```
Batch
                                                                                     _id: ObjectId {
ER Daigram: Ticket Management System
                                                                                    createdBy: String
                                                                                     createdBy: String
                                                                                     startDate: String
                                                                                     endDate: String
                                                                                     batchTechType: String
                                                                                     practiceHead: String
                                                                                     mainMentor: String
                                                                                     engineers: Array [
                                                                                        _id: ObjectId
                                                                                     CIC_Id: String
                                                                                     fullName: String
                                                                                     phoneNumber: Number
                                                                                     email: String
                                                                                     status String
              User
                                                                                          }
 _id: ObjectId {
                                                                                                      ]
 firstName:string
 role:string
                                                                                                    Ticket
 email:string
 password: String
                                                                                 _id: ObjectId {
                                                                                 raisedBy:String
                                                                                 Ticket_Id: String
                                                                                 CIC_Id: String
                                                                                 ticketName: String
                                                                                 engineerName: String
                                                                                 issueType: String
                                                                                 description: String
                                                                                 additionInfo: String
                                                                                 status: String
                                                                                 assignedTo: String
                                                                                 file: "http://localhost:3000/file/file_16825.jpg"
                                                                                 followUp: Array
                                                                                 _id: ObjectId {
                                                                                 followupBy:String
                                                                                 description: String
                                                                                 date: String
                                                                                  }
                                                                                   ]
```