

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	

