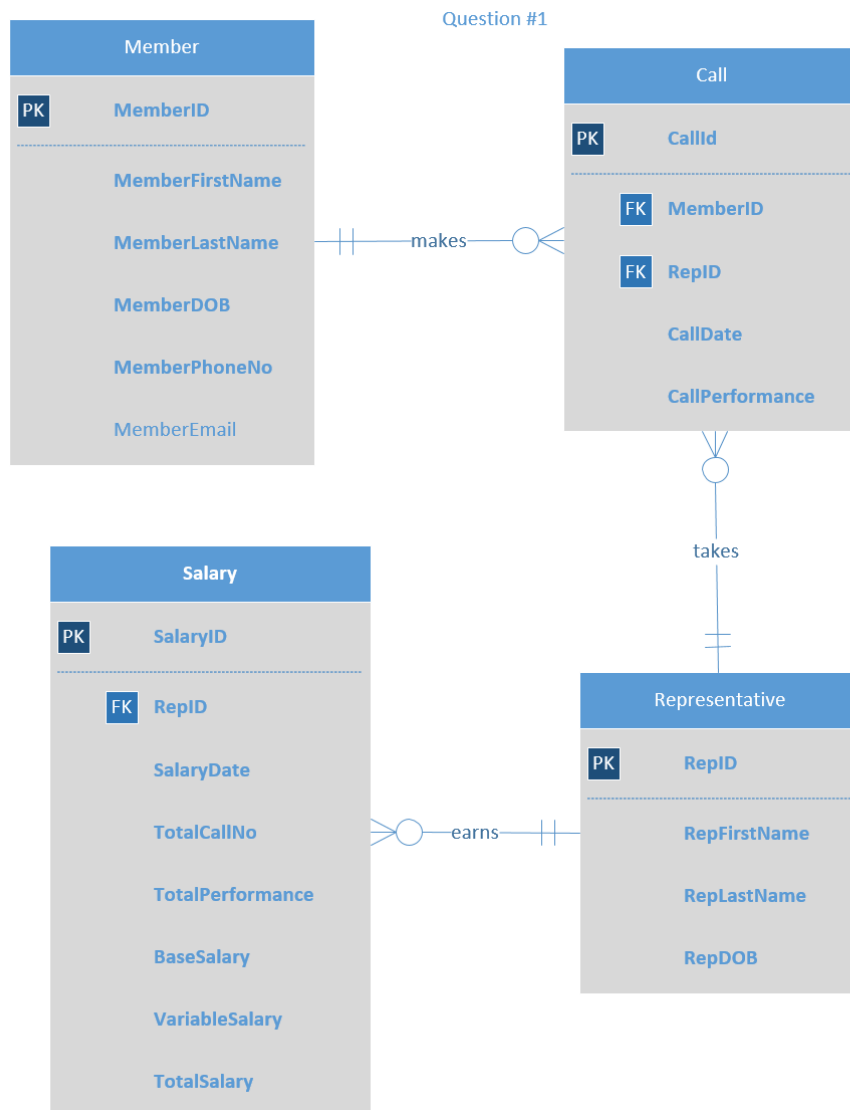## Name: _Pan_Chen_____

Lab 2

Problem 1:

Business rules:

A customer can make as many calls as he/she wants.
A call can only be handled by one customer service representative.
A customer service representative could handle as many calls as assigned to him or her.
A customer service representative earns salary once each month on the first day.

Question #1

Member

PK **MemberID**

MemberFirstName

MemberLastName ───makes─── **Call**

MemberDOB

MemberPhoneNo

MemberEmail

Call

PK **CallId**

FK **MemberID**

FK **RepID**

CallDate

CallPerformance

takes

Salary

PK **SalaryID**

FK **RepID**

SalaryDate

TotalCallNo ───earns─── **Representative**

TotalPerformance

BaseSalary

VariableSalary

TotalSalary

Representative

PK **RepID**

RepFirstName

RepLastName

RepDOB

Member

MemberID	MemberFirstName	MemberLastName	MemberDOB	MemberPhoneNo	MemberEmail
122	Maggie	Smith	9/14/1992	3155555555	Msmith@abc.edu
0					

