**Case Study: Customer Service Management System**

**Objective:**

Develop a menu-based console application to assess your proficiency in Core Java, MySQL, and JDBC. The application will simulate a customer service management system for a consumer electronics company, allowing users to manage customer inquiries, complaints, and resolutions.

**Functionalities:**

1. **Inquiry Management:**
   * Record a new inquiry
   * View inquiry details
   * Update inquiry status
   * Delete an inquiry
2. **Complaint Management:**
   * Register a new complaint
   * View complaint details
   * Update complaint status
   * Delete a complaint
3. **Resolution Management:**
   * Provide a resolution to an inquiry or complaint
   * View resolution details
   * Update resolution information
   * Delete a resolution record

**Database Schema:**

* **Inquiry Table:**
  + inquiry\_id (Primary Key)
  + customer\_id (Foreign Key references Customer Table)
  + inquiry\_date
  + description
  + status
* **Complaint Table:**
  + complaint\_id (Primary Key)
  + customer\_id (Foreign Key references Customer Table)
  + complaint\_date
  + description
  + status
* **Resolution Table:**
  + resolution\_id (Primary Key)
  + inquiry\_id (Foreign Key references Inquiry Table)
  + complaint\_id (Foreign Key references Complaint Table)
  + resolution\_date
  + details

**Requirements:**

* Develop a menu-based console application using Core Java.
* Use JDBC for interactions with the MySQL database.
* Implement menu options for managing inquiries, complaints, and resolutions.
* Ensure that the application handles customer interactions efficiently and maintains a record of inquiries, complaints, and resolutions.
* 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.