Konark Application Database

Common Tables

1. tg_client

2. tg_company

Call Log System

1. tg_cl_call_lead

    a) call_id (PK)
    b) client_id
    c) created_by (manager/admin)
    d) assign_to (Service engineer)
    e) call_category
    f) area
    g) complaint
    h) unit
    i) date_time (when client want service engg to be present on site for work)
    j) call_status (1- created, 2- in process, 3- completed, 4- incomplete)
    k) visit_result (successful/unsuccessful)
    l) cust_comment
    m) cust_remark
    n) engg_remark
    o) recom
    p) serv_mng_visit (Y/N)
    q) cust_feedback
    r) cust_satisfaction (scale 1 to 5)
    s) is_mail_send (Y/N)
    t) created_on (date & time)
    u) updated_on (date & time)
    v) updated_by
    w) date

2. tg_cl_roles

3. tg_cl_users

4. tg_cl_last_login

5. tg_cl_reset_pwd

6. tg_cl_area (Master)

7. tg_cl_call_category (Master)

8. tg_cl_complaint (Master)

9. tg_cl_unit (Master)

Check List System

1. tg_ch_roles

2. tg_ch_users

3. tg_ch_last_login

4. tg_ch_reset_pwd

5. tg_ch_type (check list type) Master

6. tg_ch_check_list

   a) list_id (PK)
   b) ch_type (check list type)
   c) activity (contains check list questions)
   d) created_on (date & time)
   e) created_by (Admin/Manager)
   f) updated_on (date & time)
   g) updated_by
   h) date

7. tg_ch_report

   a) rid (PK)
   b) client_id
   c) created_by (manager/admin)
   d) assign_to (Service engineer)
   e) ch_type (check list type)
   f) is_mail_send (Y/N)
   g) status (1- created, 2- in process, 3- completed, 4- incomplete)
   h) created_on (date & time)
   i) updated_by
   j) updated_on (date & time)
   k) date

8. tg_ch_report_detail

   a) rd_id (PK)
   b) rid (FK reference from tg_ch_report)
   c) ch_type (FK reference from tg_ch_report)
   d) list_id (FK reference from tg_ch_check_list)
   e) is_checked (0- no, 1- yes)
   f) remark
   g) created_on (date & time)
   h) created_by
   i) date