CONL705: Assignment 1, Part 2:  
Database Implementation and Test

# Task 3 – Database implementation

Please see the below Oracle SQL code – done in order – to create the relevant tables for the IT Helpdesk database, along with adding information into these tables, updating tables where necessary, and adding any relevant indexes to these tables once populated with data. Notes will be provided in BLUE against the code pasted here where applicable.

## 3.1 – Creating Sequences for all primary keys

CREATE SEQUENCE personnelseq START WITH 1001 INCREMENT BY 1 MAXVALUE 2000;

CREATE SEQUENCE hardwareseq START WITH 5001 INCREMENT BY 1 MAXVALUE 6000;

CREATE SEQUENCE softwareseq START WITH 6001 INCREMENT BY 1 MAXVALUE 7000;

CREATE SEQUENCE equipmentseq START WITH 8001 INCREMENT BY 1 MAXVALUE 9999;

CREATE SEQUENCE operatorseq START WITH 101 INCREMENT BY 1 MAXVALUE 199 ;

CREATE SEQUENCE specialistseq START WITH 901 INCREMENT BY 1 MAXVALUE 999;

CREATE SEQUENCE callseq START WITH 200001 INCREMENT BY 1 MAXVALUE 500000;

CREATE SEQUENCE problemseq START WITH 400001 INCREMENT BY 1 MAXVALUE 750000;

CREATE SEQUENCE probtypeseq START WITH 35001 INCREMENT BY 1 MAXVALUE 36000;

CREATE SEQUENCE subjectseq START WITH 65001 INCREMENT BY 1 MAXVALUE 66000;

## 3.2 – Create Relevant Tables

### Personnel\_Register

CREATE TABLE Personnel\_Register

(

personnel\_ID NUMBER(4) PRIMARY KEY,

First\_Name VARCHAR2(30) NOT NULL,

Last\_Name VARCHAR2(30) NOT NULL,

Contact\_No CHAR(11) NOT NULL UNIQUE,

Email\_Address VARCHAR2(50) NOT NULL UNIQUE,

Job\_Title VARCHAR2(50) NOT NULL,

Department VARCHAR2(50) NOT NULL

);

Changed the Contact\_No from number to character, as it would be only used as a reference, and felt a more suitable choice for this attribute.

### Hardware\_Register

CREATE TABLE Hardware\_Register

(

Hardware\_ID NUMBER (4) PRIMARY KEY,

Hardware\_Name VARCHAR2(50) NOT NULL,

Hardware\_Make VARCHAR2(50) NOT NULL,

Hardware\_Specification VARCHAR2(200) NOT NULL,

Under\_Warranty VARCHAR2(3) NOT NULL

);

### Software\_Register

CREATE TABLE Software\_Register

(

Software\_ID NUMBER (4) PRIMARY KEY,

Software\_Name VARCHAR2(50) NOT NULL UNIQUE,

Software\_Make VARCHAR2(50) NOT NULL,

Software\_Specification VARCHAR2(200) NOT NULL,

License\_Valid VARCHAR2(3)

);

### Equipment\_Register

CREATE TABLE Equipment\_Register

(

Equipment\_ID NUMBER(4) PRIMARY KEY,

Computer\_Serial\_No CHAR(7) NOT NULL UNIQUE,

Hardware\_ID\_1 NUMBER(4) REFERENCES Hardware\_Register (Hardware\_ID) ON DELETE CASCADE,

Hardware\_ID\_2 NUMBER(4) REFERENCES Hardware\_Register (Hardware\_ID) ON DELETE CASCADE,

Hardware\_ID\_3 NUMBER(4) REFERENCES Hardware\_Register (Hardware\_ID) ON DELETE CASCADE,

Software\_ID\_1 NUMBER(4) REFERENCES Software\_Register (Software\_ID) ON DELETE SET NULL,

Software\_ID\_2 NUMBER(4) REFERENCES Software\_Register (Software\_ID) ON DELETE SET NULL,

Software\_ID\_3 NUMBER(4) REFERENCES Software\_Register (Software\_ID) ON DELETE SET NULL,

Personnel\_ID NUMBER(4) REFERENCES Personnel\_Register(Personnel\_ID)ON DELETE SET NULL

);

It may be noted, that this DDL script is slightly different compared to the Relational Schema created previously. Decided to have a singular primary key on Equipment ID, with a unique Constraint ( which also mean a unique index) on the Computer\_Serial\_No. as well as increased amount of columns concerning hardware and software used; so that this table could show a one to one relationship with the personnel\_Register. In an real world scenario, there may be equipment assigned to no personnel ( extras, demo equipment, or faulty).

### Helpdesk\_Operator

CREATE TABLE Helpdesk\_Operator

(

Operator\_ID NUMBER(3) PRIMARY KEY,

Personnel\_ID REFERENCES Personnel\_Register (personnel\_ID) ON DELETE SET CASCADE

);

### Helpdesk\_Specialist

CREATE TABLE Helpdesk\_Specialist

(

Specialist\_ID NUMBER(3) PRIMARY KEY,

Personnel\_ID NUMBER(4) REFERENCES Personnel\_Register(Personnel\_ID) ON DELETE CASCADE

);

subject\_area columns were added to this table later, once the subject\_area table was created

### Call\_Log

CREATE TABLE Call\_Log

(

Call\_ID NUMBER(6) PRIMARY KEY,

Operator\_ID NUMBER(3) REFERENCES Helpdesk\_Operator(Operator\_ID),

Personnel\_ID NUMBER(4) REFERENCES Personnel\_Register(Personnel\_ID),

Call\_Started DATE DEFAULT (SYSDATE),

Call\_Ended DATE,

Computer\_Serial\_No CHAR(7) NOT NULL,

Reason\_For\_Call VARCHAR2(50) NOT NULL,

Call\_Notes VARCHAR2(100)

);

Slight variation in the Computer\_Serial\_No attribute, as that value can repeat if there are multiple calls from a user, with the same piece of equipment.

### Problem\_Register

CREATE TABLE Problem\_Register

(

Problem\_ID NUMBER(6) PRIMARY KEY,

Call\_ID NUMBER(6) REFERENCES Call\_Log (Call\_ID),

Specialist\_ID NUMBER(3) REFERENCES Helpdesk\_Specialist(Specialist\_ID),

Problem\_Description VARCHAR2(100),

Problem\_Created\_Date DATE DEFAULT(SYSDATE),

Problem\_Ended\_Date DATE,

Problem\_Status VARCHAR2(10) NOT NULL,

Resolutions\_Notes VARCHAR2(100)

);

A register of all problems recorded, who is assigned to the problem, when it was created, closed, and how the problem was resolved.

### Problem\_Type

CREATE TABLE Problem\_Type

(

ProblemType\_ID NUMBER(5) PRIMARY KEY,

ProblemType\_Desc VARCHAR2(100),

Equipment\_Type VARCHAR2(30) NOT NULL,

Parent\_ProblemType\_ID NUMBER(5) REFERENCES Problem\_Type(ProblemType\_ID)

);

Change Sub\_ProblemType\_ID from the relation schema, to Parent\_ProblemType\_ID; so that a problem can have a parent (such as a general hardware problem) , which can be broken down into specific problem areas (laptop, mouse, keyboard, headset problems).

### Subject\_Area

CREATE TABLE Subject\_Area

(

Subject\_Area\_ID NUMBER(5) PRIMARY KEY,

Subject\_Name VARCHAR2(30) NOT NULL UNIQUE,

Subject\_Description VARCHAR2(100),

ProblemType\_1 NUMBER(5) REFERENCES Problem\_Type(ProblemType\_ID),

ProblemType\_2 NUMBER(5) REFERENCES Problem\_Type(ProblemType\_ID),

ProblemType\_3 NUMBER(5) REFERENCES Problem\_Type(ProblemType\_ID)

);

Subject area is something a specialist, specialises in. subject area contain several different problem types within this umbrella.

## 3.3 - Alter created tables to add relevant columns.

Due to the relationships built between tables, some columns for certain tables needed to be added – in a particular order - after the tables were initially created.