Representative

RepID	RepFirstNam	RepLastNam	RepDOB	Click to Add
1234	John	Smith	11/15/1965	
0				

Call

CallID	MemberID	RepID	CallDate	CallPerformance
10001	122	1234	9/14/2016	1
0	0	0		0

Salary

| SalaryID	RepID	SalaryDate	TotalCallNo	TotalPerformance	BaseSalary	VariableSalar	TotalSalary
5445	1234	8/1/2016	15	10	$3,000.00	$1,000.00	$4,000.00
0	0		0	0	$0.00	$0.00	$0.00
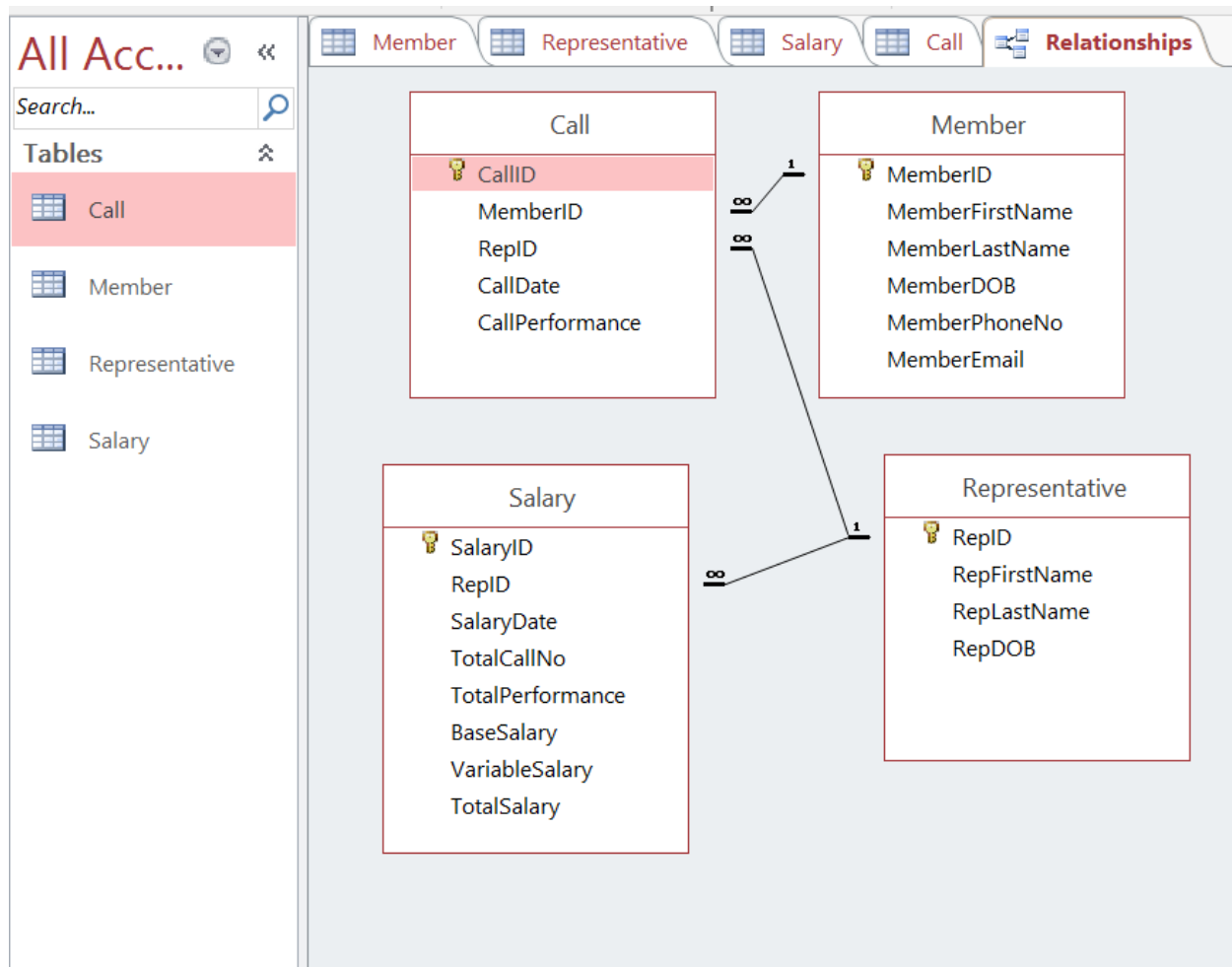
Problem 2:

