

## DATABASE CREATION : On DB2

The database users have been created with IBM DB2. This database contains two tables. The two tables are Ticket and User. The below figure depicts the tables.

The screenshot shows the IBM Db2 on Cloud console. The 'Tables' tab is selected. On the left, under 'Schemas', the 'YFK83812' schema is listed with a 'User' type and 2 tables. On the right, under 'Tables', two tables are listed: 'TICKET' and 'USERS', both belonging to the 'YFK83812' schema. The 'TICKET' table has 0 rows, and the 'USERS' table has 0 rows.

Name	Type	Tables
YFK83812	User	2

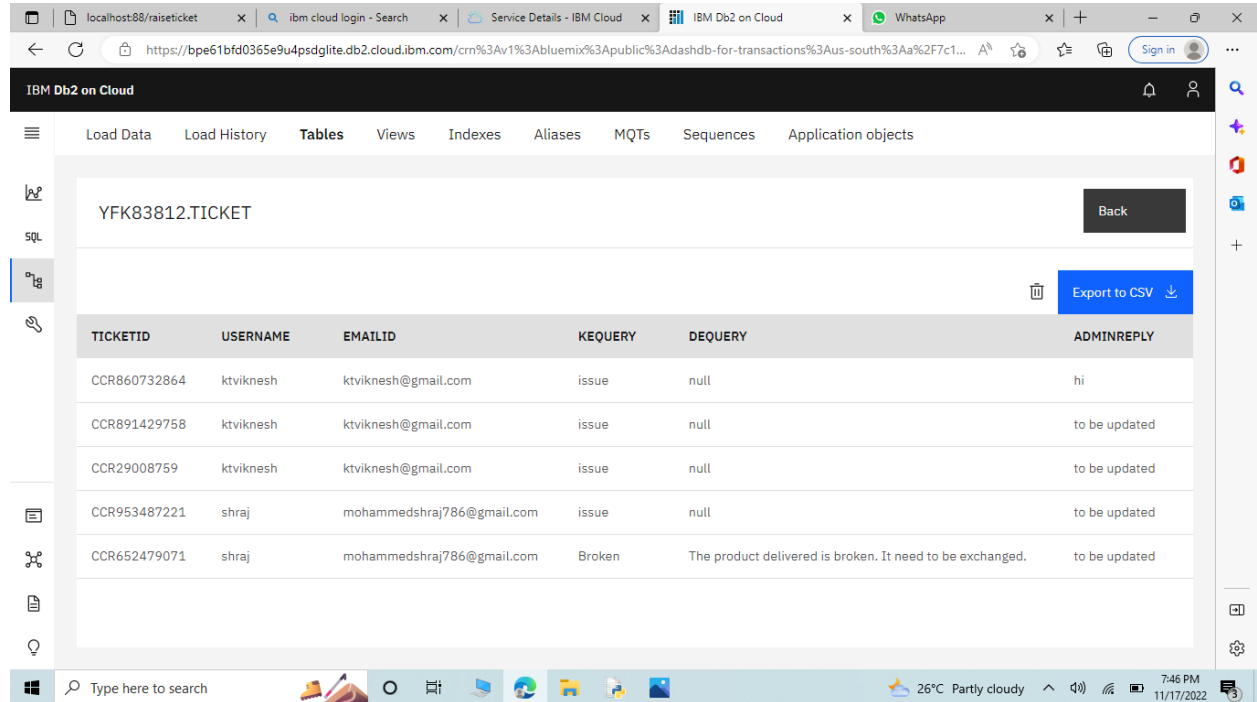
Name	Schema	Properties
TICKET	YFK83812	...
USERS	YFK83812	...

The below figure depicts the user tables with columns fullname, username, email, phone number, password.

The screenshot shows the IBM Db2 on Cloud console with the 'YFK83812.USERS' table selected. The table has columns: FULLNAME, USERNAME, EMAIL, PHONENUMBER, PASSWORD, and UESRTYPE. The table contains 5 rows of data. An 'Export to CSV' button is visible in the top right corner.

