Ticketing ERD

Adiba Siddiqui

Feedbacks

PK	**feedback_id int NOT NULL**
FK1	user_id int NOT NULL
	feedback varchar(300) NOT NULL
	feed_date date DEFAULT Now()

Departments

PK	**department_id int NOT NULL**
	dept_name varchar(70) NOT NULL
	location varchar(70)
	description varchar(200)
	phone_no varchar(12)

Cities

PK	**city_id int NOT NULL**
	city varchar(70) NOT NULL
	zipcode numeric(7) NOT NULL
	country varchar(70) NOT NULL

Users

PK	**user_id int NOT NULL**
	first_name varchar(50) NOT NULL
	last_name varchar(50) NOT NULL
	email_id varchar(70) NOT NULL
	phone_no varchar(12)
FK1	city_id int
	image BLOB
	user_type varchar(30) NOT NULL
	password varchar(30) NOT NULL
	reg_date date DEFAULT Now()
	reg_date date DEFAULT Now()

Tickets

PK	**ticket_id int NOT NULL**
FK1	user_id int NOT NULL
	subject varchar(50) NOT NULL
	description varchar(200)
FK2	dept_id int NOT NULL
FK3	property_id int NOT NULL
	image BLOB
	priority int
	status varchar(50) NOT NULL
	tkt_date date DEFAULT Now()

Properties

PK	**property_id int NOT NULL**
	name varchar(70) NOT NULL
	description varchar(200)
FK1	city_id int NOT NULL
	image BLOB
	reg_date date DEFALUT Now()