GLPI_CERGY.RESSOURCES

P	*	RESSOURCE_ID	NUMBER (*,0)
F		FK_TICKET	NUMBER (*,0)
		RESSOURCE	VARCHAR2 (2000 BYTE)

- RESSOURCES_PK (RESSOURCE_ID)
- SYS_C009422 (FK_TICKET)

GLPI_CERGY.TICKET_RESSOURCES

PF	*	FK_RESSOURCE	NUMBER (*,0)
PF	*	FK_TICKET	NUMBER (*,0)

- TICKET_RESSOURCES_PK (FK_RESSOURCE, FK_TICKET)
- SYS_C009424 (FK_RESSOURCE)
- SYS_C009425 (FK_TICKET)

GLPI_CERGY.COMMENT_RESSOURCES

PF	*	FK_RESSOURCE	NUMBER (*,0)
PF	*	FK_COMMENT	NUMBER (*,0)

- COMMENT_RESSOURCES_PK (FK_RESSOURCE, FK_COMMENT)
- SYS_C009427 (FK_RESSOURCE)
- SYS_C009428 (FK_COMMENT)

GLPI_CERGY.COMMENTS

P	*	COMMENT_ID	NUMBER (*,0)
F		FK_ANSWER_TO	NUMBER (*,0)
F		FK_TICKET	NUMBER (*,0)
F		FK_USER	NUMBER (*,0)
		CREATION_DATETIME	TIMESTAMP
		TASK	VARCHAR2 (255 BYTE)
		content	VARCHAR2 (2000 BYTE)

- COMMENTS_PK (COMMENT_ID)
- SYS_C009418 (FK_ANSWER_TO)
- SYS_C009419 (FK_TICKET)
- SYS_C009420 (FK_USER)
- IDX_COMMENTS_FK_TICKET (FK_TICKET)
- IDX_COMMENTS_FK_USER (FK_USER)
- IDX_COMMENTS_USER_CREATION_DATE (FK_USER, CREATION_DATETIME)

GLPI_CERGY.TICKETS

P	*	TICKET_ID	NUMBER (*,0)
F		FK_CREATED_BY	NUMBER (*,0)
F		FK_TYPE	NUMBER (*,0)
F		FK_PRIORITY	NUMBER (*,0)
		TITLE	VARCHAR2 (100 BYTE)
		description	VARCHAR2 (2000 BYTE)
F		FK_LOCATION	NUMBER (*,0)
		CREATION_DATETIME	TIMESTAMP
		LAST_MODIFICATION_DATETIME	TIMESTAMP
		RESOLUTION_DATETIME	TIMESTAMP
		RESOLUTION_NOTE	VARCHAR2 (2000 BYTE)
		CLOSING_DATETIME	TIMESTAMP
F		FK_ASSIGNED_GROUP	NUMBER (*,0)
F		FK_STATUS	NUMBER (*,0)
F		FK_CATEGORY	NUMBER (*,0)
F		FK_HARDWARES	NUMBER (*,0)

- TICKETS_PK (TICKET_ID)
- SYS_C009409 (FK_CREATED_BY)
- SYS_C009410 (FK_TYPE)
- SYS_C009411 (FK_PRIORITY)
- SYS_C009412 (FK_LOCATION)
- SYS_C009413 (FK_ASSIGNED_GROUP)
- SYS_C009414 (FK_STATUS)
- SYS_C009415 (FK_CATEGORY)
- SYS_C009416 (FK_HARDWARES)
- IDX_TICKETS_CLOSING_DATE (CLOSING_DATETIME)
- IDX_TICKETS_CREATION_DATE (CREATION_DATETIME)
- IDX_TICKETS_FK_ASSIGNED_GROUP (FK_ASSIGNED_GROUP)
- IDX_TICKETS_FK_CATEGORY (FK_CATEGORY)
- IDX_TICKETS_FK_CREATED_BY (FK_CREATED_BY)
- IDX_TICKETS_FK_LOCATION (FK_LOCATION)
- IDX_TICKETS_FK_PRIORITY (FK_PRIORITY)
- IDX_TICKETS_FK_STATUS (FK_STATUS)
- IDX_TICKETS_FK_TYPE (FK_TYPE)
- IDX_TICKETS_LAST_MODIFICATION_DATE (LAST_MODIFICATION_DATETIME)
- IDX_TICKETS_RESOLUTION_DATE (RESOLUTION_DATETIME)
- IDX_TICKETS_STATUS_PRIORITY (FK_STATUS, FK_PRIORITY)

GLPI_CERGY.REF_TYPE

P	*	TYPE_ID	NUMBER (*,0)
U	*	type	VARCHAR2 (50 BYTE)

- REF_TYPE_PK (TYPE_ID)
- REF_TYPE_type_UN (type)

GLPI_CERGY.REF_PRIORITY

P	*	PRIORITY_ID	NUMBER (*,0)
U	*	priority	VARCHAR2 (10 BYTE)

- REF_PRIORITY_PK (PRIORITY_ID)
- REF_PRIORITY_priority_UN (priority)

GLPI_CERGY.REF_STATUS

P	*	STATUS_ID	NUMBER (*,0)
U	*	STATUS	VARCHAR2 (50 BYTE)

- REF_STATUS_PK (STATUS_ID)
- REF_STATUS_STATUS_UN (STATUS)

GLPI_CERGY.REF_CATEGORY

P	*	CATEGORY_ID	NUMBER (*,0)
U	*	category	VARCHAR2 (50 BYTE)

- REF_CATEGORY_PK (CATEGORY_ID)
- REF_CATEGORY_category_UN (category)

