

Comment

Products		
PK	product_id	INT
	product_name	VARCHAR2(50)
	product_category	VARCHAR2(20)
	product_size	VARCHAR2(10)
	product_color	VARCHAR2(10)
	product_sku	VARCHAR2(15)

Product Returns & Issues Management System

ProductIssues		
PK	issue_id	INT
FK	product_id	INT
FK	customer_id	INT
	issue_reported_date	DATE
	issue_description	VARCHAR2(200)
	resolution_status	VARCHAR2(20)
	issue_last_updated	DATE

ReturnsIssuesLink		
PK	link_id	INT
FK	return_id	INT
FK	issue_id	INT
	link_date	DATE

ProductReturns		
PK	return_id	INT
FK	product_id	INT
FK	customer_id	INT
FK	order_id	INT
	return_date	DATE
	return_reason	VARCHAR2(30)
	return_status	VARCHAR2(20)

Customers		
PK	customer_id	INT
	customer_name	VARCHAR2(100)
	customer_email	VARCHAR2(100)
	customer_phone	VARCHAR2(15)
	customer_address_line_1	VARCHAR2(50)
	customer_address_line_2	VARCHAR2(50)
	customer_city	VARCHAR2(50)
	customer_state	VARCHAR2(20)
	customer_zip_code	INT
	customer_segment	VARCHAR2(20)

Tickets		
PK	ticket_id	INT
FK	customer_id	INT
	ticket_category	VARCHAR2(50)
	ticket_description	VARCHAR2(200)
	priority	VARCHAR2(10)
	status	VARCHAR2(20)
	creation_date	DATE
	resolution_date	DATE

CustomerInteractions		
PK	interaction_id	INT
FK	ticket_id	INT
FK	agent_id	INT
	interaction_date	DATE
	interaction_content	VARCHAR2(200)

Agents		
PK	agent_id	INT
	agent_name	VARCHAR2(100)
	agent_email	VARCHAR2(50)
	department	VARCHAR2(10)
	agent_level	VARCHAR2(20)

Customer Support Ticketing System

Memberships		
PK	membership_id	INT
FK	customer_id	INT
	tier	VARCHAR2(10)
	membership_start	DATE
	membership_end	DATE
	points_balance	INT
	status	VARCHAR2(20)
	last_updated	DATE

Transactions		
PK	transaction_id	INT
FK	sale_id	INT
FK	order_id	INT
FK	membership_id	INT
	points_earned	INT
	points_redeemed	INT
	transaction_date	DATE

RewardRedemptions		
PK	redemption_id	INT
FK	membership_id	INT
FK	reward_id	INT
	redemption_date	DATE

Rewards		
PK	reward_id	INT
	reward_name	VARCHAR2(50)
	point_cost	INT
	reward_description	VARCHAR2(200)
	reward_expiry_date	DATE

Membership & Loyalty Program