**USUARIO**

|  |  |  |
| --- | --- | --- |
| numeroLegajo(PK-FK) | contraseña | nombre |
|  |  |  |

**DURACION\_ESTADO**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| id\_DuracionEstado (PK) | fechaInicio | fechaFin | Observaciones | NumeroTicket (FK) | Id\_estado(FK) |
|  |  |  |  |  |  |

**ESTADO**

|  |  |  |
| --- | --- | --- |
| id\_Estado (PK) | nombre | descripcion |
|  |  |  |

**TICKET**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| numeroTicket (PK) | fechaApertura | fechaFin | horaApertura | horaFin | numeroLegajo (FK) | Id\_clasificacion(FK) |
|  |  |  |  |  |  |  |

**EMPLEADO**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| numeroLegajo (PK) | nombre | telefonoInterno | telefonoDirecto | descripcionCargo | nombreGrupo( PK) |
|  |  |  |  |  |  |

**INTERVENCION**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| id\_Intervencion (PK) | estado | horaAsignacion | horaFinAsignacion | fechaAsignacion | fechaFinAsignacion | nombreGrupo (FK) | numeroTicket (FK) | Id\_intervaloTrabajo(FK) |
|  |  |  |  |  |  |  |  |  |

**INTERVALO\_TRABAJO**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| id\_IntervaloTrabajo (PK) | fechaInicio | fechaFin | horaInicio | horaFin | id\_Intervencion (FK) |
|  |  |  |  |  |  |

**CLASIFICACION\_TICKET**

|  |  |
| --- | --- |
| id\_ClasificacionTicket (PK) | nombre |
|  |  |

**GRUPO\_DE\_RESOLUCION**

|  |
| --- |
| nombreGrupo (PK) |
|  |

**HISTORIAL\_CT**

|  |  |  |  |
| --- | --- | --- | --- |
| numeroTicket(PK – FK) | Id\_ClasificacionTicket (PK – FK) | fechaInicio | fechaFin |
|  |  |  |  |

**MODIFICADO\_POR**

|  |  |
| --- | --- |
| Id\_clasificacionTicket(PK-FK) | nombreGrupo(PK-FK) |
|  |  |