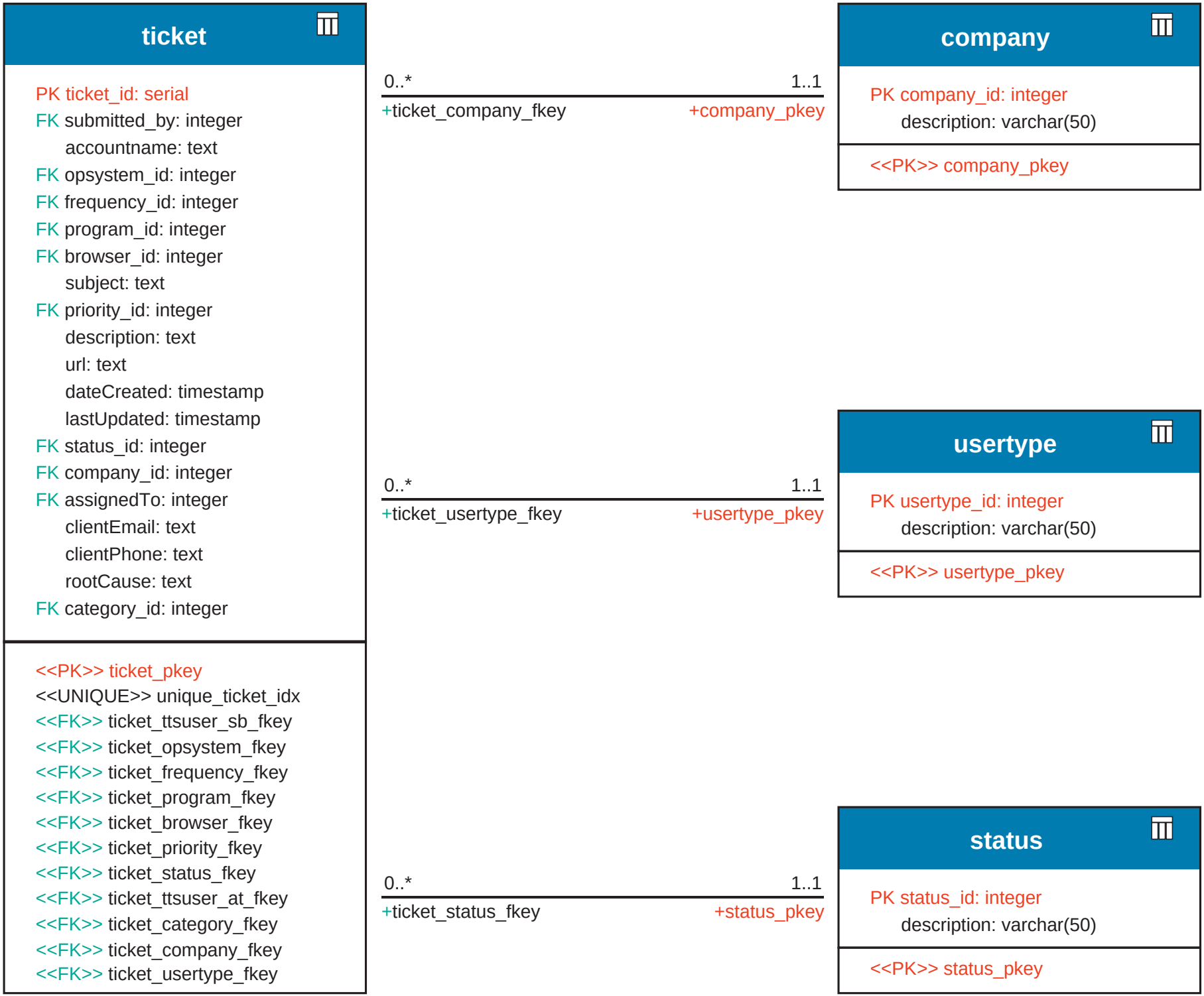
ticket
PK ticket_id: serial
FK submitted_by: integer
accountname: text
FK opsystem_id: integer
FK frequency_id: integer
FK program_id: integer
FK browser_id: integer
subject: text
FK priority_id: integer
description: text
url: text
dateCreated: timestamp
lastUpdated: timestamp
FK status_id: integer
FK 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
0..*
1..1
+ticket_company_fkey
+company_pkey
company
PK company_id: integer
description: varchar(50)
<<PK>> company_pkey
0..*
1..1
+ticket_usertype_fkey
+usertype_pkey
usertype
PK usertype_id: integer
description: varchar(50)
<<PK>> usertype_pkey
0..*
1..1
+ticket_status_fkey
+status_pkey
status
PK status_id: integer
description: varchar(50)
<<PK>> status_pkey