# **I****TSSCoreTicketHandling**

*Package in package 'Domain Model'*

ITSSCoreTicketHandling

Version 1.0 Phase 1.0 Proposed

created on 3/7/2018. Last modified 3/7/2018

## **dbo.Application**

*Database table in package 'ITSSCoreTicketHandling'*

Application

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Application | ID |  |

## **dbo.ApplicationDetail**

*Database table in package 'ITSSCoreTicketHandling'*

ApplicationDetail

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | True |  |
| Name | varchar(100) | True |  |
| Description | varchar(max) | False |  |
| DefaultURL | varchar(255) | False |  |
| DocumentCode | varchar(5) | True |  |
| RunningNumberLength | int | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ApplicationDetail | ID |  |

## **dbo.Asset**

*Database table in package 'ITSSCoreTicketHandling'*

Asset

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| TagID | varchar(20) | False |  |
| SerialNumber | varchar(50) | False |  |
| AssetNumber | varchar(50) | False |  |
| Description | varchar(100) | False |  |
| UserEmailAddress | varchar(100) | False |  |
| Hostname | varchar(20) | False |  |
| Room | varchar(20) | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Asset | ID |  |

## **dbo.Assignee**

*Database table in package 'ITSSCoreTicketHandling'*

Assignee

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ProfileID | int | True |  |
| AssigneeGroupID | int | True |  |
| RoleID | int | False |  |
| CoordinatorProfileID | int | False |  |
| IsCoordinator | bit | False |  |
| IsCSA | bit | False |  |
| IsIMC | bit | False |  |
| IsSMS | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Assignee | ID |  |

## **dbo.AssigneeGroup**

*Database table in package 'ITSSCoreTicketHandling'*

AssigneeGroup

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| GroupCoordinatorProfileID | int | True |  |
| Name | varchar(75) | False |  |
| Description | varchar(100) | False |  |
| IsNeedOSC | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_AssigneeGroup | ID |  |

## **dbo.AssignmentStatus**

*Database table in package 'ITSSCoreTicketHandling'*

AssignmentStatus

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(50) | True |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_AssignmentStatus | ID |  |

## **dbo.AssignmentStatusDetail**

*Database table in package 'ITSSCoreTicketHandling'*

AssignmentStatusDetail

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| AssignmentStatusID | int | True |  |
| Name | varchar(50) | True |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_AssignmentStatusDetail | ID |  |

## **dbo.AssignmentStatusRole**

*Database table in package 'ITSSCoreTicketHandling'*

AssignmentStatusRole

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| AssignmentStatusID | int | True |  |
| RoleID | int | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_AssignmentStatusRole | ID |  |

## **dbo.BusinessArea**

*Database table in package 'ITSSCoreTicketHandling'*

BusinessArea

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| CompanyID | int | True |  |
| Code | varchar(20) | True |  |
| Description | varchar(50) | False |  |
| Status | bit | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |
| Longitude | numeric(15,6) | False |  |
| Latitude | numeric(15,6) | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_BusinessArea | ID |  |

## **dbo.BusinessAreaHeadOfficeAssignee**

*Database table in package 'ITSSCoreTicketHandling'*

BusinessAreaHeadOfficeAssignee

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| BusinessAreaID | int | False |  |
| HeadOfficeID | int | False |  |
| AssigneeID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_BusinessAreaHeadOfficeAssignee | ID |  |

## **dbo.BusinessAreaRegion**

*Database table in package 'ITSSCoreTicketHandling'*

BusinessAreaRegion

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| BusinessAreaID | int | True |  |
| RegionID | int | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_BusinessAreaRegion | ID |  |

## **dbo.BusinessAreaTimeHistory**

*Database table in package 'ITSSCoreTicketHandling'*

BusinessAreaTimeHistory

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| BusinessAreaID | int | True |  |
| ValidFrom | datetime | True |  |
| ValidTo | datetime | True |  |
| TimeDifference | int | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_BusinessAreaTimeHistory | ID |  |

## **dbo.CMSComplaintServiceHistory**

*Database table in package 'ITSSCoreTicketHandling'*

CMSComplaintServiceHistory

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| CMSComplaintVehicleID | int | False |  |
| ServicedOn | datetime | False |  |
| Advisor | varchar(100) | False |  |
| Description | varchar(max) | False |  |
| Plant | varchar(100) | False |  |
| Kilometer | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_CMSComplaintServiceHistory | ID |  |

## **dbo.CMSComplaintServiceHistoryDraft**

*Database table in package 'ITSSCoreTicketHandling'*

CMSComplaintServiceHistoryDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| CMSComplaintVehicleID | int | False |  |
| ServicedOn | datetime | False |  |
| Advisor | varchar(100) | False |  |
| Description | varchar(max) | False |  |
| Plant | varchar(100) | False |  |
| Kilometer | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_CMSComplaintServiceHistoryDraft | ID |  |

