

2022/12

Storing and Retrieving Data – Final project

Fictitious business



24FIXED

24/7 craftsmen confirmation system

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Description of the fictitious business **24FIXED**

Company Profile & Business Case

The company offers a web platform where customers can book craftsmen for various services. The company's USP is the presence of a confirmation system that allows customers to request services at desired times and craftsmen to confirm these requests if it suits them. This system ensures complete flexibility as customers can make requests 24 hours a day and craftsmen can confirm requests if possible. Through this confirmation system, customers and craftsmen can ensure that their schedules and obligations are agreed with each other and there are no surprises or cancellations. The web platform therefore provides an easy and reliable way to book craftsmen for various services and coordinate schedules.

Customer Booking Process

1. The customer creates a user account by going to the registration on the website and entering his email address, address and preferred payment method. This data is stored in the **customer**, **address**, **city** and **postal_code** tables.
2. Then the customer can place a service order by selecting the start time, service type and desired duration of the service. For example, "I need a gardener for 3 hours next Tuesday, 10/10/2011 at 2pm." This order is stored in the **service_order** table.
3. The order can then be confirmed by all the employee craftsmen who are available for this region and for this service type. The first one to confirm will receive the order. The confirmation is stored in the **service_order** table.
4. The customer can see online if his order has been confirmed, and if so, by which employee and with which rating.
5. After the order is executed, the employee confirms it. The confirmation is saved in the **service_order** table in the **fulfilled** column.
6. By this confirmation the customer will receive his invoice and can give a rating for the performed service. To export the invoice for the customer, there are two views (**head** and **invoice_totals_details**).
7. From the submitted ratings the average ratings for the given service type and the given employee of all orders are calculated and stored in the tables **employee** and **service**.
8. After the payment is received, the transaction is saved in the **transaction** table.

city	<u>city_id</u> city_name	profession	<u>profession_id</u> profession_name
postal_region	<u>region_id</u> region	employee	<u>employee_id</u> first_name last_name phone_nr employee_rating <i>postal_region_region_id</i> <i>profession_profession_id</i>
postal_code	<u>zip_code</u> <i>postal_region_region_id</i> <i>city_city_id</i>	service	<u>service_id</u> service_type price_per_hour service_rating <i>profession_profession_id</i>
address	<u>customer_address_id</u> street_name house_nr floor_nr door <i>postal_code_zip_code</i>	transaction	<u>transaction_id</u> date_of_issue amount_in_eur
customer	<u>customer_id</u> title first_name last_name email phone_nr payment_method <i>address_customer_address_id</i>	service_order	<u>service_order_id</u> date_of_service date_of_booking total_amount_eur hours_of_work fulfilled employee_confirmed rating <i>transaction_transaction_id</i> <i>customer_customer_id</i> <i>employee_employee_id</i> <i>service_service_id</i>

