

**Support Models are: Ticket, Customer, Agent**

## **1. Ticket Model**

- **Ticket ID:**
  - Cannot be null.
  - Length must be more than 2 characters
- **Title:**
  - Should not be empty.
  - Must contain only letters.
- **Description:**
  - Should not be empty.
  - Must be more than 10 characters.
  - Must not exceed 500 characters.
- **Priority:**
  - Should not be empty.
  - Must be one of: "Low", "Medium", or "High."
- **Status:**
  - Should not be empty.
  - Must be one of : "Open", "In Progress", or "Closed."

## 2. Customer Model

- **Customer ID:**
  - Should not be empty.
- **Name:**
  - Should not be empty.
  - Must contain only letters.
  - Must be more than 3 letters.
- **Email Address:**
  - Should not be empty.
  - Must follow a valid email format.
- **Phone Number:**
  - Should not be empty.
  - Must start with "05"

## 3. Agent Model

- **Agent ID:**
  - Should not be empty.
- **Name:**

- Should not be empty.
- Must contain only letters.
- Must be more than 3 letters.

- **Email:**

- Should not be empty.
- Must follow a valid email format.

- **Position:**

- Should not be empty.
- Must be either: "Support", "Manager".