## **dbo.CMSComplaintStrategy**

*Database table in package 'ITSSCoreTicketHandling'*

CMSComplaintStrategy

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| StrategyTypeID | int | True |  |
| Description | varchar(max) | True |  |
| ImplementedOn | datetime | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_CMSComplaintStrategy | ID |  |

## **dbo.CMSComplaintStrategyDraft**

*Database table in package 'ITSSCoreTicketHandling'*

CMSComplaintStrategyDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| StrategyTypeID | int | True |  |
| Description | varchar(max) | True |  |
| ImplementedOn | datetime | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_CMSComplaintStrategyDraft | ID |  |

## **dbo.CMSComplaintVehicle**

*Database table in package 'ITSSCoreTicketHandling'*

CMSComplaintVehicle

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| PurchaseDealerID | int | False |  |
| VehicleStatusID | int | False |  |
| PoliceRegistrationNumber | varchar(20) | True |  |
| VIN | varchar(20) | True |  |
| Model | varchar(50) | True |  |
| Year | varchar(5) | True |  |
| OrderDeliveryDate | datetime | True |  |
| Salesman | varchar(100) | False |  |
| Odometer | int | True |  |
| OtherSalesDealer | varchar(50) | False |  |
| LastWorkshop | varchar(50) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_CMSComplaintVehicle | ID |  |

## **dbo.CMSComplaintVehicleDraft**

*Database table in package 'ITSSCoreTicketHandling'*

CMSComplaintVehicleDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| PurchaseDealerID | int | False |  |
| VehicleStatusID | int | False |  |
| PoliceRegistrationNumber | varchar(20) | True |  |
| VIN | varchar(20) | True |  |
| Model | varchar(50) | True |  |
| Year | varchar(5) | True |  |
| OrderDeliveryDate | datetime | True |  |
| Salesman | varchar(100) | False |  |
| Odometer | int | True |  |
| OtherSalesDealer | varchar(50) | False |  |
| LastWorkshop | varchar(50) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_CMSComplaintVehicleDraft | ID |  |

## **dbo.ChargingType**

*Database table in package 'ITSSCoreTicketHandling'*

ChargingType

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(50) | True |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ChargingType | ID |  |

## **dbo.Classification**

*Database table in package 'ITSSCoreTicketHandling'*

Classification

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationDetailID | int | True |  |
| ParentClassificationID | int | False |  |
| LevelID | int | False |  |
| Name | varchar(255) | False |  |
| Description | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Classification | ID |  |

## **dbo.ClassificationConfig**

*Database table in package 'ITSSCoreTicketHandling'*

ClassificationConfig

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationDetailID | int | True |  |
| MaxLevel | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ClassificationConfig | ID |  |

## **dbo.Company**

*Database table in package 'ITSSCoreTicketHandling'*

Company

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| HeadOfficeID | int | True |  |
| MainDealerCode | varchar(10) | False |  |
| Code | varchar(10) | True |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Company | ID |  |

## **dbo.Complaint**

*Database table in package 'ITSSCoreTicketHandling'*

Complaint

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | True |  |
| TicketStatusID | int | True |  |
| TicketSourceID | int | True |  |
| BusinessAreaID | int | True |  |
| IncidentAreaDetailID | int | True |  |
| SeverityLevelID | int | True |  |
| TicketNumber | varchar(20) | True |  |
| TicketRefNumber | varchar(20) | True |  |
| TicketDescription | varchar(max) | False |  |
| RequestDescription | varchar(max) | False |  |
| EmailCCAddress | varchar(max) | False |  |
| Attachment | varchar(max) | False |  |
| NotesHistory | varchar(max) | False |  |
| EstimatedExpectedOn | datetime | False |  |
| CalculatedExpectedOn | datetime | False |  |
| ReservedBy | varchar(96) | False |  |
| ReservedOn | datetime | False |  |
| SolvedOn | datetime | False |  |
| ClosedOn | datetime | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |
| Longitude | numeric(15,6) | False |  |
| Latitude | numeric(15,6) | False |  |
| ActualAddress | varchar(255) | False |  |
| IsFS | bit | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Complaint | ID |  |

|  |  |  |
| --- | --- | --- |
| **TYPE / NAME** | **COLUMNS** | **COMMENTS** |
| «index» IX\_TicketNumber | TicketNumber |  |

## **dbo.ComplaintAction**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintAction

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| OccuredOn | datetime | True |  |
| Description | varchar(max) | True |  |
| RelatedPIC | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintAction | ID |  |

## **dbo.ComplaintActionDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintActionDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| OccuredOn | datetime | True |  |
| Description | varchar(max) | True |  |
| RelatedPIC | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintActionDraft | ID |  |

