Mini World Scenario: Mobile Repair Service

At Ubreakifix, The Service Manager oversees all repair operations, including customer service, technician assignments, and inventory management for mobile device repairs.

Interview Questions:

**How do customer’s request repairs?** Customers can request repairs online, by phone, or in-store. We collect details like device model, issue description, and estimated cost.

**How do you assign technicians to repair jobs?**  
We assign technicians based on their expertise and availability to ensure efficient repairs.

**How do you track repair progress?**  
 Each repair request is tracked through statuses like “ Pending," "In Progress," "Waiting for Parts," "Completed," and "Canceled."

**How is inventory managed for spare parts?**  
We keep track of parts like screens and batteries, updating inventory when they are used in repairs.

**How do you handle payments?** Customers pay via cash, card, or online. We track payments as "Paid," "Unpaid," or "Partially Paid."

**What types of reports does your company need?**  
We generate reports on completed repairs, technician performance, revenue, and inventory levels.

**Entities & Attributes:**

**Customers**

* CustomerID (Primary Key)
* Name
* PhoneNumber
* Email

**Devices**

* DeviceID (Primary Key)
* CustomerID (Foreign Key)
* Brand
* Model
* IssueDescription

**Repair Requests**

* RequestID (Primary Key)
* CustomerID (Foreign Key)
* DeviceID (Foreign Key)
* RequestDate
* Status (Pending, In Progress, Waiting for Parts, Completed, Canceled)
* EstimatedCost

**Technicians**

* TechnicianID (Primary Key)
* Name
* Specialization
* Availability

**Inventory (Spare Parts)**

* PartID (Primary Key)
* PartName
* QuantityInStock

**Payments**

* PaymentID (Primary Key)
* RequestID (Foreign Key)
* PaymentDate
* AmountPaid
* PaymentMethod

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