

| customer | |
|------------|---------|
| name | varchar |
| Cutomer_id | int |
| zip | int |
| city | varchar |

| agent | |
|----------|---------|
| name | varchar |
| agent_id | int |
| zip | int |
| city | varchar |

| call | |
|--------------|-----|
| call_id | int |
| Cutomer_id | int |
| phone_no | int |
| operation_id | int |
| problem_id | int |

| problems | |
|---------------|---------|
| problem_type | varchar |
| problem_id | int |
| specialist_id | int |

| call_analysis | |
|---------------|---------|
| problem_type | varchar |
| agent_id | int |
| Cutomer_id | int |
| status | boolean |

| call_logs | |
|-------------|-------|
| duration | float |
| call_log_id | int |
| time | time |
| date | date |
| call_id | int |

| solution_desk | |
|---------------|-----|
| solution_id | int |
| specialist_id | int |

| product_department | |
|-------------------------|---------|
| product_department_id | int |
| product_department_name | varchar |
| no_of_agents | int |

| login | |
|-------------|----------|
| agent_id | int |
| agent_name | varchar |
| password | password |
| no_of_calls | int |
| problems | varchar |