## **dbo.ComplaintAssignment**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintAssignment

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| AssignedByProfileID | int | True |  |
| AssigneeProfileID | int | True |  |
| AssignmentStatusID | int | True |  |
| AssignmentStatusDetailID | int | False |  |
| RoleID | int | False |  |
| ActivityName | varchar(max) | False |  |
| Dependency | varchar(255) | False |  |
| K2ProcessID | int | True |  |
| K2DestinationID | int | True |  |
| AdditionalInformation | varchar(100) | False |  |
| AssignedOn | datetime | False |  |
| AcknowledgedOn | datetime | False |  |
| SolvedOn | datetime | False |  |
| TotalIdleTime | datetime | False |  |
| ExpectedOn | datetime | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintAssignment | ID |  |

|  |  |  |
| --- | --- | --- |
| **TYPE / NAME** | **COLUMNS** | **COMMENTS** |
| «index» IX\_ComplaintID | ComplaintID |  |

## **dbo.ComplaintAssignmentJournal**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintAssignmentJournal

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintAssignmentID | int | True |  |
| AssignedByProfileID | int | False |  |
| AssigneeProfileID | int | False |  |
| AssignmentStatusID | int | False |  |
| ActivityName | varchar(max) | False |  |
| Notes | varchar(max) | False |  |
| WithinSLA | bit | False |  |
| Duration | int | False |  |
| AdditionalInformation | varchar(max) | False |  |
| ExpectedOn | datetime | False |  |
| AssignmentStatusDetailID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintAssignmentJournal | ID |  |

## **dbo.ComplaintBackground**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintBackground

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| OccuredOn | datetime | True |  |
| Description | varchar(max) | True |  |
| RelatedPIC | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintBackground | ID |  |

## **dbo.ComplaintBackgroundDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintBackgroundDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| OccuredOn | datetime | True |  |
| Description | varchar(max) | True |  |
| RelatedPIC | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintBackgroundDraft | ID |  |

## **dbo.ComplaintCharging**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintCharging

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ChargingTypeID | int | True |  |
| CurrencyID | int | False |  |
| TotalCost | money | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintCharging | ID |  |

## **dbo.ComplaintChargingDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintChargingDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ChargingTypeID | int | True |  |
| CurrencyID | int | False |  |
| TotalCost | money | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintChargingDraft | ID |  |

## **dbo.ComplaintClassification**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintClassification

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| Classification1ID | int | False |  |
| Classification2ID | int | False |  |
| Classification3ID | int | False |  |
| Classification4ID | int | False |  |
| Classification5ID | int | False |  |
| Classification6ID | int | False |  |
| Classification7ID | int | False |  |
| TicketPriorityID | int | False |  |
| TicketSeverityID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintClassification | ID |  |

## **dbo.ComplaintClassificationDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintClassificationDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| Classification1ID | int | False |  |
| Classification2ID | int | False |  |
| Classification3ID | int | False |  |
| Classification4ID | int | False |  |
| Classification5ID | int | False |  |
| Classification6ID | int | False |  |
| Classification7ID | int | False |  |
| TicketPriorityID | int | False |  |
| TicketSeverityID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintClassificationDraft | ID |  |

## **dbo.ComplaintCustomer**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintCustomer

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ProfileID | int | False |  |
| CustomerID | varchar(50) | True |  |
| FullName | varchar(50) | True |  |
| Address | varchar(max) | False |  |
| MobilePhone | varchar(30) | False |  |
| OfficePhone | varchar(30) | False |  |
| OfficePhoneExt | varchar(20) | False |  |
| HomePhone | varchar(30) | False |  |
| Fax | varchar(30) | False |  |
| EmailAddress | varchar(255) | False |  |
| IsAstra | bit | False |  |
| IsAstraITCare | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintCustomer | ID |  |

## **dbo.ComplaintCustomerDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintCustomerDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ProfileID | int | False |  |
| CustomerID | varchar(50) | True |  |
| FullName | varchar(50) | True |  |
| Address | varchar(max) | False |  |
| MobilePhone | varchar(30) | False |  |
| OfficePhone | varchar(30) | False |  |
| OfficePhoneExt | varchar(20) | False |  |
| HomePhone | varchar(30) | False |  |
| Fax | varchar(30) | False |  |
| EmailAddress | varchar(255) | False |  |
| IsAstra | bit | False |  |
| IsAstraITCare | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintCustomerDraft | ID |  |

## **dbo.ComplaintCustomer\_BAK**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintCustomer\_BAK

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ProfileID | int | False |  |
| CustomerID | varchar(50) | True |  |
| FullName | varchar(50) | True |  |
| Address | varchar(max) | False |  |
| MobilePhone | varchar(30) | False |  |
| OfficePhone | varchar(30) | False |  |
| OfficePhoneExt | varchar(20) | False |  |
| HomePhone | varchar(30) | False |  |
| Fax | varchar(30) | False |  |
| EmailAddress | varchar(255) | False |  |
| IsAstra | bit | False |  |
| IsAstraITCare | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintCustomer\_BAK | ID |  |

