**EMPLEADO**

|  |  |  |
| --- | --- | --- |
| DNI (PK) | numeroLegajo | nombre |
|  |  |  |

**DURACION\_ESTADO**

|  |  |  |  |
| --- | --- | --- | --- |
| Id\_DuracionEstado (PK) | fechaInicio | fechaFin | Observaciones |
|  |  |  |  |

**ESTADO**

|  |  |  |
| --- | --- | --- |
| Id\_Estado (PK) | nombre | Descripcion |
|  |  |  |

**TICKET**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Numero (PK) | fechaApertura | fechaFin | horaApertura | horaFin |
|  |  |  |  |  |

**REPORTE**

|  |  |  |  |
| --- | --- | --- | --- |
| Id\_Reporte (PK) | listaTickets | fechaEjecucion | horaEjecucion |
|  |  |  |  |

**CLIENTE**

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

**INTERVENCION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Id\_Intervencion (PK) | estado | horaAsignacion | horaFinAsignacion | fechaAsignacion | fechaFinAsignacion |
|  |  |  |  |  |  |

**INTERVALO\_TRABAJO**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Id\_IntervaloTrabajo (PK) | fechaInicio | fechaFin | horaInicio | horaFin |
|  |  |  |  |  |

**CLASIFICACION\_TICKET**

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

**GRUPO\_DE\_RESOLUCION**

|  |
| --- |
| nombre (PK) |
|  |

**HISTORIAL\_IT**

|  |
| --- |
| Id\_HistorialIT (PK) |
|  |

**HISTORIAL\_CT**

|  |  |  |
| --- | --- | --- |
| Id\_HistorialCT (PK) | fechaInicio | fechaFin |
|  |  |  |