

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

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

problems	
problem_type	varchar
problem_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