## **dbo.ComplaintDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | True |  |
| TicketStatusID | int | True |  |
| TicketSourceID | int | True |  |
| BusinessAreaID | int | True |  |
| IncidentAreaDetailID | int | True |  |
| SeverityLevelID | int | True |  |
| TicketNumber | varchar(20) | True |  |
| TicketRefNumber | varchar(20) | True |  |
| TicketDescription | varchar(max) | False |  |
| RequestDescription | varchar(max) | False |  |
| EmailCCAddress | varchar(max) | False |  |
| Attachment | varchar(max) | False |  |
| NotesHistory | varchar(max) | False |  |
| EstimatedExpectedOn | datetime | False |  |
| CalculatedExpectedOn | datetime | False |  |
| ReservedBy | varchar(96) | False |  |
| ReservedOn | datetime | False |  |
| SolvedOn | datetime | False |  |
| ClosedOn | datetime | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintDraft | ID |  |

## **dbo.ComplaintFeedback**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintFeedback

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| FeedbackSatisfactionID | int | False |  |
| FeedbackTypeID | int | False |  |
| Comment | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintFeedback | ID |  |

## **dbo.ComplaintFeedbackDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintFeedbackDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| FeedbackSatisfactionID | int | False |  |
| FeedbackTypeID | int | False |  |
| Comment | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintFeedbackDraft | ID |  |

## **dbo.ComplaintInformant**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintInformant

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| FullName | varchar(50) | False |  |
| Address | varchar(max) | False |  |
| MobilePhone | varchar(30) | False |  |
| HomePhone | varchar(30) | False |  |
| OfficePhone | varchar(30) | False |  |
| OfficePhoneExt | varchar(20) | False |  |
| EmailAddress | varchar(255) | False |  |
| Profile | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintInformant | ID |  |

## **dbo.ComplaintInformantDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintInformantDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| FullName | varchar(50) | False |  |
| Address | varchar(max) | False |  |
| MobilePhone | varchar(30) | False |  |
| HomePhone | varchar(30) | False |  |
| OfficePhone | varchar(30) | False |  |
| OfficePhoneExt | varchar(20) | False |  |
| EmailAddress | varchar(255) | False |  |
| Profile | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintInformantDraft | ID |  |

## **dbo.ComplaintJournal**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintJournal

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| TicketStatusID | int | False |  |
| IncidentAreaDetailID | int | False |  |
| RootCauseDetailID | int | False |  |
| ExpectedDateOn | datetime | False |  |
| WithinSLA | bit | False |  |
| AssigneeUserID | varchar(50) | False |  |
| NotesHistory | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintJournal | ID |  |

## **dbo.ComplaintReceiver**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintReceiver

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ReceiverProfileID | int | False |  |
| ReceiverMainDealerID | int | False |  |
| ReceiverDealerID | int | False |  |
| ReceiverBranchID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintReceiver | ID |  |

## **dbo.ComplaintReceiverDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintReceiverDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ReceiverProfileID | int | False |  |
| ReceiverMainDealerID | int | False |  |
| ReceiverDealerID | int | False |  |
| ReceiverBranchID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintReceiverDraft | ID |  |

## **dbo.ComplaintRootCause**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintRootCause

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ComplaintAssignmentID | int | True |  |
| RootCauseDetailID | int | True |  |
| CustomerInformation | varchar(max) | False |  |
| VehicleInformation | varchar(max) | False |  |
| DealerInformation | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintRootCause | ID |  |

## **dbo.ComplaintRootCauseDraft**

*Database table in package 'ITSSCoreTicketHandling'*

ComplaintRootCauseDraft

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ComplaintAssignmentID | int | True |  |
| RootCauseDetailID | int | True |  |
| CustomerInformation | varchar(max) | False |  |
| VehicleInformation | varchar(max) | False |  |
| DealerInformation | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ComplaintRootCauseDraft | ID |  |

## **dbo.Currency**

*Database table in package 'ITSSCoreTicketHandling'*

Currency

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| CurrencyText | varchar(3) | True |  |
| Description | varchar(255) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Currency | ID |  |

## **dbo.Department**

*Database table in package 'ITSSCoreTicketHandling'*

Department

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| DivisionID | int | True |  |
| Code | varchar(20) | False |  |
| Name | varchar(100) | False |  |
| Address | varchar(max) | False |  |
| City | varchar(25) | False |  |
| State | varchar(25) | False |  |
| ZipCode | varchar(10) | False |  |
| Country | varchar(25) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Department | ID |  |

## **dbo.Division**

*Database table in package 'ITSSCoreTicketHandling'*

Division

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| BusinessAreaID | int | False |  |
| Code | varchar(20) | False |  |
| Name | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Division | ID |  |

## **dbo.EFTDocumentDetail**

*Database table in package 'ITSSCoreTicketHandling'*

EFTDocumentDetail

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| DocumentHeaderID | int | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ItemID | int | True |  |
| ItemQuantity | smallint | True |  |
| Note | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| Deleted | bit | True |  |
| RowVersion | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_EFTDocumentDetail | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_EFTDocumentDetail\_EFTItem | ItemID | dbo.EFTItem(ID) |

|  |  |  |
| --- | --- | --- |
| FK\_EFTDocumentDetail\_EFTDocumentHeader | DocumentHeaderID | dbo.EFTDocumentHeader(ID) |

