customer

id 🔑	int
full_name	varchar
email	varchar
password	varchar
date_joined	datetime

support_case

id 🔑	int
customer_id	int
subject	varchar
description	text
category	varchar
case_type	varchar
status	varchar
created_at	datetime
updated_at	datetime

support_agent

id 🔑	int
name	varchar
email	varchar
password	varchar
role	varchar

case_response

id 🔑	int
case_id	int
agent_id	int
message	text
timestamp	datetime

feedback

id 🔑	int
customer_id	int
case_id	int
message	text
status	varchar
created_at	datetime
updated_at	datetime

feedback_response

id 🔑	int
feedback_id	int
agent_id	int
message	text
timestamp	datetime

customer

id 🔑	int
full_name	varchar
email	varchar
password	varchar
date_joined	datetime

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case_id	int
agent_id	int
message	text
timestamp	datetime

feedback

id 🔑	int
customer_id	int
case_id	int
message	text
status	varchar
created_at	datetime
updated_at	datetime

feedback_response

id 🔑	int
feedback_id	int
agent_id	int
message	text
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