



Ticket	
ticket_number	INTEGER
description	VARCHAR2 (4000)
attempted_solutions	VARCHAR2 (4000)
submission_date	DATE
modification_date	DATE
ticket_status	VARCHAR2 (40 CHAR)
priority	VARCHAR2 (40 CHAR)
issue_type	VARCHAR2 (40 CHAR)
software	VARCHAR2 (100 CHAR)
environment	VARCHAR2 (40 CHAR)
employee_id	INTEGER
repair_team	VARCHAR2 (60 CHAR)
client_id	INTEGER

Active\_Ticket  
Archived\_Ticket