

customer	
name	varchar
Cutomer_id	int
zip	int
city	varchar

department	
department_id	int
department_name	varchar
no_of_agents	int

problems	
problem_type	varchar
problem_id	int
specialist_id	int

agent	
name	varchar
agent_id	int
zip	int
city	varchar

login	
agent_id	int
agent_name	varchar
password	password
no_of_calls	int
problems	varchar

call	
call_id	int
Cutomer_id	int
phone_no	int
operation_id	int
problem_id	int

solution_desk	
solution_id	int
specialist_id	int

call_logs	
duration	float
call_log_id	int
time	time
date	date
call_id	int

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