ALTER TABLE Helpdesk\_Specialist ADD Subject\_Area\_1 NUMBER(5) REFERENCES Subject\_Area(Subject\_Area\_ID);

ALTER TABLE Helpdesk\_Specialist ADD Subject\_Area\_2 NUMBER(5) REFERENCES Subject\_Area(Subject\_Area\_ID);

ALTER TABLE Helpdesk\_Specialist ADD Subject\_Area\_3 NUMBER(5) REFERENCES Subject\_Area(Subject\_Area\_ID);

ALTER TABLE Call\_Log ADD Problem\_ID NUMBER(6) REFERENCES Problem\_Register(Problem\_ID);

ALTER TABLE Problem\_Register ADD ProblemType\_ID NUMBER(5) REFERENCES Problem\_Type(ProblemType\_ID);

ALTER TABLE Problem\_Type ADD Subject\_Area\_ID NUMBER(5) REFERENCES Subject\_Area(Subject\_Area\_ID);

## 3.4 – Insertion and update of data for each table created

### Personnel\_Register

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Sarena','Beelby','06506611403','sbeelby0@sina.com.cn','Paralegal','Support');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Hazlett','Goracci','05692632672','hgoracci1@berkeley.edu','Helpdesk Operator','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Anita','Toolan','08498821539','atoolan2@weibo.com','Sales Representative','Business Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Sheila','Stirgess','04363132034','sstirgess4@addthis.com','Human Resources Manager','Services');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Catlin','Petrazzi','02695065247','cpetrazzi5@army.mil','VP Quality Control','Marketing');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Neron','McCourtie','01582926270','nmccourtie6@fda.gov','Assistant Manager','Legal');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Waldemar','Skeech','03574005081','wskeech7@ftc.gov','Environmental Tech','Training');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Jodie','Cabbell','02447213801','jcabbell8@pagesperso-orange.fr','Editor','Services');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Pearline','Clotworthy','01023077160','pclotworthy9@mozilla.org','Graphic Designer','Sales');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Jesus','Jayes','02158504695','jjayes25@wikipedia.org','Helpdesk Specialist','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Jenna','Crevagh','06961678121','jcrevagh1x@dedecms.com','Helpdesk Operator','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Artemus','Sallier','07935648971','asallierb@addthis.com','Senior Cost Accountant','Support');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Sharla','Helmke','02152818906','shelmkec@ucsd.edu','Research Associate','Research and Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Kerstin','Bamblett','01791731811','kbamblettd@tuttocitta.it','Associate Professor','Marketing');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Rosina','Ganny','02958098841','rgannyg@123-reg.co.uk','Quality Control Specialist','Business Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Ellerey','Hardisty','09798836706','ehardistyh@dailymotion.com','Biostatistician I','Support');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Katinka','Shipperbottom','02401293433','kshipperbottomi@dot.gov','Recruiting Manager','Marketing');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Carlin','Predohl','09888945075','cpredohl2l@irs.gov','Helpdesk Operator','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Catherin','Duligal','01752774126','cduligalk@psu.edu','Nuclear Power Engineer','Legal');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Veda','Candlish','07573324240','vcandlishm@furl.net','Software Test Engineer III','Human Resources');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Herbert','Sebrook','09933360851','hsebrookn@smugmug.com','Senior Editor','Marketing');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Winni','Samett','05408817673','wsametto@clickbank.net','Chief Design Engineer','Human Resources');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Netta','Fletham','02017791598','nflethamy@techcrunch.com','Helpdesk Operator','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Percy','Bitchener','09548887681','pbitchenerq@hc360.com','Human Resources Assistant I','Accounting');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Brandi','Habble','08504202371','bhabbler@studiopress.com','Senior Editor','Services');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Zondra','Farries','07172681694','zfarriest@ucsd.edu','Computer Systems Analyst IV','Business Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'John','Bamling','09034547466','jbamlingu@hibu.com','Computer Systems Analyst IV','Marketing');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Jose','Tivenan','07308347700','jtivenanv@cnbc.com','Nuclear Power Engineer','Services');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Jessamyn','ducarme','06566735502','jducarmew@apple.com','Payment Adjustment Coordinator','Human Resources');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Theo','Cable','06247660418','tcablej@blogspot.com','Helpdesk Operator','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Kerstin','Jedrzejewsky','07204901096','kjedrzejewskyz@bigcartel.com','Account Executive','Business Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Melloney','Tough','09974792126','mtough10@toplist.cz','Design Engineer','Support');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Tom','Blessed','04115330254','tblessed11@earthlink.net','Media Manager III','Marketing');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Nady','Mosten','03056724519','nmosten12@blog.com','Structural Engineer','Legal');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Melessa','Danat','06731108630','mdanat13@addthis.com','Account Coordinator','Product Management');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Marigold','Scardifeild','01622180514','mscardifeild14@themeforest.net','Senior Sales Associate','Engineering');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Barrie','Antyukhin','05247761869','bantyukhin16@is.gd','Staff Accountant IV','Research and Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Hilly','Gomby','08714549904','hgomby17@reverbnation.com','Tax Accountant','Research and Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Gun','Sket','03116572215','gsket18@clickbank.net','Programmer IV','Product Management');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Laughton','Rumin','03078089557','lrumin19@pagesperso-orange.fr','Human Resources Assistant IV','Support');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Selby','Clouston','06464149324','sclouston1a@nydailynews.com','Financial Analyst','Sales');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Noni','Farherty','05649186229','nfarherty1d@reddit.com','Speech Pathologist','Human Resources');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Ryun','Bordone','01806046689','rbordone1c@ebay.com','Helpdesk Operator','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Ilene','Barreau','06856151080','ibarreau2g@admin.ch','Assistant Media Planner','Engineering');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Cassi','Grayston','03365452273','cgrayston2h@photobucket.com','Graphic Designer','Human Resources');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Colver','Hause','02945582316','chause2j@alibaba.com','Marketing Assistant','Research and Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Rand','Shaw','08177433147','rshaw2k@marketwatch.com','Marketing Manager','Engineering');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Tracy','Bernon','04962306859','tbernon1b@amazonaws.com','Helpdesk Operator','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Valaria','Neligan','09969081637','vneligan2m@google.com.br','Paralegal','Training');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Barbara-anne','Meaker','07781599326','bmeaker2n@arizona.edu','Administrative Officer','Research and Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Saleem','Sacchetti','04085725166','ssacchetti2o@lulu.com','Accountant III','Research and Development');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Lucien','Hainsworth','09592847425','lhainsworth2p@yale.edu','Structural Engineer','Human Resources');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Helsa','Balshaw','08169410989','hbalshaw2q@baidu.com','Analog Circuit Design manager','Training');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Killie','Tonepohl','05395045141','ktonepohl2r@sourceforge.net','Research Nurse','Accounting');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Towney','Heister','01876129373','theistera@bigcartel.com','Helpdesk Operator','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Hastings','Mattheeuw','03302124077','hmattheeuw2f@ucla.edu','Helpdesk Specialist','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Brinna','Spencelayh','06377622653','bspencelayh3@issuu.com','Helpdesk Specialist','IT Operations');

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Any','Andric','06064314282','aandricp@nhs.uk','Helpdesk Specialist','IT Operations');

### Hardware\_Register

INSERT INTO Hardware\_Register VALUES(hardwareseq.NEXTVAL,'Laptop','Dell','Inspiron 15 3511 RAM 8 GB DDR4 (2666 MHz). Processor - Intel® Core™ i5-1035G1 Processor - Quad-core - 1.0 GHz / 3.6 GHz - 6 MB cache','Yes');

INSERT INTO Hardware\_Register VALUES(hardwareseq.NEXTVAL,'Laptop','Apple','Macbook Air. Resolution Quad HD 2560 x 1600p. RAM 8 GB.Processor - Apple M1 chip - Octa-core. Storage 256 GB SSD.','No');

INSERT INTO Hardware\_Register VALUES(hardwareseq.NEXTVAL,'Mouse','Logitech','M280 WIRELESS Sensor technology DPI (Min/Max): 1000± Battery: 18 months 6Battery life may vary based on user and computing Connection Type: 2.4 GHz wireless connection Wireless range: 10 m.','Yes');

INSERT INTO Hardware\_Register VALUES(hardwareseq.NEXTVAL,'Mouse','HP','200 wireless optical mouse. Scrolling Scroll wheel Maximum DPI1000 Number of buttons 3','No');

INSERT INTO Hardware\_Register VALUES(hardwareseq.NEXTVAL,'Keyboard','Logitech','MX Keys Mini Wireless Keyboard Graphite Power Battery. Wired connections USB Type-C x 1. Compatibility- Windows - Mac - iOS - iPadOS - Android - Chrome OS - Linux.','Yes');

INSERT INTO Hardware\_Register VALUES(hardwareseq.NEXTVAL,'Headset','Jlab','Detachable cable.Bluetooth enabled.Connects to devices via Bluetooth.With a 3.5mm jack connection.40mm driver.Adjustable headband.Compatible with universal smartphones.45 hour battery life.','No');

