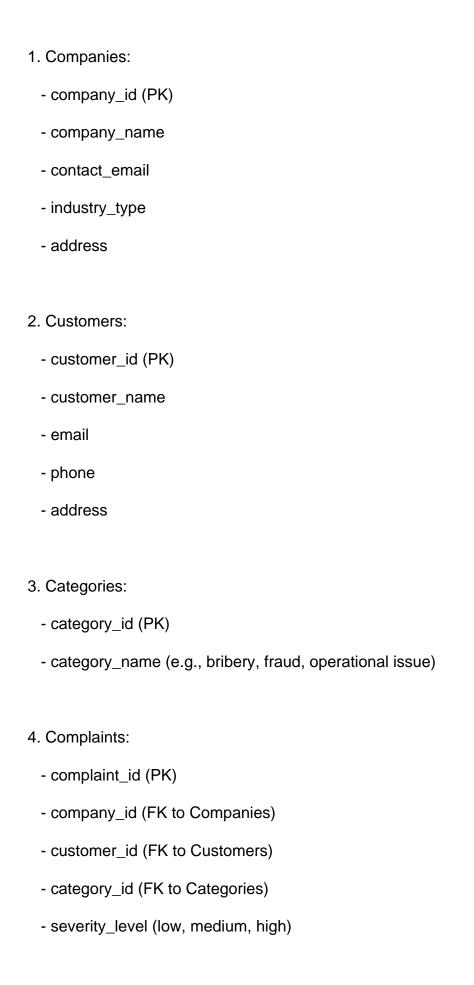
## **ERD Breakdown for Virtual Complaint Box System**



- status (open, resolved, closed)
- complaint_details
- created_at
- escalation_level
- is_anonymous
- language_preference
5. Complaint Responses:
- response_id (PK)
- complaint_id (FK to Complaints)
- response_text
- response_time
- company_agent_id (FK to Company Agents)
- status_update
6. Attachments:
- attachment_id (PK)
- complaint_id (FK to Complaints)
- file_path
- file_type
7. User Feedback:
- feedback_id (PK)
- complaint_id (FK to Complaints)
- feedback_text
- rating (numeric or stars)
- submitted_at

8. Complaint History:
- history_id (PK)
- complaint_id (FK to Complaints)
- status_change (open, resolved, escalated)
- changed_at
- changed_by
9. Company Agents:
- agent_id (PK)
- company_id (FK to Companies)
- agent_name
- email
- role
10. Complaint Assignments:
- assignment_id (PK)
- complaint_id (FK to Complaints)
- agent_id (FK to Company Agents)
- assigned_at
11. Complaint Tags:
- tag_id (PK)
- tag_name
12. Complaint_Tag_Map (Junction table for many-to-many relationship):

- complaint\_id (FK to Complaints)

<ul> <li>tag_id (FK to Complaint Tags)</li> </ul>
13. SLA Tracking:
- sla_id (PK)
<ul><li>complaint_id (FK to Complaints)</li></ul>
- sla_deadline
- sla_met (boolean)
14. Audit Logs:
- audit_id (PK)
- complaint_id (FK to Complaints)
- action_taken
- action_time
- performed_by
15. Notification System:
- notification_id (PK)
- complaint_id (FK to Complaints)
- notification_type (email, SMS)
= 71 ( , , ,
- notification_time
- notification_time
- notification_time
<ul><li>notification_time</li><li>sent_to</li></ul>
<ul><li>- notification_time</li><li>- sent_to</li><li>16. Post-Resolution Satisfaction Survey:</li></ul>
<ul><li>- notification_time</li><li>- sent_to</li><li>16. Post-Resolution Satisfaction Survey:</li><li>- survey_id (PK)</li></ul>
<ul> <li>notification_time</li> <li>sent_to</li> </ul> 16. Post-Resolution Satisfaction Survey: <ul> <li>survey_id (PK)</li> <li>complaint_id (FK to Complaints)</li> </ul>

- submitted\_at

## Relationships:

- Complaints have a many-to-one relationship with Companies, Customers, and Categories.
- Complaints have a one-to-many relationship with Complaint Responses, Attachments, Complaint History, User Feedback, Complaint Assignments, Audit Logs, SLA Tracking, Post-Resolution Satisfaction Survey, and Notifications.
- Complaints have a many-to-many relationship with Complaint Tags via the Complaint\_Tag\_Map table.
- Company Agents handle complaints, and each Complaint Assignment links a complaint to a specific agent.
- Audit Logs and Complaint History track actions and status changes over time.