## **dbo.EFTDocumentHeader**

*Database table in package 'ITSSCoreTicketHandling'*

EFTDocumentHeader

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| TicketSourceID | int | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| TicketStatusID | int | True |  |
| SeverityID | int | False |  |
| TicketNumber | varchar(20) | True |  |
| TicketDescription | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| Deleted | bit | True |  |
| RowVersion | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_EFTDocumentHeader | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_EFTDocumentHeader\_EFTTicketSource | TicketSourceID | dbo.EFTTicketSource(ID) |

|  |  |  |
| --- | --- | --- |
| FK\_EFTDocumentHeader\_EFTSeverity | SeverityID | dbo.EFTSeverity(ID) |

|  |  |  |
| --- | --- | --- |
| FK\_EFTDocumentHeader\_EFTTicketStatus | TicketStatusID | dbo.EFTTicketStatus(ID) |

## **dbo.EFTItem**

*Database table in package 'ITSSCoreTicketHandling'*

EFTItem

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Description | varchar(100) | False |  |
| Stocks | smallint | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| Deleted | bit | True |  |
| RowVersion | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_EFTItem | ID |  |

## **dbo.EFTSeverity**

*Database table in package 'ITSSCoreTicketHandling'*

EFTSeverity

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| SLAMinutes | smallint | True |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| Deleted | bit | True |  |
| RowVersion | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_EFTSeverity | ID |  |

## **dbo.EFTTicketSource**

*Database table in package 'ITSSCoreTicketHandling'*

EFTTicketSource

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| Deleted | bit | True |  |
| RowVersion | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_EFTTicketSource | ID |  |

## **dbo.EFTTicketStatus**

*Database table in package 'ITSSCoreTicketHandling'*

EFTTicketStatus

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| Deleted | bit | True |  |
| RowVersion | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_EFTTicketStatus | ID |  |

## **dbo.ExcludeIncidentSLA**

*Database table in package 'ITSSCoreTicketHandling'*

ExcludeIncidentSLA

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | bit | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| BranchCode | varchar(100) | False |  |
| TicketSource | varchar(100) | False |  |
| ProblemGroupName | varchar(100) | False |  |
| ProblemAreaName | varchar(100) | False |  |
| ProblemDetailName | varchar(100) | False |  |
| RootCauseGroupName | varchar(100) | False |  |
| RootCauseName | varchar(100) | False |  |
| RootCauseDetailName | varchar(100) | False |  |
| CreatedBy | varchar(100) | False |  |
| LastModifiedBy | varchar(100) | False |  |
| DateCreatedOn | datetime | False |  |
| LastModifiedOn | datetime | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_\_ExcludeI\_\_3214EC276EEC251C | ID |  |

## **dbo.FeedbackSatisfaction**

*Database table in package 'ITSSCoreTicketHandling'*

FeedbackSatisfaction

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(50) | False |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_FeedbackSatisfaction | ID |  |

## **dbo.FeedbackType**

*Database table in package 'ITSSCoreTicketHandling'*

FeedbackType

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(50) | False |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_FeedbackType | ID |  |

## **dbo.HeadOffice**

*Database table in package 'ITSSCoreTicketHandling'*

HeadOffice

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| RegionID | int | False |  |
| Code | varchar(10) | False |  |
| Description | varchar(100) | False |  |
| IsDealer | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_HeadOffice | ID |  |

## **dbo.IncidentArea**

*Database table in package 'ITSSCoreTicketHandling'*

IncidentArea

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IncidentAreaGroupID | int | False |  |
| SeverityNotificationHeaderID | int | False |  |
| AssigneeGroupID | int | False |  |
| Name | varchar(100) | False |  |
| Description | varchar(max) | False |  |
| ToPCSupport | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_IncidentArea | ID |  |

## **dbo.IncidentAreaDetail**

*Database table in package 'ITSSCoreTicketHandling'*

IncidentAreaDetail

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IncidentAreaID | int | True |  |
| SOPOutputHeaderID | int | False |  |
| Name | varchar(100) | False |  |
| Description | varchar(max) | False |  |
| IncidentSLA | int | False |  |
| RRTNotification | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_IncidentAreaDetail | ID |  |

## **dbo.IncidentAreaGroup**

*Database table in package 'ITSSCoreTicketHandling'*

IncidentAreaGroup

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| CompanyID | int | False | Added on 20140616, related to URF 0101140000005 (PM Sparepart) |
| Name | varchar(100) | False |  |
| Description | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |
| UserCategoryID | int | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_IncidentAreaGroup | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_IncidentAreaGroup\_MFSUserCategory | UserCategoryID | dbo.MFSUserCategory(ID) |

## **dbo.IncidentAreaRRT**

*Database table in package 'ITSSCoreTicketHandling'*

IncidentAreaRRT

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IncidentAreaID | int | False |  |
| RRTID | int | False |  |
| RRTFlag | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_IncidentAreaRRT | ID |  |

|  |  |  |
| --- | --- | --- |
| **TYPE / NAME** | **COLUMNS** | **COMMENTS** |
| «index» IX\_RowStatus\_FullName | IncidentAreaID |  |

