Database Schema

Legend:
- primary Key
- calculated
- Foreign Key
- Unique

Client

Id	username	password	role	zone

SLA

Id	request_type	sevirity	duration

user

Id	username	password	role	zone	queue_id

Queue

Id	name	request_type

Request

Id	type	description	client_id	user_id	sla_id	sla_expired_on	sla_status	created_at	closed_at	request_status