**Case Study: Telecommunication Customer Support System**

**Objective:**

Develop a menu-based console application to assess your proficiency in Core Java, MySQL, and JDBC. The application will simulate a telecommunication customer support system, allowing users to manage customer complaints, support agents, and track complaint resolutions.

**Functionalities:**

1. **Customer Management:**
   * Add new customers
   * View customer details
   * Update customer information
   * Remove customers
2. **Support Agent Management:**
   * Add new support agents
   * View support agent details
   * Update support agent information
   * Remove support agents
3. **Complaint Management:**
   * Log new complaints
   * View complaint details
   * Update complaint status
   * Assign complaints to support agents
   * View all complaints for a particular customer or support agent

**Database Schema:**

* **Customer Table:**
  + customer\_id (Primary Key)
  + name
  + email
  + contact\_number
  + address
* **SupportAgent Table:**
  + agent\_id (Primary Key)
  + name
  + email
  + contact\_number
  + department
* **Complaint Table:**
  + complaint\_id (Primary Key)
  + customer\_id (Foreign Key references Customer Table)
  + agent\_id (Foreign Key references SupportAgent Table)
  + description
  + status
  + complaint\_date
  + resolution\_date

**Requirements:**

* Develop a menu-based console application using Core Java.
* Use JDBC for interactions with the MySQL database.
* Implement menu options for managing customers, support agents, and complaints.
* Ensure the application allows for logging new complaints, updating complaint status, and assigning complaints to support agents efficiently.
* Handle exceptions effectively and provide user-friendly error messages.
* Ensure the application code is clean, well-documented, and follows standard coding conventions.

**Submission:**

* Submit the complete source code along with a README file that provides setup and usage instructions.
* Share your project by uploading it to a public GitHub repository.
* Provide the link to the GitHub repository to the coaches.