INSERT INTO Hardware\_Register VALUES(hardwareseq.NEXTVAL,'Headset','Creative','Plug-and-Play HS-720 V2 Laptop and PC USB Headset 2m cable. USB connection.Noise cancelling.In-line volume control.Mute control.Adjustable headset and microphone.Manufacturers 2 year guarantee.','Yes');

### Software\_Register

INSERT INTO Software\_Register VALUES (softwareseq.NEXTVAL,'Zathin','Quaxo','scheduling system','Yes');

INSERT INTO Software\_Register VALUES (softwareseq.NEXTVAL,'Konklux','Vipe','Instant messaging service','Yes');

INSERT INTO Software\_Register VALUES (softwareseq.NEXTVAL,'Tres-Zap','Snaptags','Instant messaging service (Deprecated)','No');

INSERT INTO Software\_Register VALUES (softwareseq.NEXTVAL,'Windows 11','Microsoft','Operating System','Yes');

INSERT INTO Software\_Register VALUES (softwareseq.NEXTVAL,'MacOS 10.14','Apple','Operating System (Mojave) ','Yes');

### Equipment\_Register

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7321',5002,5005,NULL,6005,6001,6002,1001);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC5551',5001,5005,NULL,6004,6003,NULL,1002);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC4264',5002,5003,5007,6005,6002,NULL,1003);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC2479',5002,5005,5007,6005,6001,NULL,1004);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7379',5002,5005,5006,6005,6001,6003,1005);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3585',5001,5005,5006,6004,6002,6001,1006);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC2739',5002,5005,5007,6005,6002,6001,1007);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC5458',5002,5003,5006,6005,6003,6001,1008);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC1297',5001,5004,5007,6004,6001,6003,1009);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3110',5001,5003,5006,6004,6003,NULL,1010);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC6566',5002,5004,NULL,6005,6001,6002,1011);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC9396',5001,5005,5007,6004,6001,6002,1012);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC6885',5002,5004,5006,6005,6001,NULL,1013);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3588',5001,5003,5006,6004,6003,NULL,1014);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC8914',5002,5003,NULL,6005,6003,NULL,1015);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3977',5001,5005,5007,6004,6001,NULL,1016);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC2450',5001,5004,NULL,6004,6003,6001,1017);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7330',5002,5003,NULL,6005,6002,NULL,1018);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3253',5002,5004,5007,6005,6003,NULL,1019);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC0657',5001,5004,5007,6004,6001,6002,1020);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3186',5002,5005,5006,6005,6002,6001,1021);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7738',5001,5003,NULL,6004,6002,NULL,1022);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC9456',5002,5004,NULL,6005,6001,NULL,1023);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC6889',5001,5003,5006,6004,6002,NULL,1024);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC4863',5001,5003,5006,6004,6003,NULL,1025);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC8778',5001,5003,5007,6004,6003,6001,1026);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC2331',5002,5004,5007,6005,6002,NULL,1027);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7418',5001,5003,NULL,6004,6001,6003,1028);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC4275',5001,5005,5006,6004,6001,6003,1029);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC9891',5001,5004,NULL,6004,6001,NULL,1030);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC0642',5001,5005,5007,6004,6002,NULL,1031);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC1804',5001,5004,NULL,6004,6002,6001,1032);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3570',5002,5005,5007,6005,6002,6001,1033);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC8458',5002,5005,NULL,6005,6001,6003,1034);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3733',5001,5005,NULL,6004,6003,NULL,1035);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC0985',5001,5005,5006,6004,6001,NULL,1036);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3517',5002,5004,5007,6005,6001,NULL,1037);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC5439',5001,5005,NULL,6004,6001,NULL,1038);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC5653',5001,5004,NULL,6004,6002,6003,1039);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7541',5001,5003,NULL,6004,6003,6001,1040);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7842',5001,5004,NULL,6004,6003,6002,1041);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC4250',5002,5003,NULL,6005,6001,6003,1042);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC9542',5001,5003,5006,6004,6001,6003,1043);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC1310',5002,5005,5006,6005,6003,6002,1044);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC3521',5002,5004,NULL,6005,6003,6002,1045);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7019',5001,5004,NULL,6004,6002,6001,1046);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC6907',5001,5004,5007,6004,6003,6001,1047);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC5364',5001,5003,5007,6004,6003,6002,1048);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC6921',5002,5003,5006,6005,6002,6003,1049);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC5767',5002,5005,5007,6005,6001,6002,1050);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC8222',5002,5003,NULL,6005,6001,NULL,1051);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC1071',5001,5004,NULL,6004,6002,NULL,1052);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7515',5001,5005,5007,6004,6002,NULL,1053);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC4910',5001,5005,NULL,6004,6002,6003,1054);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC7750',5001,5003,NULL,6004,6001,6003,1055);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC4341',5001,5005,5007,6004,6003,NULL,1056);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC1823',5002,5005,5007,6005,6003,6002,1057);

INSERT INTO Equipment\_Register VALUES (equipmentseq.NEXTVAL,'WC6605',5002,5004,5007,6005,6002,6001,1058);

### Helpdesk\_Operator

INSERT INTO Helpdesk\_Operator VALUES (operatorseq.NEXTVAL,1002);

INSERT INTO Helpdesk\_Operator VALUES (operatorseq.NEXTVAL,1011);

INSERT INTO Helpdesk\_Operator VALUES (operatorseq.NEXTVAL,1018);

INSERT INTO Helpdesk\_Operator VALUES (operatorseq.NEXTVAL,1023);

INSERT INTO Helpdesk\_Operator VALUES (operatorseq.NEXTVAL,1030);

INSERT INTO Helpdesk\_Operator VALUES (operatorseq.NEXTVAL,1043);

INSERT INTO Helpdesk\_Operator VALUES (operatorseq.NEXTVAL,1048);

INSERT INTO Helpdesk\_Operator VALUES (operatorseq.NEXTVAL,1055);

### Subject\_Area

INSERT INTO Subject\_Area (subject\_Area\_ID,Subject\_Name,Subject\_Description) VALUES (subjectseq.NEXTVAL,'Hardware','Issues relating to the physical equipment personnel use');

INSERT INTO Subject\_Area (subject\_Area\_ID,Subject\_Name,Subject\_Description) VALUES (subjectseq.NEXTVAL,'Software','Issues relating to the running of virtual software on personnel laptops');

INSERT INTO Subject\_Area (subject\_Area\_ID,Subject\_Name,Subject\_Description) VALUES (subjectseq.NEXTVAL,'Business As Usual (BAU)','Set up or support for personnel, where operators unable to resolve due to complexities.');

INSERT INTO Subject\_Area (subject\_Area\_ID,Subject\_Name,Subject\_Description) VALUES (subjectseq.NEXTVAL,'Microsoft','Issues that purely relate to Microsoft ran services and equipment');

INSERT INTO Subject\_Area (subject\_Area\_ID,Subject\_Name,Subject\_Description) VALUES (subjectseq.NEXTVAL,'Apple','Issues that purely relate to Apple ran services and equipment');

### Problem\_Type

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'General Hardware problem','Hardware',NULL,65001);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'General Software problem','Software',NULL,65002);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'General Queries','Misc',NULL,65003);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Laptop Issue','Hardware',35001,65001);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Mouse/Keyboard Issue','Hardware',35001,65001);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Headset Issue','Hardware',35001,65001);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Operating System Issue ','Software',35002,65002);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'IM Issue','Software',35002,65002);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Scheduler Issue ','Software',35002,65002);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Issue with Windows platform','Software',35002,65004);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Issue with Apple platform','Software',35002,65005);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Specific issue with Windows Laptops','Hardware',35001,65004);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Specific issue with Apple laptops','Hardware',35001,65005);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Account unlock/Password Reset','Misc',35003,65003);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Order Equipment/ Software','Misc',35001,65003);

INSERT INTO Problem\_Type VALUES (probtypeseq.NEXTVAL,'Adhoc Information Request ','Misc',35003,65003);

### Helpdesk\_Specialist

INSERT INTO Helpdesk\_Specialist VALUES (specialistseq.NEXTVAL,1010,65001,65004,NULL);

INSERT INTO Helpdesk\_Specialist VALUES (specialistseq.NEXTVAL,1056,65002,65003,65001);

INSERT INTO Helpdesk\_Specialist VALUES (specialistseq.NEXTVAL,1057,65003,65005,NULL);

