




ticket 
<p>PK ticket_id: serial</p> <p>FK submitted_by: integer accountname: text</p> <p>FK opsystem_id: integer</p> <p>FK frequency_id: integer</p> <p>FK program_id: integer</p> <p>FK browser_id: integer subject: text</p> <p>FK priority_id: integer description: text url: text dateCreated: timestamp lastUpdated: timestamp</p> <p>FK status_id: integer</p> <p>FK company_id: integer</p> <p>FK assignedTo: integer clientEmail: text clientPhone: text rootCause: text</p> <p>FK category_id: integer</p>
<p><<PK>> ticket_pkey</p> <p><<UNIQUE>> unique_ticket_idx</p> <p><<FK>> ticket_ttsuser_sb_fkey</p> <p><<FK>> ticket_opsystem_fkey</p> <p><<FK>> ticket_frequency_fkey</p> <p><<FK>> ticket_program_fkey</p> <p><<FK>> ticket_browser_fkey</p> <p><<FK>> ticket_priority_fkey</p> <p><<FK>> ticket_status_fkey</p> <p><<FK>> ticket_ttsuser_at_fkey</p> <p><<FK>> ticket_category_fkey</p> <p><<FK>> ticket_company_fkey</p> <p><<FK>> ticket_usertype_fkey</p>


0..* 1..1
+ticket_frequency_fkey +frequency_pkey

0..* 1..1
+ticket_program_fkey +program_pkey

0..* 1..1
+ticket_priority_fkey +priority_pkey

frequency 
<p>PK frequency_id: integer description: varchar(50)</p>
<p><<PK>> frequency_pkey</p>

program 
<p>PK program_id: integer description: varchar(50)</p>
<p><<PK>> program_pkey</p>

priority 
<p>PK priority_id: integer description: varchar(50)</p>
<p><<PK>> priority_pkey</p>