Business Rules:
A student could earn many grades from different courses, one from each completed course.
A professor could give grades to different students in different courses he/she teach, one for each student in each completed course.
A course could only be taught by one professor.
A course could have many grades for different students, each student enrolled in a course will earn a grade after completing the course.

Question #2
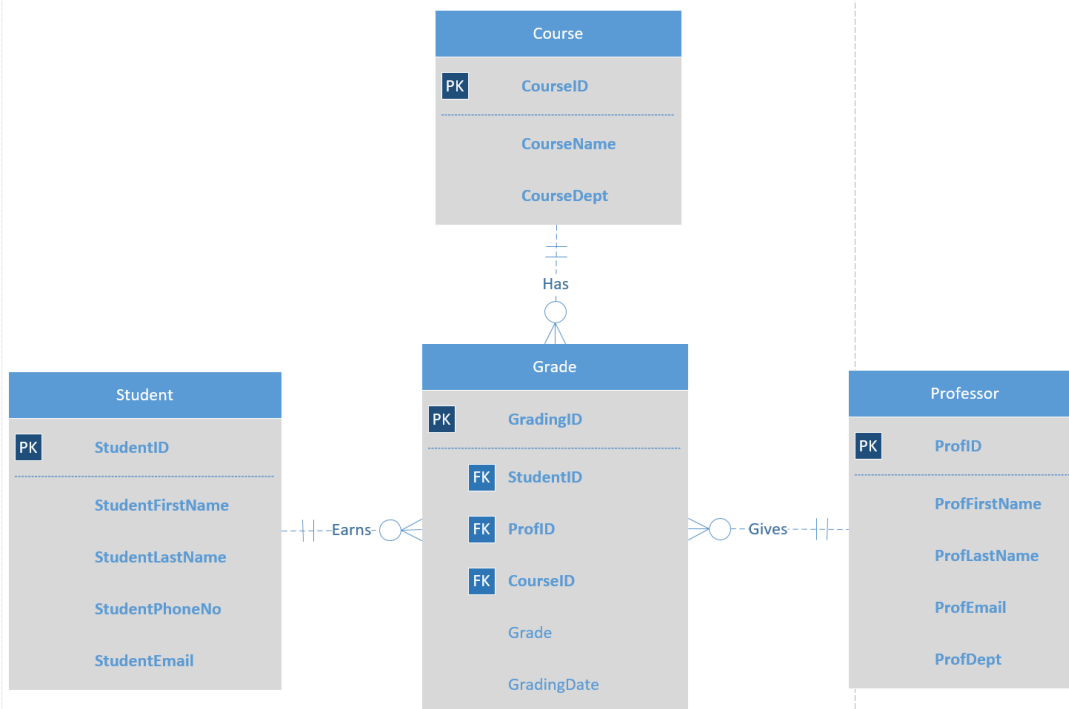
	CourseID	CourseName	CourseDept	Cli
⊞	1330	IST123	iSchool	
＊	0			

Grade

GradingID	StudentID	ProfessorID	CourseID	Grade
223	10001	5445	1330	B
0	0	0	0	

Professor

ProfID	ProfFirstNam	ProfLastNam	ProfEmail	ProfDept	Click
5445	Kobe	Bryant	Mamba@lakers.com	iSchool	
0					

Student

StudentID	StudentFirstI	StudentLastN	StudentPhon	StudentEmail	C
10001	LeBron	James	3104553343	LeBron@cavs.com	
0					

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