



| Tickets | |
|---|---------------------|
| ticket_number | INTEGER |
| description | VARCHAR2 (4000) |
| attempted_solutions | VARCHAR2 (4000) |
| submission_date | DATE |
| modification_date | DATE |
| due_date | DATE |
| ticket_status | VARCHAR2 (40 CHAR) |
| priority | VARCHAR2 (40 CHAR) |
| software | VARCHAR2 (100 CHAR) |
| issue_type | VARCHAR2 (40 CHAR) |
| environment | VARCHAR2 (40 CHAR) |
| employee_id | INTEGER |
| client_id | INTEGER |
| Active_Tickets Archived_Tickets Raw_Tickets | |

| Filled Tickets | |
|------------------------------------|---------------------|
| ticket_number | INTEGER |
| description | VARCHAR2 (4000) |
| attempted_solutions | VARCHAR2 (4000) |
| submission_date | DATE |
| modification_date | DATE |
| due_date | DATE |
| ticket_status | VARCHAR2 (40 CHAR) |
| priority | VARCHAR2 (40 CHAR) |
| software | VARCHAR2 (100 CHAR) |
| issue_type | VARCHAR2 (40 CHAR) |
| environment | VARCHAR2 (40 CHAR) |
| employee_id | INTEGER |
| client_id | INTEGER |
| Active_Tickets Archived_Tickets | |