

## TELECOM SERVICE PROVIDER DATABASE DESIGN

Telecom service providers have lot of customers to handle daily. And also need to give service to the new customers. The database mainly revolves around the customers and employees of the service provider.

For the designing of the database, we need the following requirements.

### DATABASE Requirements

For any Telecom service provider there will be customers and Employees. And the required entities are

1. Customer
2. Employee

Each customer can have multiple Sims, and a sim can be owned by a single person. And Each sim can have more than one plan depending on the plan-type, and the required entities are

1. Sim Data
2. Plans
3. Plan Inclusions

Each customer places an order for a particular plan, which can have a Tracking status. The entities required are

1. Orders
2. Tracking

Each sim will have a phone number and for each phone number a bill will be generated. Entities required are

1. Phone Number
2. Call Records

Each customer can approach a sales person at a time and sales person can provide services like helping the customer with current usage, balance data and providing the details of the billing information. Required entities are

1. Sales Person
2. Billing Information

Every sales person is an employee and can work at multiple locations in the same department and each department has multiple designations where each employee in the department is paid with some amount of salary. Required entities are

1. Salary
2. Department
3. Work Location
4. Employee Work Location
5. Designation

Based on the requirement we have to update the details of the employees like updating the salary, changing the department manager, Retrieving the logs of the employees and more. For these we need to use procedures and triggers.

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