

users	
id 🔑	integer
first_name	varchar(255)
last_name	varchar(255)
phone_number	varchar(255)
role	varchar(255)
email	varchar(255)
password	varchar(255)
is_admin	boolean
created_at	timestamp
updated_at	timestamp

categories	
id	integer
name	varchar(255)
created_at	timestamp
updated_at	timestamp

tickets	
id 🔑	integer
user_id	integer
admin_id	integer
category_id	integer
title	varchar(255)
content	text
status	varchar(255)
created_at	timestamp
updated_at	timestamp

notes	
id	integer
user_id	integer
ticket_id	integer
title	varchar(255)
content	text
created_at	timestamp
updated_at	timestamp

responses	
id	integer
user_id	integer
ticket_id	integer
title	varchar(255)
content	text
created_at	timestamp
updated_at	timestamp

