**Ticket Table – Creation**

CREATE TABLE ticket(

id INT AUTO\_INCREMENT PRIMARY KEY,

nature\_of\_call VARCHAR(255) DEFAULT '0',

ticket\_type VARCHAR(255) DEFAULT '0',

domain VARCHAR(255) DEFAULT '0',

sub\_domain VARCHAR(255) DEFAULT '0',

customer\_name VARCHAR(255) DEFAULT '0',

customer\_location VARCHAR(255) DEFAULT '0',

customer\_department VARCHAR(255) DEFAULT '0',

contact\_person VARCHAR(255) DEFAULT '0',

contact\_number VARCHAR(255) DEFAULT '0',

contact\_mail VARCHAR(255) DEFAULT '0',

sla\_priority VARCHAR(255) DEFAULT '0',

sla\_hours VARCHAR(255) DEFAULT '0',

issue\_nature VARCHAR(255) DEFAULT '0',

path VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Ticket-Status**

CREATE TABLE ticket\_status (

id INT AUTO\_INCREMENT PRIMARY KEY,

status VARCHAR(255) DEFAULT '0',

color VARCHAR(255) DEFAULT '0',

related\_status VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**SLA**

CREATE TABLE SLA (

id INT AUTO\_INCREMENT PRIMARY KEY,

level VARCHAR(255) DEFAULT '0',

Description VARCHAR(255) DEFAULT '0',

customer\_id VARCHAR(255) DEFAULT '0',

hour VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Location**

CREATE TABLE Location (

id INT AUTO\_INCREMENT PRIMARY KEY,

name VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Ticket\_Type**

CREATE TABLE ticket\_type (

id INT AUTO\_INCREMENT PRIMARY KEY,

type VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Domain**

CREATE TABLE ticket\_type (

id INT AUTO\_INCREMENT PRIMARY KEY,

type VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Sub Domain**

CREATE TABLE sub\_domain (

id INT AUTO\_INCREMENT PRIMARY KEY,

name VARCHAR(255) DEFAULT '0',

domain\_id VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Department**

CREATE TABLE Department (

id INT AUTO\_INCREMENT PRIMARY KEY,

name VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**User**

CREATE TABLE user (

id INT AUTO\_INCREMENT PRIMARY KEY,

firstname VARCHAR(255) DEFAULT '0',

lastname VARCHAR(255) DEFAULT '0',

username VARCHAR(255) DEFAULT '0',

password VARCHAR(255) DEFAULT '0', -- Assuming you meant to have a column named 'password (encrypted)'

pw VARCHAR(255) DEFAULT '0',

usertype VARCHAR(255) DEFAULT '0',

mobile VARCHAR(255) DEFAULT '0',

email VARCHAR(255) DEFAULT '0',

photo VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Mail**

CREATE TABLE Mail (

id INT AUTO\_INCREMENT PRIMARY KEY,

mailer VARCHAR(255) DEFAULT '0',

username VARCHAR(255) DEFAULT '0',

password VARCHAR(255) DEFAULT '0',

host VARCHAR(255) DEFAULT '0',

smtpsecure VARCHAR(255) DEFAULT '0',

port VARCHAR(255) DEFAULT '0',

fromname VARCHAR(255) DEFAULT '0',

frommail VARCHAR(255) DEFAULT '0',

tomail VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Last\_Email**

CREATE TABLE Email (

id INT AUTO\_INCREMENT PRIMARY KEY,

email\_id VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Ticket\_Assign**

CREATE TABLE TicketAssignment (

id INT AUTO\_INCREMENT PRIMARY KEY,

ticket\_id VARCHAR(255) DEFAULT '0',

assignto VARCHAR(255) DEFAULT '0',

description VARCHAR(255) DEFAULT '0',

added\_by VARCHAR(255) DEFAULT '0',

added\_on VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Ticket\_Transfer**

CREATE TABLE TicketTransfer (

id INT AUTO\_INCREMENT PRIMARY KEY,

ticket\_id VARCHAR(255) DEFAULT '0',

deptfrom VARCHAR(255) DEFAULT '0',

deptto VARCHAR(255) DEFAULT '0',

transdesc VARCHAR(255) DEFAULT '0',

added\_by VARCHAR(255) DEFAULT '0',

added\_on VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);

**Ticket\_Reply**

CREATE TABLE TicketMessages (

id INT AUTO\_INCREMENT PRIMARY KEY,

ticket\_id VARCHAR(255) DEFAULT '0',

date VARCHAR(255) DEFAULT '0',

message VARCHAR(255) DEFAULT '0',

attach VARCHAR(255) DEFAULT '0',

usertype VARCHAR(255) DEFAULT '0',

department VARCHAR(255) DEFAULT '0',

readdone VARCHAR(255) DEFAULT '0',

added\_by VARCHAR(255) DEFAULT '0',

added\_on VARCHAR(255) DEFAULT '0',

is\_active VARCHAR(255) DEFAULT '0',

post\_date TIMESTAMP DEFAULT CURRENT\_TIMESTAMP

);