FULLNAME	USERNAME	EMAIL	PHONENUMBER	PASSWORD	UESRTYPE
VIKNEESH K T	ktviknesh	ktviknesh@gmail.com	9500767289	Viknesh@123	admin
MOHAMMED SHRAJ	shraj	mohammedshraj786@gmail.com	9944774611	Shraj@123	user
BharanidharanM	mbharani	bharanidharanmohanasundharam@gmail.com	9952573469	Bharani@03	user
gowtham	Gowtham	gowthamramesh1113@gmail.com	8220101113	gowtham@09	user
Bharanitharan B	bharanib	bebharani01@gmail.com	6382740891	bharani@04	user

The below figure depicts the ticket id, username, email id, key query, detailed query, admin reply.

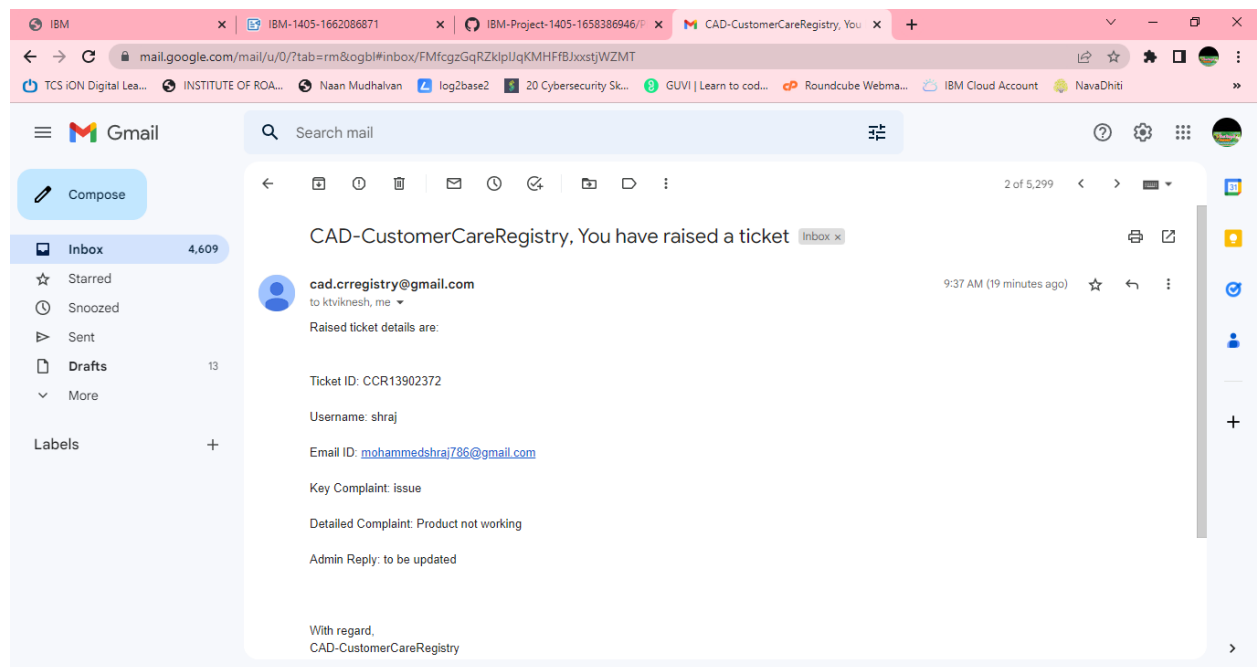


The screenshot shows the IBM Db2 on Cloud console interface. At the top, there's a navigation bar with tabs for Load Data, Load History, Tables, Views, Indexes, Aliases, MQTs, Sequences, and Application objects. Below this, a table titled 'YFK83812.TICKET' is displayed. The table has columns for TICKETID, USERNAME, EMAILID, KEQUERY, DEQUERY, and ADMINREPLY. There are five rows of data. A 'Back' button is in the top right, and an 'Export to CSV' button is in the top right of the table area.

TICKETID	USERNAME	EMAILID	KEQUERY	DEQUERY	ADMINREPLY
CCR860732864	ktviknesh	ktviknesh@gmail.com	issue	null	hi
CCR891429758	ktviknesh	ktviknesh@gmail.com	issue	null	to be updated
CCR29008759	ktviknesh	ktviknesh@gmail.com	issue	null	to be updated
CCR953487221	shraj	mohammedshraj786@gmail.com	issue	null	to be updated
CCR652479071	shraj	mohammedshraj786@gmail.com	Broken	The product delivered is broken. It need to be exchanged.	to be updated

**Email for reference ID:**

The mail has been sent once the ticket is raised.



The reply details from the admin have been sent and ticket have been resolved.

