[Source] - JSONPlaceholder API URL: https://jsonplaceholder.typicode.com/comments Type: Public mock API for simulating customer support comments [Raw Layer] - Table: raw.jsonplaceholder_comments - Jupyter Notebook: customer_support_API_Extract_Load_Raw.ipynb - Tasks: Send GET request Normalize JSON structure • Insert raw records into PostgreSQL (raw schema) [Staging Layer] - Table: staging.jsonplaceholder_comments - Tasks: • Drop duplicates, NULLs • Convert fields (e.g. postId \rightarrow INT) • Rename columns for consistency [Data Warehouse Layer] - Table: warehouse.support_comment_facts - Schema: Star schema design - Tasks: • Prepare for joins with users or posts • Summarize comment frequency and source [Users] - SQL analysis in Jupyter or dbt - Dashboards in Looker Studio - Use Cases: · Comment volume by user • Email analysis for outreach