INSERT INTO Helpdesk\_Specialist VALUES (specialistseq.NEXTVAL,1058,65002,65003,65004);

### Update Subject\_Area, with problem types from Problem\_Type

UPDATE Subject\_Area SET ProblemType\_1 = 35004,ProblemType\_2 = 35005 ,ProblemType\_3 = 35006 WHERE Subject\_Area\_ID = '65001';

UPDATE Subject\_Area SET ProblemType\_1 = 35007,ProblemType\_2 = 35008 ,ProblemType\_3 = 35009 WHERE Subject\_Area\_ID = '65002';

UPDATE Subject\_Area SET ProblemType\_1 = 35014,ProblemType\_2 = 35015 ,ProblemType\_3 = 35016 WHERE Subject\_Area\_ID = '65003';

UPDATE Subject\_Area SET ProblemType\_1 = 35010,ProblemType\_2 = 35012 ,ProblemType\_3 = NULL WHERE Subject\_Area\_ID = '65004';

UPDATE Subject\_Area SET ProblemType\_1 = 35011,ProblemType\_2 = 35013 ,ProblemType\_3 = NULL WHERE Subject\_Area\_ID = '65005';

### Call\_Log

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1020,TO\_TIMESTAMP('2021/01/03 08:47','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/03 08:58','yyyy/mm/dd hh24:mi'),'WC8914','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1023,TO\_TIMESTAMP('2021/01/09 08:38','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/09 08:39','yyyy/mm/dd hh24:mi'),'WC5458','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1054,TO\_TIMESTAMP('2021/01/09 08:55','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/09 08:59','yyyy/mm/dd hh24:mi'),'WC4250','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1027,TO\_TIMESTAMP('2021/01/10 09:52','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/10 10:01','yyyy/mm/dd hh24:mi'),'WC7019','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1024,TO\_TIMESTAMP('2021/01/11 08:38','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/11 08:39','yyyy/mm/dd hh24:mi'),'WC7738','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1040,TO\_TIMESTAMP('2021/01/13 09:51','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/13 10:05','yyyy/mm/dd hh24:mi'),'WC0657','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1032,TO\_TIMESTAMP('2021/01/15 09:53','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/15 09:57','yyyy/mm/dd hh24:mi'),'WC3517','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1006,TO\_TIMESTAMP('2021/01/16 08:29','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/16 08:30','yyyy/mm/dd hh24:mi'),'WC5551','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1002,TO\_TIMESTAMP('2021/01/18 08:16','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/18 08:17','yyyy/mm/dd hh24:mi'),'WC9542','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1028,TO\_TIMESTAMP('2021/01/21 08:29','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/21 08:37','yyyy/mm/dd hh24:mi'),'WC7738','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,105,1040,TO\_TIMESTAMP('2021/01/22 09:20','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/22 09:30','yyyy/mm/dd hh24:mi'),'WC9456','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1042,TO\_TIMESTAMP('2021/01/23 08:28','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/23 08:34','yyyy/mm/dd hh24:mi'),'WC4910','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1033,TO\_TIMESTAMP('2021/01/26 08:13','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/26 08:18','yyyy/mm/dd hh24:mi'),'WC7379','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1058,TO\_TIMESTAMP('2021/01/29 09:34','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/29 09:39','yyyy/mm/dd hh24:mi'),'WC3521','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1053,TO\_TIMESTAMP('2021/01/31 09:32','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/01/31 09:41','yyyy/mm/dd hh24:mi'),'WC1071','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1011,TO\_TIMESTAMP('2021/02/04 08:32','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/04 08:46','yyyy/mm/dd hh24:mi'),'WC6889','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1052,TO\_TIMESTAMP('2021/02/04 09:56','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/04 10:03','yyyy/mm/dd hh24:mi'),'WC4275','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1054,TO\_TIMESTAMP('2021/02/08 08:47','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/08 09:00','yyyy/mm/dd hh24:mi'),'WC6885','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1028,TO\_TIMESTAMP('2021/02/12 08:37','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/12 08:39','yyyy/mm/dd hh24:mi'),'WC4275','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1046,TO\_TIMESTAMP('2021/02/21 08:59','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/21 09:04','yyyy/mm/dd hh24:mi'),'WC9456','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,105,1048,TO\_TIMESTAMP('2021/03/02 08:55','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/02 08:57','yyyy/mm/dd hh24:mi'),'WC7330','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1024,TO\_TIMESTAMP('2021/03/10 08:53','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/10 08:55','yyyy/mm/dd hh24:mi'),'WC6889','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1010,TO\_TIMESTAMP('2021/03/18 08:29','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/18 08:31','yyyy/mm/dd hh24:mi'),'WC9396','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1048,TO\_TIMESTAMP('2021/03/20 08:46','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/20 09:00','yyyy/mm/dd hh24:mi'),'WC8458','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1015,TO\_TIMESTAMP('2021/03/22 09:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/22 09:45','yyyy/mm/dd hh24:mi'),'WC6889','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1046,TO\_TIMESTAMP('2021/03/29 08:36','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/29 08:44','yyyy/mm/dd hh24:mi'),'WC1823','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1012,TO\_TIMESTAMP('2021/04/07 09:12','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/07 09:26','yyyy/mm/dd hh24:mi'),'WC2479','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1039,TO\_TIMESTAMP('2021/04/14 09:40','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/14 09:41','yyyy/mm/dd hh24:mi'),'WC2331','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1031,TO\_TIMESTAMP('2021/04/17 08:47','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/17 08:56','yyyy/mm/dd hh24:mi'),'WC7515','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1054,TO\_TIMESTAMP('2021/04/24 09:11','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/24 09:14','yyyy/mm/dd hh24:mi'),'WC7019','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1003,TO\_TIMESTAMP('2021/04/25 08:49','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/25 09:02','yyyy/mm/dd hh24:mi'),'WC1071','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1028,TO\_TIMESTAMP('2021/04/27 08:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/27 08:43','yyyy/mm/dd hh24:mi'),'WC8914','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1058,TO\_TIMESTAMP('2021/04/27 09:25','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/27 09:40','yyyy/mm/dd hh24:mi'),'WC1297','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1005,TO\_TIMESTAMP('2021/04/29 09:42','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/29 09:43','yyyy/mm/dd hh24:mi'),'WC9456','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1007,TO\_TIMESTAMP('2021/04/30 09:00','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/30 09:04','yyyy/mm/dd hh24:mi'),'WC9396','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1033,TO\_TIMESTAMP('2021/05/02 08:46','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/02 08:52','yyyy/mm/dd hh24:mi'),'WC3570','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1050,TO\_TIMESTAMP('2021/05/02 09:46','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/02 09:47','yyyy/mm/dd hh24:mi'),'WC3588','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1058,TO\_TIMESTAMP('2021/05/05 09:06','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/05 09:15','yyyy/mm/dd hh24:mi'),'WC7418','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1001,TO\_TIMESTAMP('2021/05/06 09:02','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/06 09:08','yyyy/mm/dd hh24:mi'),'WC3733','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1033,TO\_TIMESTAMP('2021/05/08 08:24','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/08 08:33','yyyy/mm/dd hh24:mi'),'WC4275','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1025,TO\_TIMESTAMP('2021/05/12 09:00','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/12 09:13','yyyy/mm/dd hh24:mi'),'WC6921','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1054,TO\_TIMESTAMP('2021/05/14 08:25','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/14 08:27','yyyy/mm/dd hh24:mi'),'WC3110','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1029,TO\_TIMESTAMP('2021/05/24 08:55','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/24 09:10','yyyy/mm/dd hh24:mi'),'WC8458','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1050,TO\_TIMESTAMP('2021/05/25 08:43','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/25 08:53','yyyy/mm/dd hh24:mi'),'WC1804','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,105,1009,TO\_TIMESTAMP('2021/05/26 09:06','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/26 09:18','yyyy/mm/dd hh24:mi'),'WC7019','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1045,TO\_TIMESTAMP('2021/05/30 09:20','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/30 09:23','yyyy/mm/dd hh24:mi'),'WC3517','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1007,TO\_TIMESTAMP('2021/06/01 09:38','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/06/01 09:48','yyyy/mm/dd hh24:mi'),'WC4250','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1043,TO\_TIMESTAMP('2021/06/15 08:54','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/06/15 09:05','yyyy/mm/dd hh24:mi'),'WC4910','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1016,TO\_TIMESTAMP('2021/06/21 09:58','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/06/21 10:05','yyyy/mm/dd hh24:mi'),'WC0657','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1005,TO\_TIMESTAMP('2021/06/30 08:10','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/06/30 08:23','yyyy/mm/dd hh24:mi'),'WC3110','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1017,TO\_TIMESTAMP('2021/07/08 08:31','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/08 08:41','yyyy/mm/dd hh24:mi'),'WC6889','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1025,TO\_TIMESTAMP('2021/07/08 09:00','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/08 09:09','yyyy/mm/dd hh24:mi'),'WC5439','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1058,TO\_TIMESTAMP('2021/07/15 