

Relational Model

User (email, name, username, password)

Admin (email->User)

Client (email->User)

Agent (email->Client, idDepartment->Department)

Ticket (idTicket, title, description, status->Status, emailAgent->Agent, idDepartment->Department)

Department (title, description)

Hashtag(name)

HashtagTicket (idHashtag->Hashtag, idTicket->Ticket)

Status (title, description)

Question (idQuestion, title, content, idTicket->Ticket)

Answer (idAnswer, title, content, idQuestion->Question)

Change (idChange, date, idTicket->Ticket)

HashtagChange (idChange->Change)

Hashtag_ChangeHashtag (name -> Hashtag, idChange->HashtagChange)

DescriptionChange (idChange->Change, oldDescription)

DepartmentChange (idChange->Change, idOldDepartment -> Department)

AgentChange (idChange->Change, idOldAgent->Agent)