## **dbo.MFSAdditionalRating**

*Database table in package 'ITSSCoreTicketHandling'*

MFSAdditionalRating

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(50) | True |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_MFSAdditionalRating | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_MFSAdditionalRating\_Application | ApplicationID | dbo.Application(ID) |

## **dbo.MFSAlert**

*Database table in package 'ITSSCoreTicketHandling'*

MFSAlert

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| AlertGroupID | int | True |  |
| Subject | varchar(100) | True |  |
| Body | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_MFSAlert | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_MFSAlert\_MFSAlertGroup | AlertGroupID | dbo.MFSAlertGroup(ID) |

## **dbo.MFSAlertGroup**

*Database table in package 'ITSSCoreTicketHandling'*

MFSAlertGroup

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(100) | True |  |
| Description | varchar(255) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_MFSAlertGroup | ID |  |

## **dbo.MFSAlertGroupUser**

*Database table in package 'ITSSCoreTicketHandling'*

MFSAlertGroupUser

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| AlertGroupID | int | True |  |
| ProfileID | int | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_MFSAlertGroupUser | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_MFSAlertGroupUser\_MFSAlertGroup | AlertGroupID | dbo.MFSAlertGroup(ID) |

## **dbo.MFSComplaintFeedbackAdditionalRating**

*Database table in package 'ITSSCoreTicketHandling'*

MFSComplaintFeedbackAdditionalRating

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintFeedbackID | int | False |  |
| AdditionalRatingID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

## **dbo.MFSUserCategory**

*Database table in package 'ITSSCoreTicketHandling'*

MFSUserCategory

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |
| Description | varchar(100) | False |  |
| DisplayIndex | int | False |  |
| UserCategoryGroupID | int | False |  |
| ImageURL | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_MFSUserCategory | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_MFSUserCategory\_MFSUserCategoryGroup | UserCategoryGroupID | dbo.MFSUserCategoryGroup(ID) |

## **dbo.MFSUserCategoryGroup**

*Database table in package 'ITSSCoreTicketHandling'*

MFSUserCategoryGroup

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |
| Description | varchar(100) | False |  |
| DisplayIndex | int | False |  |
| ImageURL | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_MFSUserCategoryGroup | ID |  |

## **dbo.MFSUserNonAD**

*Database table in package 'ITSSCoreTicketHandling'*

MFSUserNonAD

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| UserName | varchar(50) | False |  |
| NPK | varchar(20) | False |  |
| FullName | varchar(100) | False |  |
| Phone | varchar(30) | False |  |
| Email | varchar(255) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_MFSUserNonAD | ID |  |

|  |  |  |
| --- | --- | --- |
| **TYPE / NAME** | **COLUMNS** | **COMMENTS** |
| «index» NCIX\_MFSUserNonAD | Email, UserName, FullName, RowStatus |  |

## **dbo.NationalHoliday**

*Database table in package 'ITSSCoreTicketHandling'*

NationalHoliday

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| HolidayDate | datetime | False |  |
| Description | varchar(255) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_NationalHoliday | ID |  |

## **dbo.PMChatITCareUserMap**

*Database table in package 'ITSSCoreTicketHandling'*

PMChatITCareUserMap

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| ChatEmailAddress | varchar(255) | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ProfileID | int | True |  |
| RowStatus | smallint | True |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMChatITCareUserMap | ID |  |

## **dbo.PMChatIncidentAreaDetailMap**

*Database table in package 'ITSSCoreTicketHandling'*

PMChatIncidentAreaDetailMap

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| IncidentAreaDetailID | int | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Code | varchar(50) | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMChatIncidentAreaDetailMap | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_PMChatIncidentAreaDetailMap\_IncidentAreaDetail | IncidentAreaDetailID | dbo.IncidentAreaDetail(ID) |

## **dbo.PMChatIncidentAreaGroupMap**

*Database table in package 'ITSSCoreTicketHandling'*

PMChatIncidentAreaGroupMap

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| IncidentAreaGroupID | int | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Code | varchar(50) | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMChatIncidentAreaGroupMap | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_PMChatIncidentAreaGroupMap\_IncidentAreaGroup | IncidentAreaGroupID | dbo.IncidentAreaGroup(ID) |

## **dbo.PMChatIncidentAreaMap**

*Database table in package 'ITSSCoreTicketHandling'*

PMChatIncidentAreaMap

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| IncidentAreaID | int | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Code | varchar(50) | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMChatIncidentAreaMap | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_PMChatIncidentAreaMap\_IncidentArea | IncidentAreaID | dbo.IncidentArea(ID) |

## **dbo.PMComplaintCSAFollowUp**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintCSAFollowUp

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| TicketStatusID | int | True |  |
| RootCauseDetailID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintCSAFollowUp | ID |  |