GLPI_CERGY.HARDWARES

P	*	HARDWARE_ID	NUMBER (*,0)
U		name	VARCHAR2 (50 BYTE)
		model	VARCHAR2 (50 BYTE)
		BRAND	VARCHAR2 (50 BYTE)
		PURCHASE_DATE	TIMESTAMP

- HARDWARES_PK (HARDWARE_ID)
- HARDWARES_name_UN (name)

GLPI_CERGY.USERS

P	*	USER_ID	NUMBER (*,0)
F		FK_ROLE	NUMBER (*,0)
F		FK_GROUP	NUMBER (*,0)
	*	password	VARCHAR2 (255 BYTE)
U	*	EMAIL	VARCHAR2 (50 BYTE)
		LAST_NAME	VARCHAR2 (50 BYTE)
		FIRST_NAME	VARCHAR2 (50 BYTE)
		COMPANY	VARCHAR2 (50 BYTE)
F		FK_LOCATION	NUMBER (*,0)

- USERS_PK (USER_ID)
- USERS_EMAIL_UN (EMAIL)
- SYS_C009405 (FK_ROLE)
- SYS_C009406 (FK_GROUP)
- SYS_C009407 (FK_LOCATION)
- IDX_USERS_FK_GROUP (FK_GROUP)
- IDX_USERS_FK_ROLE (FK_ROLE)
- IDX_USERS_GROUP_COMPANY (FK_GROUP, COMPANY)
- IDX_USERS_LOCATION_COMPANY (FK_LOCATION, COMPANY)
- IDX_USERS_ROLE_COMPANY (FK_ROLE, COMPANY)

GLPI_CERGY.ASSIGNED_TO

PF	*	FK_TICKET	NUMBER (*,0)
PF	*	FK_USER	NUMBER (*,0)

- ASSIGNED_TO_PK (FK_TICKET, FK_USER)
- SYS_C009433 (FK_TICKET)
- SYS_C009434 (FK_USER)

GLPI_CERGY.OBSERVERS

PF	*	FK_TICKET	NUMBER (*,0)
PF	*	FK_USER	NUMBER (*,0)

- OBSERVERS_PK (FK_TICKET, FK_USER)
- SYS_C009430 (FK_TICKET)
- SYS_C009431 (FK_USER)

GLPI_CERGY.REF_GROUP

P	*	group_id	NUMBER (*,0)
		group	VARCHAR2 (50 BYTE)

- REF_GROUP_PK (group_id)

GLPI_CERGY.LOCATIONS

P	*	LOCATION_ID	NUMBER (*,0)
		CITY	VARCHAR2 (50 BYTE)
		site	VARCHAR2 (50 BYTE)
U		location	VARCHAR2 (103 BYTE)

- LOCATIONS_PK (LOCATION_ID)
- LOCATIONS_location_UN (location)

GLPI_CERGY.REF_ROLE

P	*	ROLE_ID	NUMBER (*,0)
U	*	role	VARCHAR2 (50 BYTE)

- REF_ROLE_PK (ROLE_ID)
- REF_ROLE_role_UN (role)

R   GLPI_CERGY.GLOBAL_TICKET

	SITE	CHAR (5 BYTE)
	TICKET_ID	NUMBER (*,0)
	CREATED_BY	VARCHAR2 (101 BYTE)
*	CREATED_BY_USER_EMAIL	VARCHAR2 (50 BYTE)
	ASSIGNED_TO	VARCHAR2 (4000 BYTE)
	ASSIGNED_TO_USER_EMAIL	VARCHAR2 (4000 BYTE)
	OBSERVERS	VARCHAR2 (4000 BYTE)
	OBSERVERS_USER_EMAIL	VARCHAR2 (4000 BYTE)
*	TYPE	VARCHAR2 (50 BYTE)
*	PRIORITY	VARCHAR2 (10 BYTE)
	description	VARCHAR2 (2000 BYTE)
	LOCATION	VARCHAR2 (103 BYTE)
	CREATION_DATETIME	TIMESTAMP
	LAST_MODIFICATION_DATETIME	TIMESTAMP
	RESOLUTION_DATETIME	TIMESTAMP
	RESOLUTION_NOTE	VARCHAR2 (2000 BYTE)
	CLOSING_DATETIME	TIMESTAMP
*	STATUS	VARCHAR2 (50 BYTE)
*	CATEGORY	VARCHAR2 (50 BYTE)
	HARDWARE	VARCHAR2 (184 BYTE)
	ASSIGNED_GROUP	VARCHAR2 (50 BYTE)
	Last Comment id	NUMBER (*,0)
	Last Comment	VARCHAR2 (2000 BYTE)
	Second Last Comment id	NUMBER (*,0)
	Second Last Comment	VARCHAR2 (2000 BYTE)

R   GLPI_CERGY.TICKET_COUNTS_BY_CATEGORY

*	category	VARCHAR2 (50 BYTE)
	TICKET_COUNT	NUMBER

R   GLPI_CERGY.TICKETS_BY_LOCATION

location	VARCHAR2 (103 BYTE)
TICKET_COUNT	NUMBER

R   GLPI_CERGY.TICKET_RESOLUTION_TIME

AVG_DAYS	NUMBER
AVG_HOURS	NUMBER
AVG_MINUTES	NUMBER
AVG_SECONDS	NUMBER

R   GLPI_CERGY.RECENT_TICKET_ACTIVITY

TICKET_ID	NUMBER (*,0)
TITLE	VARCHAR2 (100 BYTE)
LAST_MODIFICATION_DATETIME	TIMESTAMP