

TICKET DETAILS

1. Customer Details (Required)

- Name :
- Location :
- Department :
- Contact Person :
- Contact No :
- Mail ID :

2. Nature of Call :

3. Type of Ticket :

4. Domain and Sub Domain

- Domain :
- Sub Domain :

5. SLA (if applicable)

- SLA Priority Level :
- Committed Hours :

6. Nature of Issue (Description) :

7. Attachment (If any) :

Ticket

Column	Type	Attribute
id	int	Auto increment
nature_of_call	Varchar (255)	
ticket_type	Varchar (255)	
domain	Varchar (255)	
sub_domain	Varchar (255)	
customer_name	Varchar (255)	
customer_location	Varchar (255)	
customer_department	Varchar (255)	
contact_person	Varchar (255)	
contact_number	Varchar (255)	
contact_mail	Varchar (255)	
sla_priority	Varchar (255)	
sla_hours	Varchar (255)	
issue_nature	Varchar (255)	
path	Varchar (255)	
post_date	timestamp	timestamp

Tables to be include for Admin Configuration

ticket_status

Column	Type	Attribute
id	int	Auto increment
status	Varchar (255)	
color	Varchar (255)	
related_status	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

SLA

Column	Type	Attribute
id	int	Auto increment
level	Varchar (255)	
Description	Varchar (255)	
customer_id	Varchar (255)	
hour	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

location

Column	Type	Attribute
id	int	Auto increment
name	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

ticket_type

Column	Type	Attribute
id	int	Auto increment
type	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

domain

Column	Type	Attribute
id	int	Auto increment
name	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

sub_domain

Column	Type	Attribute
id	int	Auto increment
name	Varchar (255)	
domain_id	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

Department

Column	Type	Attribute
id	int	Auto increment
name	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

User

Column	Type	Attribute
id	int	Auto increment
firstname	Varchar (255)	
lastname	Varchar (255)	
username	Varchar (255)	
password (encrypted)	Varchar (255)	
pw (original)	Varchar (255)	
usertype	Varchar (255)	
mobile	Varchar (255)	
email	Varchar (255)	
photo	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

mail

Column	Type	Attribute
id	int	Auto increment
mailer	Varchar (255)	
username	Varchar (255)	
password	Varchar (255)	
host	Varchar (255)	
smtpsecure	Varchar (255)	
port	Varchar (255)	
fromname	Varchar (255)	
frommail	Varchar (255)	
tomail	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

Tables for ticket operation

last_email

Column	Type	Attribute
id	int	Auto increment
email_id	Varchar (255)	
post_date	timestamp	timestamp

ticket_assign

Column	Type	Attribute
id	int	Auto increment
ticket_id	Varchar (255)	
assignto	Varchar (255)	
description	Varchar (255)	
added_by	Varchar (255)	
added_on	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

ticket_tranfer

Column	Type	Attribute
id	int	Auto increment
ticket_id	Varchar (255)	
deptfrom	Varchar (255)	
deptto	Varchar (255)	
transdesc	Varchar (255)	
added_by	Varchar (255)	
added_on	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp

ticket_reply

Column	Type	Attribute
id	int	Auto increment
ticket_id	Varchar (255)	
date	Varchar (255)	
message	Varchar (255)	
attach	Varchar (255)	
usertype	Varchar (255)	
department	Varchar (255)	
readdone	Varchar (255)	
added_by	Varchar (255)	
added_on	Varchar (255)	
is_active	Varchar (255)	
post_date	timestamp	timestamp