Data Model Description

* Data Tables
  + Agents
    - This table holds information on insurance agents for Rainier Benefits. This allows Rainier Benefits to maintain up to day contact information as well know what licenses each agent has and when they expire.
  + Communications
    - This table logs all communication activities between agents and contacts. Whenever an agent, for example, places a phone call to a contact an explanation what was said will be put down here.
  + Contacts
    - This table holds all the information for prospects, individual customers, and business customers. Anytime an agent needs to reach a contact this information is pulled from this table.
  + Policies
    - This table holds the information on each policy that the customers hold. This allows an agent to quickly reference the policies they need to maintain and also track their monthly commissions.
  + Carriers
    - This table holds information on the different insurance carriers Rainier Benefits works with. The contact person at each carrier is also stored in this table as well.
* Views
  + The carriers view allows an agent at Rainier Benefits to information on specific insurance carriers.
  + The commissions view allows an agent to see their total commissions from their policies.
  + The follow-ups view allows an agent to see all of their upcoming appointments in descending order.
* Stored Procedures
  + The contact and communications view has a stored procedure that allows an agent to make changes to a contact’s personal information, log interactions, and also schedule follow-up appointments.