09:40','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/15 09:48','yyyy/mm/dd hh24:mi'),'WC5551','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1008,TO\_TIMESTAMP('2021/07/17 09:15','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/17 09:24','yyyy/mm/dd hh24:mi'),'WC2331','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1018,TO\_TIMESTAMP('2021/07/18 08:42','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/18 08:54','yyyy/mm/dd hh24:mi'),'WC3570','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1020,TO\_TIMESTAMP('2021/07/19 08:02','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/19 08:13','yyyy/mm/dd hh24:mi'),'WC4341','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1040,TO\_TIMESTAMP('2021/07/26 09:19','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/26 09:23','yyyy/mm/dd hh24:mi'),'WC2450','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1001,TO\_TIMESTAMP('2021/07/28 09:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/28 09:39','yyyy/mm/dd hh24:mi'),'WC8458','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1044,TO\_TIMESTAMP('2021/07/31 08:19','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/31 08:27','yyyy/mm/dd hh24:mi'),'WC3977','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,105,1026,TO\_TIMESTAMP('2021/07/31 08:35','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/31 08:49','yyyy/mm/dd hh24:mi'),'WC3733','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1015,TO\_TIMESTAMP('2021/07/31 08:54','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/31 09:00','yyyy/mm/dd hh24:mi'),'WC3110','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1045,TO\_TIMESTAMP('2021/08/05 08:26','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/08/05 08:38','yyyy/mm/dd hh24:mi'),'WC1823','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1017,TO\_TIMESTAMP('2021/08/06 09:34','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/08/06 09:45','yyyy/mm/dd hh24:mi'),'WC7019','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1015,TO\_TIMESTAMP('2021/08/13 08:11','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/08/13 08:22','yyyy/mm/dd hh24:mi'),'WC4910','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1032,TO\_TIMESTAMP('2021/08/16 09:54','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/08/16 09:56','yyyy/mm/dd hh24:mi'),'WC4250','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1039,TO\_TIMESTAMP('2021/08/22 09:02','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/08/22 09:16','yyyy/mm/dd hh24:mi'),'WC1297','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1034,TO\_TIMESTAMP('2021/08/24 09:18','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/08/24 09:27','yyyy/mm/dd hh24:mi'),'WC6907','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1026,TO\_TIMESTAMP('2021/09/10 08:59','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/10 09:10','yyyy/mm/dd hh24:mi'),'WC7738','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1036,TO\_TIMESTAMP('2021/09/12 09:16','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/12 09:23','yyyy/mm/dd hh24:mi'),'WC6921','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1044,TO\_TIMESTAMP('2021/09/15 08:10','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/15 08:23','yyyy/mm/dd hh24:mi'),'WC0657','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1050,TO\_TIMESTAMP('2021/09/15 09:51','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/15 10:05','yyyy/mm/dd hh24:mi'),'WC2739','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1053,TO\_TIMESTAMP('2021/09/20 09:13','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/20 09:17','yyyy/mm/dd hh24:mi'),'WC2450','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1044,TO\_TIMESTAMP('2021/09/24 09:58','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/24 10:03','yyyy/mm/dd hh24:mi'),'WC4264','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1006,TO\_TIMESTAMP('2021/09/29 09:12','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/29 09:21','yyyy/mm/dd hh24:mi'),'WC5551','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1046,TO\_TIMESTAMP('2021/10/06 08:10','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/06 08:15','yyyy/mm/dd hh24:mi'),'WC5653','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1057,TO\_TIMESTAMP('2021/10/07 08:41','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/07 08:44','yyyy/mm/dd hh24:mi'),'WC5439','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1046,TO\_TIMESTAMP('2021/10/19 08:32','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/19 08:39','yyyy/mm/dd hh24:mi'),'WC7515','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1042,TO\_TIMESTAMP('2021/10/19 09:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/19 09:46','yyyy/mm/dd hh24:mi'),'WC0985','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1021,TO\_TIMESTAMP('2021/10/20 08:53','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/20 08:54','yyyy/mm/dd hh24:mi'),'WC3253','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1022,TO\_TIMESTAMP('2021/10/20 09:22','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/20 09:26','yyyy/mm/dd hh24:mi'),'WC1071','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1003,TO\_TIMESTAMP('2021/10/21 09:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/21 09:45','yyyy/mm/dd hh24:mi'),'WC2739','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1058,TO\_TIMESTAMP('2021/10/23 08:04','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/23 08:18','yyyy/mm/dd hh24:mi'),'WC6566','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,105,1057,TO\_TIMESTAMP('2021/10/25 08:41','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/25 08:46','yyyy/mm/dd hh24:mi'),'WC7330','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1038,TO\_TIMESTAMP('2021/10/25 09:49','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/25 10:00','yyyy/mm/dd hh24:mi'),'WC3977','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1026,TO\_TIMESTAMP('2021/11/04 08:54','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/04 09:06','yyyy/mm/dd hh24:mi'),'WC6885','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,102,1033,TO\_TIMESTAMP('2021/11/12 08:39','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/12 08:43','yyyy/mm/dd hh24:mi'),'WC5551','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1008,TO\_TIMESTAMP('2021/11/14 08:38','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/14 08:52','yyyy/mm/dd hh24:mi'),'WC9456','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1021,TO\_TIMESTAMP('2021/11/20 08:36','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/20 08:49','yyyy/mm/dd hh24:mi'),'WC3521','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1012,TO\_TIMESTAMP('2021/11/26 08:08','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/26 08:10','yyyy/mm/dd hh24:mi'),'WC5458','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1019,TO\_TIMESTAMP('2021/11/28 08:50','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/28 09:03','yyyy/mm/dd hh24:mi'),'WC1071','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1027,TO\_TIMESTAMP('2021/11/29 09:07','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/29 09:15','yyyy/mm/dd hh24:mi'),'WC0657','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1039,TO\_TIMESTAMP('2021/12/10 08:22','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/10 08:31','yyyy/mm/dd hh24:mi'),'WC8778','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1014,TO\_TIMESTAMP('2021/12/10 08:45','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/10 08:55','yyyy/mm/dd hh24:mi'),'WC4341','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,101,1027,TO\_TIMESTAMP('2021/12/16 09:14','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/16 09:21','yyyy/mm/dd hh24:mi'),'WC7750','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1001,TO\_TIMESTAMP('2021/12/21 08:42','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/21 08:55','yyyy/mm/dd hh24:mi'),'WC3977','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1012,TO\_TIMESTAMP('2021/12/23 09:50','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/23 10:03','yyyy/mm/dd hh24:mi'),'WC2450','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,105,1027,TO\_TIMESTAMP('2022/01/01 09:30','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/01 09:38','yyyy/mm/dd hh24:mi'),'WC2450','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,105,1049,TO\_TIMESTAMP('2022/01/03 09:44','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/03 09:50','yyyy/mm/dd hh24:mi'),'WC3253','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,104,1038,TO\_TIMESTAMP('2022/01/05 08:40','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/05 08:46','yyyy/mm/dd hh24:mi'),'WC6907','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1034,TO\_TIMESTAMP('2022/01/11 08:03','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/11 08:05','yyyy/mm/dd hh24:mi'),'WC7541','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1053,TO\_TIMESTAMP('2022/01/13 08:03','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/13 08:12','yyyy/mm/dd hh24:mi'),'WC0642','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1039,TO\_TIMESTAMP('2022/01/13 09:55','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/13 10:06','yyyy/mm/dd hh24:mi'),'WC5458','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,108,1049,TO\_TIMESTAMP('2022/01/14 09:22','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/14 09:26','yyyy/mm/dd hh24:mi'),'WC3517','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1056,TO\_TIMESTAMP('2022/01/15 08:41','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/15 08:55','yyyy/mm/dd hh24:mi'),'WC8222','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1012,TO\_TIMESTAMP('2022/01/16 08:00','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/16 08:10','yyyy/mm/dd hh24:mi'),'WC3588','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,105,1041,TO\_TIMESTAMP('2022/01/17 08:58','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/17 09:04','yyyy/mm/dd hh24:mi'),'WC7738','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,107,1050,TO\_TIMESTAMP('2022/01/31 09:20','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/31 09:30','yyyy/mm/dd hh24:mi'),'WC6885','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,106,1034,TO\_TIMESTAMP('2022/02/01 09:07','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/02/01 09:15','yyyy/mm/dd hh24:mi'),'WC1804','Concise statement of what the call relates to.','Example of notes that could be placed here.');