## **dbo.PMComplaintCSAFollowUpJournal**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintCSAFollowUpJournal

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| AssignmentStatusID | int | False |  |
| ActivityDescription | varchar(max) | False |  |
| ContactPersonName | varchar(50) | False |  |
| ContactPersonEmailAddress | varchar(255) | False |  |
| ContactPersonPhone | varchar(30) | False |  |
| ContactPersonPhoneExt | varchar(10) | False |  |
| ContactPersonMobilePhone | varchar(30) | False |  |
| ContactPersonComment | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintCSAFollowUpJournal | ID |  |

## **dbo.PMComplaintDetail**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintDetail

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| RoleID | int | False |  |
| Dependency | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintDetail | ID |  |

## **dbo.PMComplaintDetailSMS**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintDetailSMS

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ComplaintAssignmentID | int | False |  |
| InitialStatus | varchar(10) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintDetailSMS | ID |  |

## **dbo.PMComplaintDetailSMSLog**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintDetailSMSLog

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| ComplaintAssignmentID | int | False |  |
| InitialStatus | varchar(10) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintDetailSMSLog | ID |  |

## **dbo.PMComplaintDetailSuperiorNotification**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintDetailSuperiorNotification

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintAssignmentID | int | True |  |
| NotificationFlag | smallint | False |  |
| NotificationDate | datetime | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintDetailSuperiorNotification | ID |  |

## **dbo.PMComplaintSOPOutput**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintSOPOutput

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| SOPOutputID | int | True |  |
| Flag | bit | False |  |
| Notes | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintSOPOutput | ID |  |

## **dbo.PMComplaintSampling**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintSampling

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintSampling | ID |  |

## **dbo.PMComplaintUserAsset**

*Database table in package 'ITSSCoreTicketHandling'*

PMComplaintUserAsset

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ComplaintID | int | True |  |
| AssetID | int | True |  |
| UserAssetInfoID | int | False |  |
| TagStickerReadabilityTagID | int | False |  |
| TagStickerReadabilitySerialNumberID | int | False |  |
| ReportedTagID | varchar(20) | False |  |
| ReportedSerialNumber | varchar(50) | False |  |
| ReportedAssetNumber | varchar(50) | False |  |
| ReportedHostName | varchar(50) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMComplaintUserAsset | ID |  |

## **dbo.PMNationalHoliday**

*Database table in package 'ITSSCoreTicketHandling'*

PMNationalHoliday

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| HolidayDate | datetime | False |  |
| Description | varchar(255) | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMNationalHoliday | ID |  |

## **dbo.PMWorkingHour**

*Database table in package 'ITSSCoreTicketHandling'*

PMWorkingHour

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| DayName | varchar(10) | False |  |
| StartTime | time(7) | False |  |
| EndTime | time(7) | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_PMWorkingHour | ID |  |

## **dbo.Profile**

*Database table in package 'ITSSCoreTicketHandling'*

Profile

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| HeadProfileID | int | False |  |
| CompanyID | int | False |  |
| BusinessAreaID | int | False |  |
| DepartmentID | int | False |  |
| ProfilePriorityID | int | False |  |
| ProfileStatusID | int | False |  |
| Salutation | varchar(20) | False |  |
| UserID | varchar(50) | False |  |
| FullName | varchar(100) | False |  |
| Title | varchar(50) | False |  |
| EmployeeNumber | varchar(20) | False |  |
| EmailAddress | varchar(255) | False |  |
| HomePhone | varchar(30) | False |  |
| MobilePhone | varchar(30) | False |  |
| OfficePhone | varchar(30) | False |  |
| OfficePhoneExt | varchar(10) | False |  |
| Fax | varchar(25) | False |  |
| Room | varchar(25) | False |  |
| SiteName | varchar(100) | False |  |
| Notes | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Profile | ID |  |

|  |  |  |
| --- | --- | --- |
| **TYPE / NAME** | **COLUMNS** | **COMMENTS** |
| «index» IX\_FullName | FullName |  |

|  |  |  |
| --- | --- | --- |
| «index» IX\_Profile\_ID\_UserID | ID, UserID |  |

|  |  |  |
| --- | --- | --- |
| «index» IX\_RowStatus\_FullName | RowStatus, FullName |  |
| «index» IX\_RowStatus\_HeadProfileID | RowStatus, HeadProfileID |  |
| «index» IX\_UserID | UserID |  |

## **dbo.ProfilePriority**

*Database table in package 'ITSSCoreTicketHandling'*

ProfilePriority

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Number | int | False |  |
| Name | varchar(100) | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ProfilePriority | ID |  |

## **dbo.ProfileStatus**

*Database table in package 'ITSSCoreTicketHandling'*

ProfileStatus

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(50) | True |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ProfileStatus | ID |  |

## **dbo.RRT**

*Database table in package 'ITSSCoreTicketHandling'*

RRT

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(100) | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_RRT | ID |  |

## **dbo.RRTAssignee**

*Database table in package 'ITSSCoreTicketHandling'*

RRTAssignee

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| RRTID | int | False |  |
| AssigneeID | int | False |  |
| Flag | bit | False |  |
| Counter | int | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_RRTAssignee | ID |  |

