

DMDD REPORT 2

GROUP 7

Introduction:

Bluebikes ride sharing is one of the highlights of the bicycle transportation in Boston. With 393 Bike stations and 3800 bikes, it has been an essential mode of commute. It is going very much hand-in-hand with Boston's reputation of being one of the most walkable cities. And, since the onset of Covid pandemic, Bluebikes has become an essential mode of commute for students, working class people as well as travelers. Bluebikes are easily available and affordable promoting self-distancing during pandemic.

Problem Statement:

The model that we propose ensures a smooth transaction and provides the rider with an efficient and smooth ride around the city. Through our model, we wish to solve problems related to Bluebike renting system has challenges due to payment issues and slow loading of the application. Common issues faced by the users are – not being able to rent or return bikes, etc. Fare calculation for the bikes according to time duration covered, membership mode of user and accepting discount coupons. Ensure user data privacy and storage of past user reservations, bike inventory and creating data accessibility by roles and requirements.

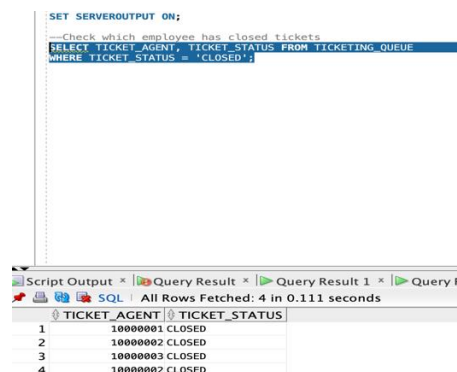
Objective : To find the Employee who is free to accept tickets for resolving

Description : When a customer raises a ticket, it gets assigned to a ticketing agent. For the ticket to be assigned to a ticketing agent, it's important that the agent be free for accepting the tickets and is not engaged in any other issue. Hence, it is important to find out the agent who does not have an active ticket at his name.

QUERY :

```
SELECT TICKET_AGENT, TICKET_STATUS FROM TICKETING_QUEUE  
WHERE TICKET_STATUS = 'CLOSED';
```

RESULTS :



The screenshot shows a SQL Server query window with the following text:

```
SET SERVEROUTPUT ON;  
--Check which employee has closed tickets  
SELECT * FROM TICKETING_QUEUE WHERE TICKET_STATUS = 'CLOSED';
```

Below the query window, the results are displayed in a table with two columns: TICKET_AGENT and TICKET_STATUS. The table contains four rows of data.

TICKET_AGENT	TICKET_STATUS
10000001	CLOSED
10000002	CLOSED
10000003	CLOSED
10000002	CLOSED

CONCLUSION : The agents with ticket status as closed has been retrieved.