INSERT INTO Call\_Log (Call\_ID,Operator\_ID,Personnel\_ID,Call\_Started,Call\_Ended,Computer\_Serial\_No,Reason\_For\_Call,Call\_Notes) VALUES(callseq.NEXTVAL,103,1030,TO\_TIMESTAMP('2022/02/12 08:02','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/02/12 08:16','yyyy/mm/dd hh24:mi'),'WC2450','Concise statement of what the call relates to.','Example of notes that could be placed here.');

### Problem\_Register

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200029,903,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/10/07 08:41','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/04 08:41','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35004);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200016,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/10/07 08:41','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/28 08:41','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35006);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200004,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/04/29 09:42','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/19 09:42','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35001);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200025,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/05/06 09:02','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/27 09:02','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35014);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200040,903,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/01/29 09:34','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/02 09:34','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35016);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200094,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/10/19 09:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/16 09:33','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35014);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200035,903,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2022/02/12 08:02','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/02/20 08:02','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35011);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200106,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/10/25 09:49','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/27 09:49','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35007);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200068,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/11/14 08:38','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/03 08:38','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35004);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200034,902,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/03/22 09:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/29 09:33','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35016);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200043,903,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/07/08 08:31','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/26 08:31','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35002);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200106,902,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2022/01/16 08:00','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/27 08:00','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35013);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200042,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/03/20 08:46','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/05 08:46','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35014);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200016,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/09/12 09:16','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/19 09:16','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35004);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200108,902,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/03/10 08:53','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/06 08:53','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35015);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200061,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/08/05 08:26','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/08/29 08:26','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35014);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200062,903,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/04/07 09:12','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/08 09:12','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35002);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200011,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/03/02 08:55','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/03 08:55','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35016);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200005,902,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/09/15 09:51','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/06 09:51','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35004);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200050,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/04/25 08:49','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/18 08:49','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35007);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200069,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/04/27 08:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/30 08:33','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35008);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200002,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/07/19 08:02','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/07/27 08:02','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35010);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200069,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/02/04 09:56','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/06 09:56','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35016);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200103,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/09/20 09:13','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/09/27 09:13','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35015);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200020,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/01/09 08:55','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/05 08:55','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35003);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200106,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/10/07 08:41','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/04 08:41','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35013);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200057,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/12/23 09:50','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/25 09:50','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35011);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200047,903,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/12/10 08:22','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/20 08:22','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35009);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200047,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/04/27 09:25','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/05 09:25','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35005);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200064,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/11/12 08:39','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/12/04 08:39','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35014);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200043,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/05/02 08:46','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/05 08:46','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35015);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200030,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/10/21 09:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/10 09:33','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35010);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200096,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/09/24 09:58','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/10/02 09:58','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35006);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200005,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/01/29 09:34','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/18 09:34','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35011);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200065,902,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/05/25 08:43','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/06/04 08:43','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35006);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200027,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/01/21 08:29','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/04 08:29','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35003);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200035,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2022/01/01 09:30','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/27 09:30','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35014);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200002,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2022/01/13 08:03','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/22 08:03','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35001);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200105,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/11/12 08:39','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/13 08:39','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35007);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200058,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/10/21 09:33','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/01 09:33','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35006);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200017,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/03/18 08:29','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/01 08:29','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35005);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200024,904,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/02/04 09:56','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/14 09:56','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35016);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200056,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2022/01/03 09:44','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/08 09:44','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35012);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200063,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/01/23 08:28','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/02/06 08:28','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35016);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200016,903,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/03/10 08:53','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/03/28 08:53','yyyy/mm/dd hh24:mi'),'Closed','Information as to how the problem was resolved ',35011);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200094,901,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/05/12 09:00','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/05/22 09:00','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35005);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200081,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2022/01/14 09:22','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/17 09:22','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35003);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200012,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/11/12 08:39','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/11/29 08:39','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35005);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200065,NULL,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2021/03/20 08:46','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2021/04/07 08:46','yyyy/mm/dd hh24:mi'),'Open','Information as to how the problem was resolved ',35011);

INSERT INTO Problem\_Register VALUES(problemseq.NEXTVAL,200044,903,'Detailed description of what the problem is related to ',TO\_TIMESTAMP('2022/01/03 09:44','yyyy/mm/dd hh24:mi'),TO\_TIMESTAMP('2022/01/18 09:44','yyyy/mm/dd hh24:mi'),'On-hold','Information as to how the problem was resolved ',35016);

### Update Call\_Log with Problems in the Problem\_Register

UPDATE Call\_Log SET Problem\_ID = 400028 WHERE Call\_ID = 200107;

UPDATE Call\_Log SET Problem\_ID = 400019 WHERE Call\_ID = 200108;

UPDATE Call\_Log SET Problem\_ID = 400003 WHERE Call\_ID = 200109;

UPDATE Call\_Log SET Problem\_ID = 400045 WHERE Call\_ID = 200001;

UPDATE Call\_Log SET Problem\_ID = 400013 WHERE Call\_ID = 200002;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200003;

UPDATE Call\_Log SET Problem\_ID = 400012 WHERE Call\_ID = 200004;

UPDATE Call\_Log SET Problem\_ID = 400038 WHERE Call\_ID = 200005;

UPDATE Call\_Log SET Problem\_ID = 400015 WHERE Call\_ID = 200006;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200007;

UPDATE Call\_Log SET Problem\_ID = 400004 WHERE Call\_ID = 200008;

UPDATE Call\_Log SET Problem\_ID = 400048 WHERE Call\_ID = 200009;

UPDATE Call\_Log SET Problem\_ID = 400014 WHERE Call\_ID = 200010;

UPDATE Call\_Log SET Problem\_ID = 400008 WHERE Call\_ID = 200011;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200012;

UPDATE Call\_Log SET Problem\_ID = 400022 WHERE Call\_ID = 200013;

UPDATE Call\_Log SET Problem\_ID = 400023 WHERE Call\_ID = 200014;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200015;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200016;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200017;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200018;

UPDATE Call\_Log SET Problem\_ID = 400019 WHERE Call\_ID = 200019;

UPDATE Call\_Log SET Problem\_ID = 400036 WHERE Call\_ID = 200020;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200021;

UPDATE Call\_Log SET Problem\_ID = 400014 WHERE Call\_ID = 200022;

UPDATE Call\_Log SET Problem\_ID = 400025 WHERE Call\_ID = 200023;

UPDATE Call\_Log SET Problem\_ID = 400047 WHERE Call\_ID = 200024;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200025;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200026;

UPDATE Call\_Log SET Problem\_ID = 400009 WHERE Call\_ID = 200027;

UPDATE Call\_Log SET Problem\_ID = 400001 WHERE Call\_ID = 200028;

UPDATE Call\_Log SET Problem\_ID = 400026 WHERE Call\_ID = 200029;

UPDATE Call\_Log SET Problem\_ID = 400025 WHERE Call\_ID = 200030;

UPDATE Call\_Log SET Problem\_ID = 400029 WHERE Call\_ID = 200031;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200032;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200033;

UPDATE Call\_Log SET Problem\_ID = 400035 WHERE Call\_ID = 200034;

UPDATE Call\_Log SET Problem\_ID = 400047 WHERE Call\_ID = 200035;

UPDATE Call\_Log SET Problem\_ID = 400001 WHERE Call\_ID = 200036;

UPDATE Call\_Log SET Problem\_ID = 400047 WHERE Call\_ID = 200037;

UPDATE Call\_Log SET Problem\_ID = 400023 WHERE Call\_ID = 200038;

UPDATE Call\_Log SET Problem\_ID = 400037 WHERE Call\_ID = 200039;

UPDATE Call\_Log SET Problem\_ID = 400009 WHERE Call\_ID = 200040;

UPDATE Call\_Log SET Problem\_ID = 400020 WHERE Call\_ID = 200041;

UPDATE Call\_Log SET Problem\_ID = 400024 WHERE Call\_ID = 200042;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200043;

