part 2 – Customer Service Reports Database**

**Database Purpose**

1. **What is the purpose of the database?** The purpose of this database is to store data from Customer Service Reports with data such as Request Time, Number of Requests, etc. This database will store several rows of information and be able to use SQL to navigate through it, gather the information needed and return it to the user requesting it. As in the first example, a table may be created to manage the fields and content a little better.
2. **General Types of Data** The general types of data within this database will be integer numbers because we will be concerned with information about the time it takes to complete a customer service transaction. There are several different ways to submit requests to customer service so keeping track of the type of request along with the duration of the request could greatly help a company understand their work better.
3. **Information Requested from the Database** The queries and reports will run on this database to gather informational records from the customer service reports. The user can use the SELECT statement to view the fields within the database. If three fields are selected, the database will gather those three field’s values for that particular report and present them to the user.

**Data Fields Used in Database**

* **Customer Name –** A text field with the name of the customer who needs service.
* **Account Number –** Integer field that shows the account number of the customer
* **Number of Requests per Day –** Integer field showing the amount of requests per day
* **Closed Requests per Day –** Integer field showing the number of complete requests
* **Average Handle Time –** Integer time field indicating the time taken to complete request
* **Average Response Time –** Integer that shows how long it takes to respond to initial task
* **Escalation Level –** Text string field indicating what level of employee solved the issue
* **Number of Communications –** Integer showing the number of back and forth responses
* **Number of Requests per Month –** Integer showing a total number of monthly requests
* **Number of Request per Year –** Integer showing the number of annual requests
* **Customer Satisfaction –** If Applicable, a text field showing if the customer was satisfied with the service by the customer service representative.