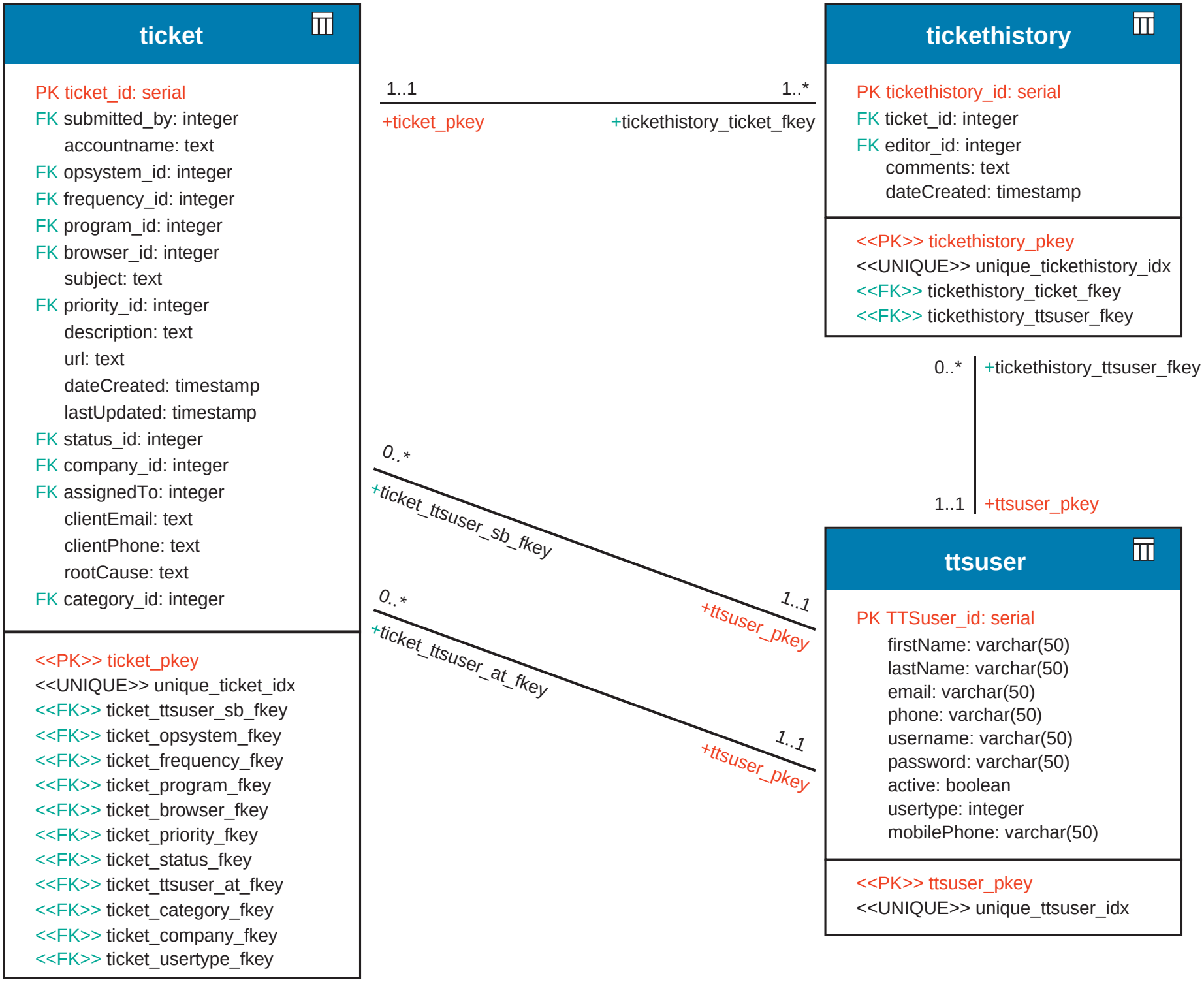
ticket
PK ticket_id: serial
FK submitted_by: integer
accountname: text
FK opsystem_id: integer
FK frequency_id: integer
FK program_id: integer
FK browser_id: integer
subject: text
FK priority_id: integer
description: text
url: text
dateCreated: timestamp
lastUpdated: timestamp
FK status_id: integer
FK company_id: integer
FK assignedTo: integer
clientEmail: text
clientPhone: text
rootCause: text
FK category_id: integer
<<PK>> ticket_pkey
<<UNIQUE>> unique_ticket_idx
<<FK>> ticket_ttsuser_sb_fkey
<<FK>> ticket_opsystem_fkey
<<FK>> ticket_frequency_fkey
<<FK>> ticket_program_fkey
<<FK>> ticket_browser_fkey
<<FK>> ticket_priority_fkey
<<FK>> ticket_status_fkey
<<FK>> ticket_ttsuser_at_fkey
<<FK>> ticket_category_fkey
<<FK>> ticket_company_fkey
<<FK>> ticket_usertype_fkey
1..1
1..*
+ticket_pkey
+tickethistory_ticket_fkey
tickethistory
PK tickethistory_id: serial
FK ticket_id: integer
FK editor_id: integer
comments: text
dateCreated: timestamp
<<PK>> tickethistory_pkey
<<UNIQUE>> unique_tickethistory_idx
<<FK>> tickethistory_ticket_fkey
<<FK>> tickethistory_ttsuser_fkey
0..*
+tickethistory_ttsuser_fkey
1..1
+ttsuser_pkey
0..*
+ticket_ttsuser_sb_fkey
1..1
+ttsuser_pkey
0..*
+ticket_ttsuser_at_fkey
1..1
+ttsuser_pkey
ttsuser
PK TTSuser_id: serial
firstName: varchar(50)
lastName: varchar(50)
email: varchar(50)
phone: varchar(50)
username: varchar(50)
password: varchar(50)
active: boolean
usertype: integer
mobilePhone: varchar(50)
<<PK>> ttsuser_pkey
<<UNIQUE>> unique_ttsuser_idx