UPDATE Call\_Log SET Problem\_ID = 400021 WHERE Call\_ID = 200044;

UPDATE Call\_Log SET Problem\_ID = 400050 WHERE Call\_ID = 200045;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200046;

UPDATE Call\_Log SET Problem\_ID = 400011 WHERE Call\_ID = 200047;

UPDATE Call\_Log SET Problem\_ID = 400018 WHERE Call\_ID = 200048;

UPDATE Call\_Log SET Problem\_ID = 400042 WHERE Call\_ID = 200049;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200050;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200051;

UPDATE Call\_Log SET Problem\_ID = 400015 WHERE Call\_ID = 200052;

UPDATE Call\_Log SET Problem\_ID = 400001 WHERE Call\_ID = 200053;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200054;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200055;

UPDATE Call\_Log SET Problem\_ID = 400043 WHERE Call\_ID = 200056;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200057;

UPDATE Call\_Log SET Problem\_ID = 400032 WHERE Call\_ID = 200058;

UPDATE Call\_Log SET Problem\_ID = 400005 WHERE Call\_ID = 200059;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200060;

UPDATE Call\_Log SET Problem\_ID = 400012 WHERE Call\_ID = 200061;

UPDATE Call\_Log SET Problem\_ID = 400021 WHERE Call\_ID = 200062;

UPDATE Call\_Log SET Problem\_ID = 400002 WHERE Call\_ID = 200063;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200064;

UPDATE Call\_Log SET Problem\_ID = 400021 WHERE Call\_ID = 200065;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200066;

UPDATE Call\_Log SET Problem\_ID = 400039 WHERE Call\_ID = 200067;

UPDATE Call\_Log SET Problem\_ID = 400035 WHERE Call\_ID = 200068;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200069;

UPDATE Call\_Log SET Problem\_ID = 400030 WHERE Call\_ID = 200070;

UPDATE Call\_Log SET Problem\_ID = 400016 WHERE Call\_ID = 200071;

UPDATE Call\_Log SET Problem\_ID = 400043 WHERE Call\_ID = 200072;

UPDATE Call\_Log SET Problem\_ID = 400010 WHERE Call\_ID = 200073;

UPDATE Call\_Log SET Problem\_ID = 400019 WHERE Call\_ID = 200074;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200075;

UPDATE Call\_Log SET Problem\_ID = 400022 WHERE Call\_ID = 200076;

UPDATE Call\_Log SET Problem\_ID = 400035 WHERE Call\_ID = 200077;

UPDATE Call\_Log SET Problem\_ID = 400019 WHERE Call\_ID = 200078;

UPDATE Call\_Log SET Problem\_ID = 400017 WHERE Call\_ID = 200079;

UPDATE Call\_Log SET Problem\_ID = 400025 WHERE Call\_ID = 200080;

UPDATE Call\_Log SET Problem\_ID = 400007 WHERE Call\_ID = 200081;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200082;

UPDATE Call\_Log SET Problem\_ID = 400035 WHERE Call\_ID = 200083;

UPDATE Call\_Log SET Problem\_ID = 400040 WHERE Call\_ID = 200084;

UPDATE Call\_Log SET Problem\_ID = 400024 WHERE Call\_ID = 200085;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200086;

UPDATE Call\_Log SET Problem\_ID = 400046 WHERE Call\_ID = 200087;

UPDATE Call\_Log SET Problem\_ID = 400027 WHERE Call\_ID = 200088;

UPDATE Call\_Log SET Problem\_ID = 400050 WHERE Call\_ID = 200089;

UPDATE Call\_Log SET Problem\_ID = 400004 WHERE Call\_ID = 200090;

UPDATE Call\_Log SET Problem\_ID = 400030 WHERE Call\_ID = 200091;

UPDATE Call\_Log SET Problem\_ID = 400048 WHERE Call\_ID = 200092;

UPDATE Call\_Log SET Problem\_ID = 400021 WHERE Call\_ID = 200093;

UPDATE Call\_Log SET Problem\_ID = 400016 WHERE Call\_ID = 200094;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200095;

UPDATE Call\_Log SET Problem\_ID = 400029 WHERE Call\_ID = 200096;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200097;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200098;

UPDATE Call\_Log SET Problem\_ID = 400036 WHERE Call\_ID = 200099;

UPDATE Call\_Log SET Problem\_ID = 400050 WHERE Call\_ID = 200100;

UPDATE Call\_Log SET Problem\_ID = 400034 WHERE Call\_ID = 200101;

UPDATE Call\_Log SET Problem\_ID = 400022 WHERE Call\_ID = 200102;

UPDATE Call\_Log SET Problem\_ID = 400010 WHERE Call\_ID = 200103;

UPDATE Call\_Log SET Problem\_ID = 400002 WHERE Call\_ID = 200104;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200105;

UPDATE Call\_Log SET Problem\_ID = NULL WHERE Call\_ID = 200106;

Not all Calls will have a problem assigned to it.

## 3.5 – Create Indexes (where applicable) to help with query performance

CREATE INDEX personnel\_name\_i

ON Personnel\_Register(Last\_Name,First\_Name);

On the basis that a search would be based on the last then first name in the first instance, when looking up information on a member of personnel

CREATE INDEX personnel\_dept\_i

ON Personnel\_Register(Department,Job\_Title);

Another search may be conducted based on a personnel’s job title , or what department they work in

CREATE INDEX call\_personnel\_i

ON Call\_Log(Personnel\_ID,Operator\_ID);

To search based on how many calls would be assigned to a operator/specialist for example.

CREATE INDEX problem\_call\_i

ON Problem\_Register(Call\_ID);

To search on the associated calls where relevant that may quote the same problem

CREATE INDEX problem\_status\_i

ON Problem\_Register(Problem\_Status);

To search on a problem based on if it is close, on hold, or still open to be resolved.

# Task 4 – Database Test

The below SQL code is used to query the data within the tables created for the IT Helpdesk. Each query represents a step defined within the assignment, in order in which it is outlined, along with the query results

## Select Queries

### List the details of equipment and associated software.

SELECT

eqp.equipment\_id

,eqp.computer\_serial\_no

,eqp.software\_id\_1

,sft\_1.software\_name AS Software\_ID\_1\_Name

,eqp.software\_id\_2

,sft\_2.software\_name AS Software\_ID\_2\_Name

,eqp.software\_id\_3

,sft\_3.software\_name AS Software\_ID\_3\_Name

FROM

Equipment\_Register eqp

LEFT JOIN

software\_register sft\_1

ON eqp.software\_id\_1 = sft\_1.software\_id

LEFT JOIN

software\_register sft\_2

ON eqp.software\_id\_2 = sft\_2.software\_id

LEFT JOIN

software\_register sft\_3

ON eqp.software\_id\_3 = sft\_3.software\_id;

Table

Description automatically generated

### 2. Produce a list of experts (support staff) for a given problem area

SELECT

spe.specialist\_id

,sub.subject\_area\_id

,sub.subject\_name

,sub.subject\_description

,sub.problemtype\_1

,sub.problemtype\_2

,sub.problemtype\_3

FROM

helpdesk\_specialist spe

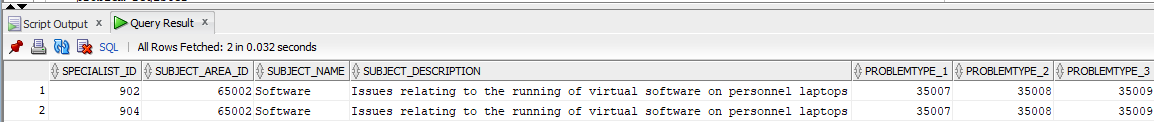
LEFT JOIN

subject\_area sub

ON spe.subject\_area\_1 = sub.subject\_area\_id

WHERE

sub.subject\_area\_id = 65002;

****

### 3. Produce a list of all unresolved problems with the assigned Specialist

SELECT

\*

FROM

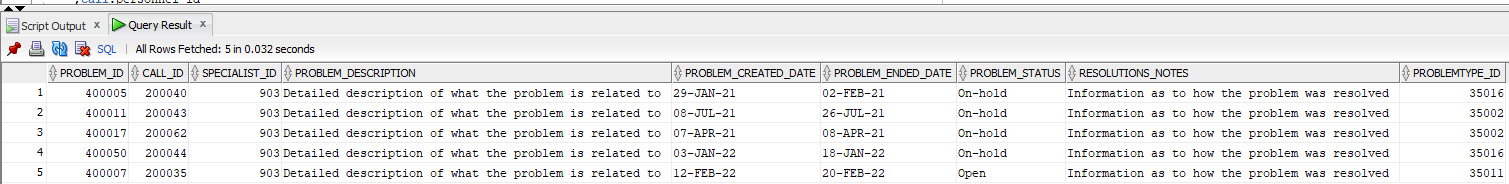
Problem\_register

WHERE

specialist\_id = 903

AND

problem\_status IN ('Open','On-hold');



