

Database

User Model

Service Model

Order Model

Payment Model

SupportTicket Model

User

```
_id : Mongoose bsonId
username : String
email : String
password : String
isActive : Boolean
profilePicUrl : String
orders : [array of orders : {type : _id, relation to Order}]
role : String Enum
services : [{ {serviceTitle} , relation to serviceModel}
serviceCategory : String
createdOn : Date.now
lastUpdated : DateOfUpdation
```

Service

```
_id : Mongoose bsonId
serviceTitle : String
serviceProvider : {type : _id relation to user}
serviceCost : Number
category : String
isActive : Boolean
discount : Number
createdOn : Date.now
updatedOn : DateOfUpdation
```

Order

```
_id : Mongoose bsonId
service : {type : _id , relation to service model}
orderCost: {type : Number}
paymentMode : String
status : Enum
customer : {type : _id, relation to user}
createdOn : Date.now
lastUpdated : DateOfUpdation
```

Payment

```
_id : MongooseId
order : {type : _id , relation to order}
paymentAmount : Number
status : String
payer : {type : _id, relation to user}
reciever : {type : _id, relation to user}
paymentOn : Date.now
updatedOn : DateOfUpdation
```

SupportTicket

```
_id : MongooseId
user : {type : _id, ref : User}
subject : String
description : String
status : {type : String , enum : [open , inProgress] , default : open}
createdOn : Date.now
updatedOn : DateOfUpdation
```