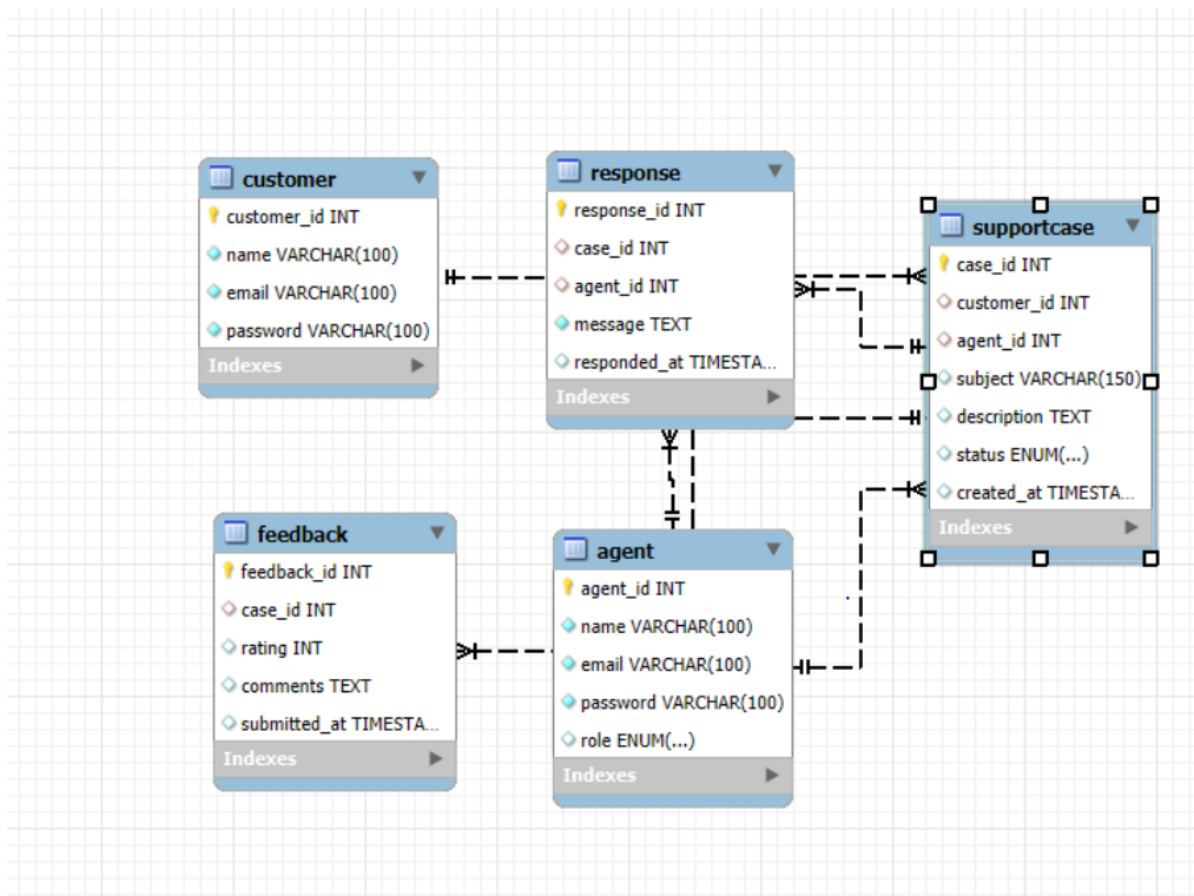


ER diagram



Customer Table

The Customer table stores information about end-users who interact with the support system. Each customer has a unique identifier (`customer_id`), along with personal details such as their name, email address, and password.

Agent Table

The Agent table contains the user accounts for staff members handling support cases. Each agent has a unique `agent_id`, a name, email, and password. Also, a role field is used to separate between regular support agents and managers. This design decision agrees both types of staff to be stored in a single table, which shortens authentication and authorization logic. Support agents are in charge of writing responses and can be assigned to support cases. All cases can be supervised by managers, who can then designate the right agents to handle them.

SupportCase Table

The SupportCase table is the central point of the customer support workflow. It records all customer-submitted issues. A distinct case_id, the ID of the client who filed the case, and the agent (if designated) managing it are all included in each entry. Additionally, it keeps track of a subject, a thorough explanation of the problem, a status (such "Open," "In Progress," or "Resolved"),

SupportCase Table

The SupportCase table is the central point of the customer support workflow. It captures every issue submitted by customers. Each record includes a unique case_id, the ID of the customer who submitted the case, and the agent (if assigned) handling it. It also stores a subject, a detailed description of the issue. A single customer can open multiple cases, but each case is linked to only one customer and may eventually be assigned to one support agent. The structure allows tracking of both the lifecycle and ownership of every support request.

Response Table

The Response table records all replies made by support agents to a specific support case. Each response includes a unique response_id, the ID of the support case it belongs to, the agent who wrote it, the message content, and the date and time it was submitted. Then support cases often require multiple replies, this table supports a one-to-many relationship with the SupportCase table. It also links each response back to the agent who authored it

Feedback Table

Once their support case has been resolved, consumers can provide feedback in the Feedback table. Each feedback entry has a unique feedback_id, is linked to one support case via case_id, and includes a numeric rating and a text comment. It also gets the date and time the feedback was submitted. The feedback feature supports quality monitoring and can help improve customer approval.