### 4. Produce a list of problems reported by a member of staff, the details of the support staff who attended the problem and the solution provided by the support staff

SELECT

call.call\_id

,call.personnel\_id

,call.reason\_for\_call

,call.call\_notes

,call.operator\_id

,pro.problem\_id

,pro.specialist\_id

,pro.problem\_status

,pro.resolutions\_notes

FROM

call\_log call

LEFT JOIN

problem\_register pro

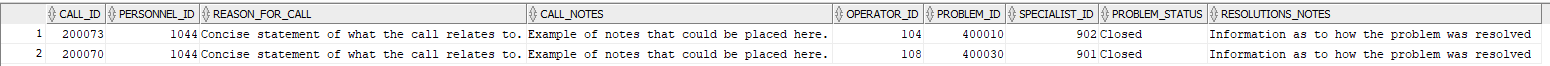
ON call.problem\_id = pro.problem\_id

WHERE

call.personnel\_id = 1044

AND

pro.problem\_status = 'Closed';



### 5. Find (display) the average time taken fix fault for a given problem area.

SELECT

pro.problem\_id

,AVG(pro.problem\_ended\_date - pro.problem\_created\_date) AS average\_time\_to\_fix\_days

FROM

problem\_register pro

WHERE

pro.problemtype\_id = 35014

GROUP BY

pro.problem\_id;

Table

Description automatically generated

### 6. Display a list of the most common problems and order them in according to the frequency of their occurrence.

SELECT

pro.problemtype\_id

,COUNT(\*) as Frequency

,pty.problemtype\_desc

FROM

problem\_register pro

LEFT JOIN

problem\_type pty

ON pro.problemtype\_id = pty.problemtype\_id

GROUP BY

pro.problemtype\_id

,pty.problemtype\_desc

ORDER BY

COUNT(\*) DESC

Table

Description automatically generated

### 7. Display the equipment with the most reported problems showing problem details

WITH most\_personnel\_calls AS

(

SELECT

COUNT(\*) AS call\_frequency

,personnel\_ID

FROM

call\_log

WHERE

problem\_id IS NOT NULL

GROUP BY

personnel\_id

ORDER BY

COUNT(\*) DESC

FETCH FIRST 1 ROWS ONLY

)

SELECT

mpc.personnel\_id

,call.call\_id

,call.operator\_id

,call.call\_started

,call.call\_ended

,call.reason\_for\_call

,call.call\_notes

,pro.problem\_id

,pro.specialist\_id

,pro.problem\_description

,pro.problem\_created\_date

,pro.problem\_ended\_Date

,pro.problem\_status

,pro.resolutions\_notes

,pro.problemtype\_ID

,eqp.equipment\_id

,eqp.computer\_serial\_no

,eqp.hardware\_id\_1

,eqp.hardware\_id\_2

,eqp.hardware\_id\_3

,eqp.software\_id\_1

,eqp.software\_id\_2

,eqp.software\_id\_3

FROM

most\_personnel\_calls mpc

LEFT JOIN

call\_log call

ON mpc.personnel\_id = call.personnel\_id

LEFT JOIN

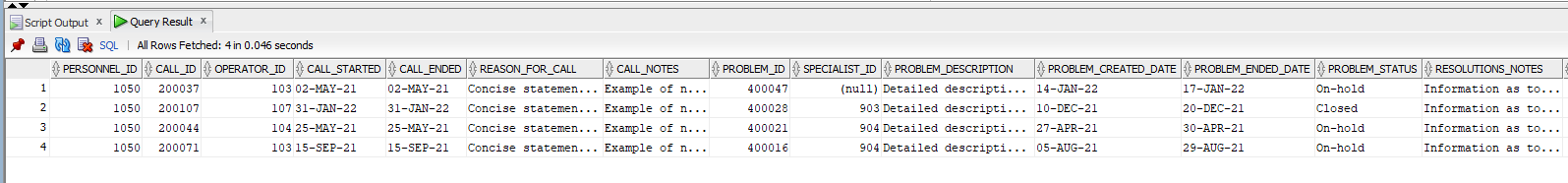
problem\_register pro

ON call.problem\_id = pro.problem\_id

LEFT JOIN

equipment\_register eqp

ON mpc.personnel\_id = eqp.personnel\_id;

****

**Table

Description automatically generated**

### 8. Produce a list of problems that have been solved by helpdesk operator

SELECT

call.call\_id

,call.personnel\_ID

,call.computer\_serial\_no

,call.reason\_for\_call

,call.call\_notes

,pro.problem\_id

,pro.problem\_description

,call.operator\_id

,pro.specialist\_id

FROM

call\_log call

LEFT JOIN

problem\_register pro

ON call.problem\_id = pro.problem\_id

WHERE

call.problem\_id IS NOT NULL

AND

pro.specialist\_id IS NULL;

**A computer screen capture

Description automatically generated with medium confidence**

## Update and Delete Queries

### 9. Add a new Specialist to the database

INSERT INTO Personnel\_Register VALUES(personnelseq.NEXTVAL,'Terrence','Anderson','07892225879','terrance.anderson@premierproducts.co.uk','Helpdesk Specialist','IT Operations');

INSERT INTO Helpdesk\_Specialist VALUES (specialistseq.NEXTVAL,personnelseq.CURRVAL,65003,65001,65002);

Graphical user interface, text, application, email

Description automatically generated

### 10. Assign a specialist for a given problem (it must be an unresolved, unassigned and should find a matching Specialist)

UPDATE

problem\_register

SET

specialist\_id = 905

WHERE

problem\_id = 400006;

Graphical user interface, text, application, email

Description automatically generated

### 11. Update the Call-log with appropriate details when the problem has been resolved.

UPDATE

call\_log

SET

reason\_for\_call = 'Personnel recently started, issue with equipment'

,call\_notes = 'personnel just started company. Struggling to install new software onto laptop based on notes provided.'

WHERE

call\_id = 200094

AND

problem\_id = 400006;

UPDATE

problem\_register

SET

problem\_status = 'Closed'

,resolutions\_notes = 'Spoke with personnel. Documentation incorrect; now updated and managed to self install software.'

WHERE

call\_id = 200094

AND

problem\_id = 400006;

Graphical user interface, text, application, email

Description automatically generated

### 12. An item of Equipment which, has previously had a fault reported, has now become redundant so Delete it from the database.

DELETE FROM hardware\_register WHERE hardware\_id = 5004;

Graphical user interface, text, application

Description automatically generated

# Appendix – Removal of all instances and data

The below code, will remove all tables, indexes and and so on created, as part of the assignment:

DROP TABLE Equipment\_Register CASCADE CONSTRAINTS;

DROP TABLE Hardware\_Register CASCADE CONSTRAINTS;

DROP TABLE Software\_Register CASCADE CONSTRAINTS;

DROP TABLE Helpdesk\_Operator CASCADE CONSTRAINTS;

DROP TABLE Helpdesk\_Specialist CASCADE CONSTRAINTS;

DROP TABLE Call\_Log CASCADE CONSTRAINTS;

DROP TABLE Personnel\_Register CASCADE CONSTRAINTS;

DROP TABLE Problem\_Register CASCADE CONSTRAINTS;

DROP TABLE Problem\_Type CASCADE CONSTRAINTS;

DROP TABLE Subject\_Area CASCADE CONSTRAINTS;

DROP SEQUENCE personnelseq;

DROP SEQUENCE hardwareseq;

DROP SEQUENCE softwareseq;

DROP SEQUENCE equipmentseq;

DROP SEQUENCE operatorseq;

DROP SEQUENCE specialistseq;

DROP SEQUENCE callseq;

DROP SEQUENCE problemseq;

DROP SEQUENCE probtypeseq;

DROP SEQUENCE subjectseq;

DROP INDEX personnel\_name\_i;

DROP INDEX personnel\_dept\_i

DROP INDEX call\_personnel\_i;

DROP INDEX problem\_call\_i;

DROP INDEX problem\_status\_i;