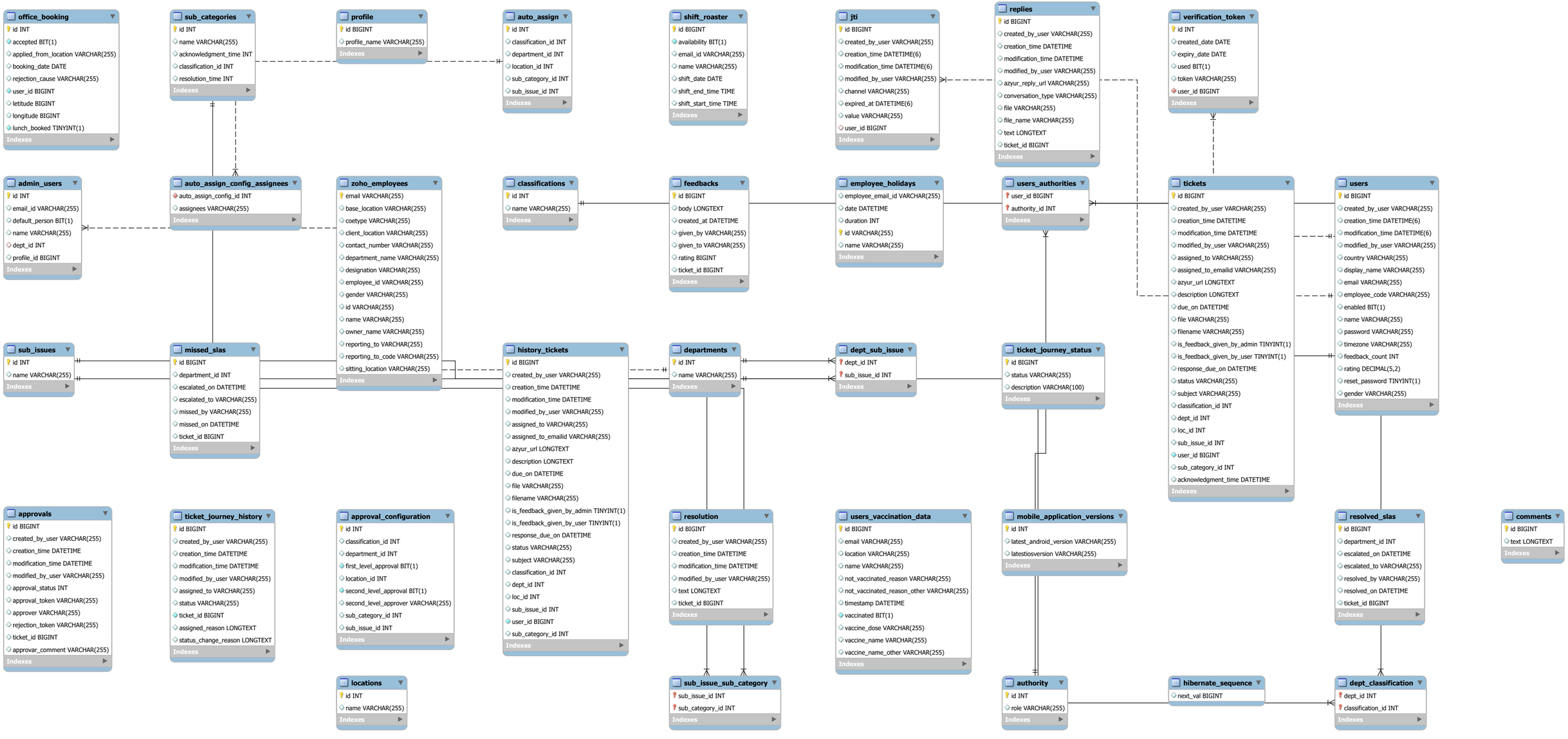
office_booking
id INT
accepted BIT(1)
applied_from_location VARCHAR(255)
booking_date DATE
rejection_cause VARCHAR(255)
user_id BIGINT
letitude BIGINT
longitude BIGINT
lunch_booked TINYINT(1)
Indexes
sub_categories
id INT
name VARCHAR(255)
acknowledgment_time INT
classification_id INT
resolution_time INT
Indexes
profile
id BIGINT
profile_name VARCHAR(255)
Indexes
auto_assign
id INT
classification_id INT
department_id INT
location_id INT
sub_category_id INT
sub_issue_id INT
Indexes
shift_roaster
id BIGINT
availability BIT(1)
email_id VARCHAR(255)
name VARCHAR(255)
shift_date DATE
shift_end_time TIME
shift_start_time TIME
Indexes
jti
id BIGINT
created_by_user VARCHAR(255)
creation_time DATETIME(6)
modification_time DATETIME(6)
modified_by_user VARCHAR(255)
channel VARCHAR(255)
expired_at DATETIME(6)
value VARCHAR(255)
user_id BIGINT
Indexes
replies
id BIGINT
created_by_user VARCHAR(255)
creation_time DATETIME
modification_time DATETIME
modified_by_user VARCHAR(255)
azyur_reply_url VARCHAR(255)
conversation_type VARCHAR(255)
file VARCHAR(255)
file_name VARCHAR(255)
text LONGTEXT
ticket_id BIGINT
Indexes
verification_token
id INT
created_date DATE
expiry_date DATE
used BIT(1)
token VARCHAR(255)
user_id BIGINT
Indexes
admin_users
id INT
email_id VARCHAR(255)
default_person BIT(1)
name VARCHAR(255)
dept_id INT
profile_id BIGINT
Indexes
auto_assign_config_assignees
auto_assign_config_id INT
assignees VARCHAR(255)
Indexes
zoho_employees
email VARCHAR(255)
base_location VARCHAR(255)
coetype VARCHAR(255)
client_location VARCHAR(255)
contact_number VARCHAR(255)
department_name VARCHAR(255)
designation VARCHAR(255)
employee_id VARCHAR(255)
gender VARCHAR(255)
id VARCHAR(255)
name VARCHAR(255)
owner_name VARCHAR(255)
reporting_to VARCHAR(255)
reporting_to_code VARCHAR(255)
sitting_location VARCHAR(255)
Indexes
classifications
id INT
name VARCHAR(255)
Indexes
feedbacks
id BIGINT
body LONGTEXT
created_at DATETIME
given_by VARCHAR(255)
given_to VARCHAR(255)
rating BIGINT
ticket_id BIGINT
Indexes
employee_holidays
employee_email_id VARCHAR(255)
date DATETIME
duration INT
id VARCHAR(255)
name VARCHAR(255)
Indexes
users_authorities
user_id BIGINT
authority_id INT
Indexes
tickets
id BIGINT
created_by_user VARCHAR(255)
creation_time DATETIME
modification_time DATETIME
modified_by_user VARCHAR(255)
assigned_to VARCHAR(255)
assigned_to_emailid VARCHAR(255)
azyur_url LONGTEXT
description LONGTEXT
due_on DATETIME
file VARCHAR(255)
filename VARCHAR(255)
is_feedback_given_by_admin TINYINT(1)
is_feedback_given_by_user TINYINT(1)
response_due_on DATETIME
status VARCHAR(255)
subject VARCHAR(255)
classification_id INT
dept_id INT
loc_id INT
sub_issue_id INT
user_id BIGINT
sub_category_id INT
acknowledgment_time DATETIME
Indexes
users
id BIGINT
created_by_user VARCHAR(255)
creation_time DATETIME(6)
modification_time DATETIME(6)
modified_by_user VARCHAR(255)
country VARCHAR(255)
