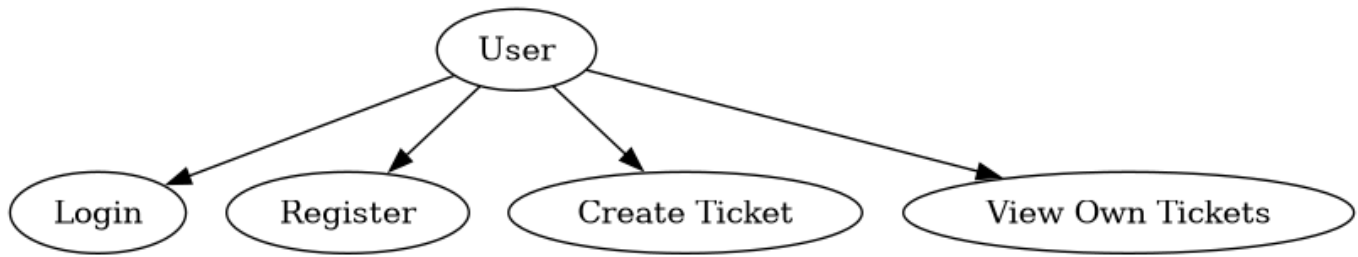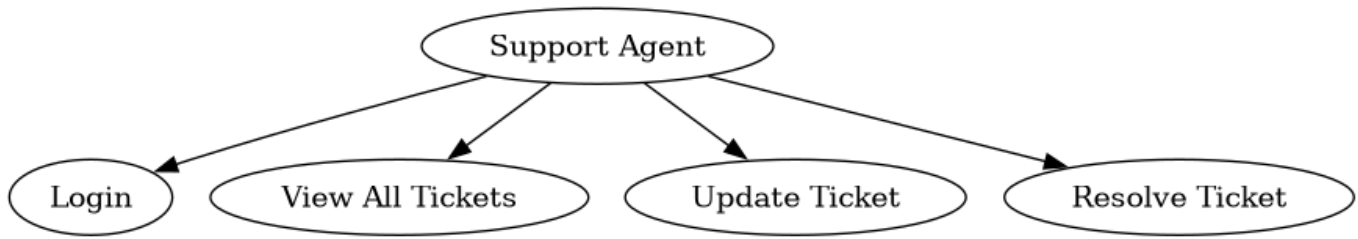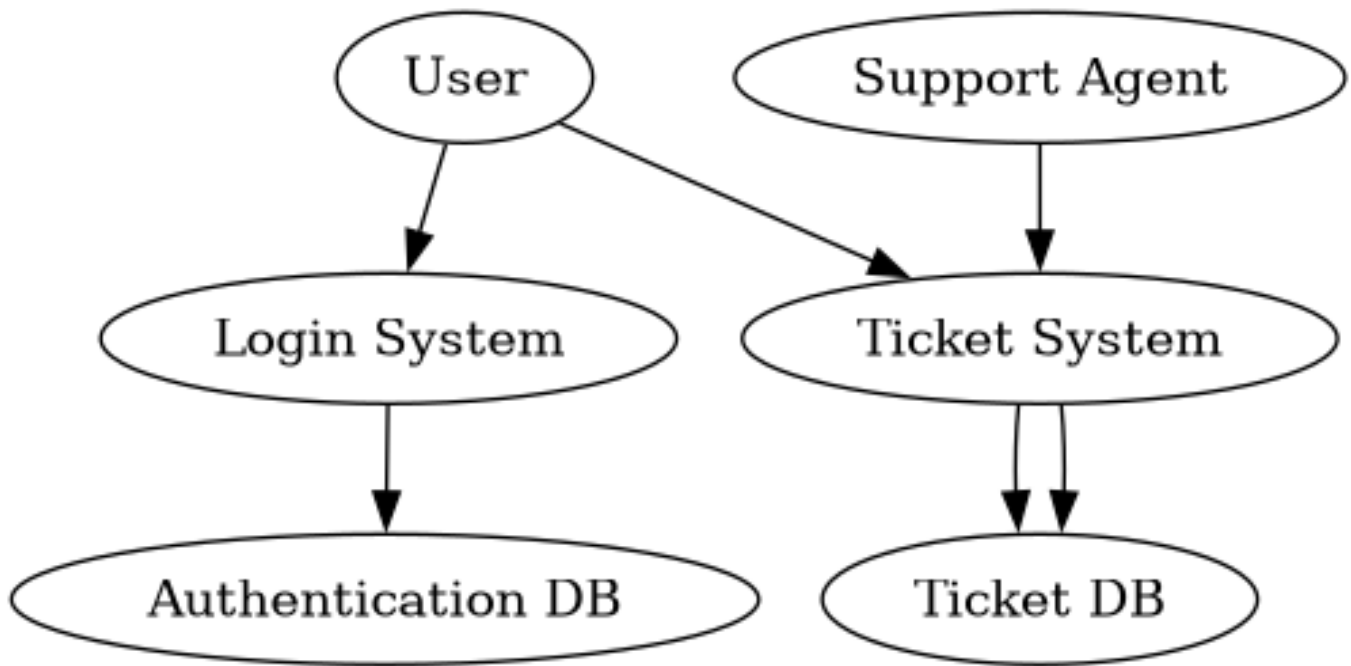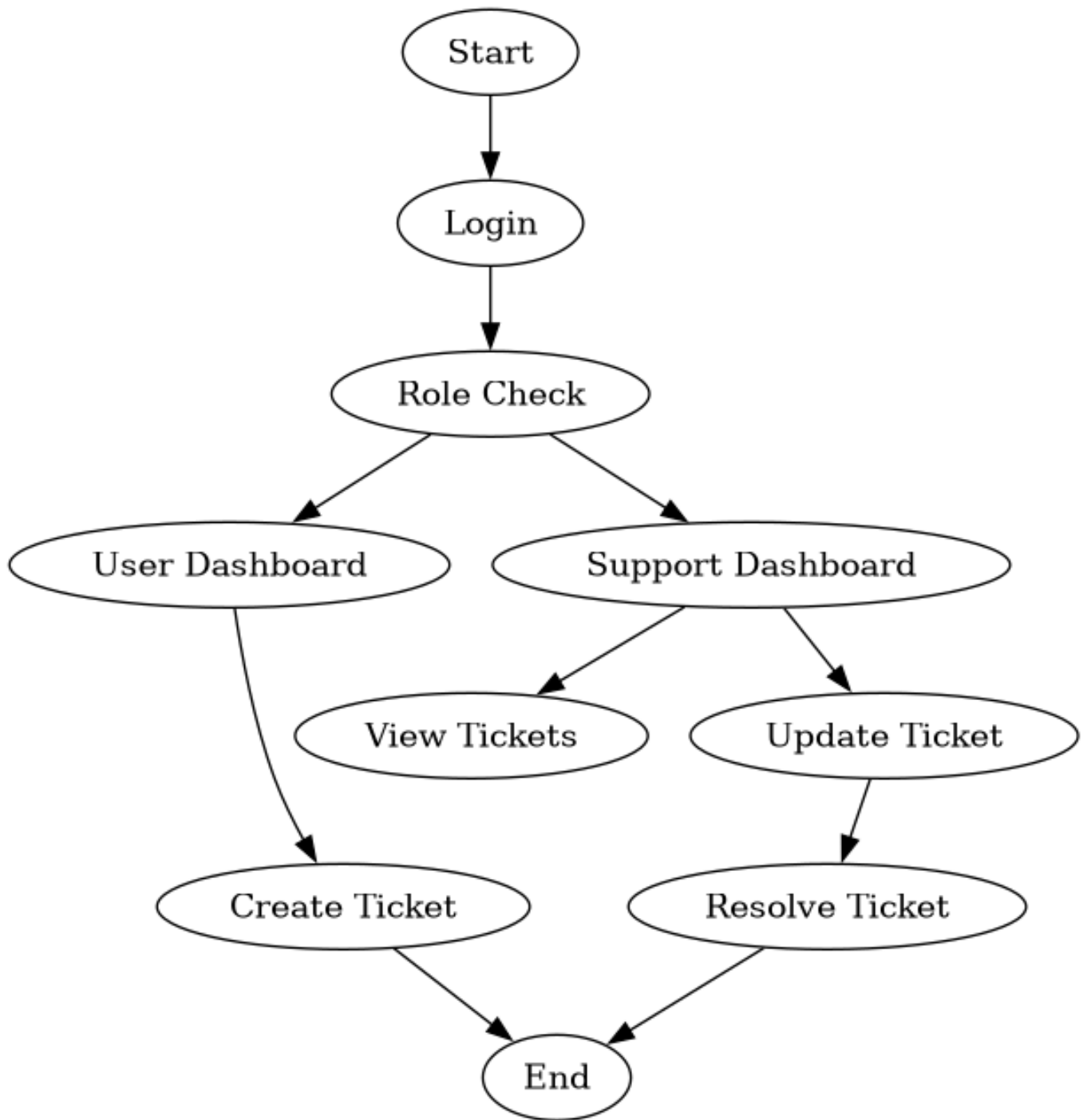# Use Case Diagram - User

Use Case Diagram - Support Agent

Data Flow Diagram

Business Process Diagram

Entity Relationship Diagram

```
        ┌─────────────┐           ┌──────────────────┐
        │    User     │           │  Support Agent   │
        │  - user_id  │           │   - agent_id     │
        │  - name     │           │   - name         │
        │  - email    │           │   - email        │
        │  - role     │           │                  │
        └──────┬──────┘           └────────┬─────────┘
               │                           │
               └───────────┐   ┌───────────┘
                           ▼   ▼
                   ┌───────────────────┐
                   │      Ticket       │
                   │   - ticket_id     │
                   │   - title         │
                   │   - description   │
                   │   - user_id       │
                   │   - agent_id      │
                   │   - category_id   │
                   │   - priority_id   │
                   │   - status_id     │
                   └────┬──────┬───────┘
            ┌───────────┘      │      └───────────┐
            ▼                  ▼                  ▼
   ┌─────────────┐     ┌─────────────┐     ┌─────────────┐
   │  Category   │     │  Priority   │     │   Status    │
   │- category_id│     │- priority_id│     │ - status_id │
   │  - name     │     │  - level    │     │  - name     │
   └─────────────┘     └─────────────┘     └─────────────┘
```