display_name VARCHAR(255)
email VARCHAR(255)
employee_code VARCHAR(255)
enabled BIT(1)
name VARCHAR(255)
password VARCHAR(255)
timezone VARCHAR(255)
feedback_count INT
rating DECIMAL(5,2)
reset_password TINYINT(1)
gender VARCHAR(255)
Indexes
sub_issues
id INT
name VARCHAR(255)
Indexes
missed_slas
id BIGINT
department_id INT
escalated_on DATETIME
escalated_to VARCHAR(255)
missed_by VARCHAR(255)
missed_on DATETIME
ticket_id BIGINT
Indexes
history_tickets
id BIGINT
created_by_user VARCHAR(255)
creation_time DATETIME
modification_time DATETIME
modified_by_user VARCHAR(255)
assigned_to VARCHAR(255)
assigned_to_emailid VARCHAR(255)
azyur_url LONGTEXT
description LONGTEXT
due_on DATETIME
file VARCHAR(255)
filename VARCHAR(255)
is_feedback_given_by_admin TINYINT(1)
is_feedback_given_by_user TINYINT(1)
response_due_on DATETIME
status VARCHAR(255)
subject VARCHAR(255)
classification_id INT
dept_id INT
loc_id INT
sub_issue_id INT
user_id BIGINT
sub_category_id INT
Indexes
departments
id INT
name VARCHAR(255)
Indexes
dept_sub_issue
dept_id INT
sub_issue_id INT
Indexes
ticket_journey_status
id BIGINT
status VARCHAR(255)
description VARCHAR(100)
Indexes
approvals
id BIGINT
created_by_user VARCHAR(255)
creation_time DATETIME
modification_time DATETIME
modified_by_user VARCHAR(255)
approval_status INT
approval_token VARCHAR(255)
approver VARCHAR(255)
rejection_token VARCHAR(255)
ticket_id BIGINT
approvar_comment VARCHAR(255)
Indexes
ticket_journey_history
id BIGINT
created_by_user VARCHAR(255)
creation_time DATETIME
modification_time DATETIME
modified_by_user VARCHAR(255)
assigned_to VARCHAR(255)
status VARCHAR(255)
ticket_id BIGINT
assigned_reason LONGTEXT
status_change_reason LONGTEXT
Indexes
approval_configuration
id INT
classification_id INT
department_id INT
first_level_approval BIT(1)
location_id INT
second_level_approval BIT(1)
second_level_approver VARCHAR(255)
sub_category_id INT
sub_issue_id INT
Indexes
resolution
id BIGINT
created_by_user VARCHAR(255)
creation_time DATETIME
modification_time DATETIME
modified_by_user VARCHAR(255)
text LONGTEXT
ticket_id BIGINT
Indexes
users_vaccination_data
id BIGINT
email VARCHAR(255)
location VARCHAR(255)
name VARCHAR(255)
not_vaccinated_reason VARCHAR(255)
not_vaccinated_reason_other VARCHAR(255)
timestamp DATETIME
vaccinated BIT(1)
vaccine_dose VARCHAR(255)
vaccine_name VARCHAR(255)
vaccine_name_other VARCHAR(255)
Indexes
mobile_application_versions
id INT
latest_android_version VARCHAR(255)
latestiosversion VARCHAR(255)
Indexes
resolved_slas
id BIGINT
department_id INT
escalated_on DATETIME
escalated_to VARCHAR(255)
resolved_by VARCHAR(255)
resolved_on DATETIME
ticket_id BIGINT
Indexes
comments
id BIGINT
text LONGTEXT
Indexes
locations
id INT
name VARCHAR(255)
Indexes
sub_issue_sub_category
sub_issue_id INT
sub_category_id INT
Indexes
authority
id INT
role VARCHAR(255)
Indexes
hibernate_sequence
next_val BIGINT
dept_classification
dept_id INT
classification_id INT
Indexes