## **dbo.Region**

*Database table in package 'ITSSCoreTicketHandling'*

Region

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(255) | True |  |
| Description | varchar(max) | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| LastModifiedBy | varchar(96) | False |  |
| LastModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_\_Region\_\_3214EC271471E42F | ID |  |

## **dbo.RegionAssignee**

*Database table in package 'ITSSCoreTicketHandling'*

RegionAssignee

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| RegionID | int | False |  |
| AssigneeID | int | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_\_RegionAs\_\_3214EC277128A7F2 | ID |  |

## **dbo.ReportComplaintByStep**

*Database table in package 'ITSSCoreTicketHandling'*

ReportComplaintByStep

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| TicketID | int | False |  |
| TaskID | int | False |  |
| TicketNo | varchar(20) | False |  |
| TicketReference | varchar(20) | False |  |
| TicketStatus | varchar(100) | False |  |
| TicketSource | varchar(20) | False |  |
| CompanyName | varchar(50) | False |  |
| RequesterName | varchar(100) | False |  |
| ProblemLocation | varchar(max) | False |  |
| ProblemDesc | varchar(max) | False |  |
| ProblemHistory | varchar(max) | False |  |
| ProblemGroupName | varchar(100) | False |  |
| ProblemAreaName | varchar(100) | False |  |
| ProblemDetailName | varchar(100) | False |  |
| RRTGroup | varchar(75) | False |  |
| RootCauseGroup | varchar(100) | False |  |
| RootCause | varchar(100) | False |  |
| RootCauseDetail | varchar(100) | False |  |
| Severity | varchar(10) | False |  |
| SLA | varchar(5) | False |  |
| TicketCreatedDate | datetime | False |  |
| TicketReservedDate | datetime | False |  |
| TicketExpectedDate | datetime | False |  |
| TicketResolvedDate | datetime | False |  |
| TicketClosedDate | datetime | False |  |
| TicketLastModifiedDate | datetime | False |  |
| TicketLastModifiedBy | varchar(100) | False |  |
| AsgnmntStep | varchar(20) | False |  |
| Assignee | varchar(100) | False |  |
| AsgnmntDesc | varchar(max) | False |  |
| AsgnmntDependencies | varchar(200) | False |  |
| AsgnmntStatus | varchar(60) | False |  |
| AsgnmntStatusWaiting | varchar(60) | False |  |
| AsgnmntCreatedDate | datetime | False |  |
| AsgnmntLastModifiedDate | datetime | False |  |
| AsgnmntLastModifiedBy | varchar(100) | False |  |
| WFUA | bit | False |  |
| GeneratedOn | datetime | False |  |
| LastModifiedOn | datetime | False |  |
| AssignmentDuration | int | False |  |

## **dbo.ReportComplaintByTicket**

*Database table in package 'ITSSCoreTicketHandling'*

ReportComplaintByTicket

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| TicketNo | varchar(20) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| TicketStatus | varchar(100) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| TicketSource | varchar(20) | False |  |
| CompanyName | varchar(50) | False |  |
| RequesterName | varchar(100) | False |  |
| ProblemLocation | text | False |  |
| ProblemDesc | text | False |  |
| ProblemHistory | text | False |  |
| ProblemGroupName | varchar(100) | False |  |
| ProblemAreaName | varchar(100) | False |  |
| ProblemDetailName | varchar(100) | False |  |
| Severity | varchar(10) | False |  |
| RRTGroup | varchar(75) | False |  |
| SLA | varchar(5) | False |  |
| TicketCreatedDate | datetime | False |  |
| ExpectedDate | datetime | False |  |
| ResolvedDate | datetime | False |  |
| TicketClosedDate | datetime | False |  |
| TicketRespondTime | decimal(18) | False |  |
| LastModifiedDate | datetime | False |  |
| LastModifiedBy | varchar(96) | False |  |
| RootCauseGroupName | varchar(100) | False |  |
| RootCauseName | varchar(100) | False |  |
| RootCauseDetailName | varchar(100) | False |  |
| ReportedTagID | varchar(20) | False |  |
| ReportedSerialNo | varchar(40) | False |  |

## **dbo.ReportPivotComplaintMonthly**

*Database table in package 'ITSSCoreTicketHandling'*

ReportPivotComplaintMonthly

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| Tahun | varchar(5) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Bulan | varchar(30) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IntBulan | int | False |  |
| CompanyName | varchar(50) | False |  |
| ClosedGreen | float | False |  |
| ClosedRed | float | False |  |
| SLAClosed | float | False |  |
| InProgressGreen | float | False |  |
| InProgressRed | float | False |  |
| SLAInProgress | float | False |  |
| TotalGreen | float | False |  |
| TotalRed | float | False |  |
| SLATotal | float | False |  |

## **dbo.ReportPivotComplaintMonthlyRev**

*Database table in package 'ITSSCoreTicketHandling'*

ReportPivotComplaintMonthlyRev

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| Tahun | varchar(5) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Bulan | varchar(30) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IntBulan | int | False |  |
| CompanyName | varchar(50) | False |  |
| CurrentMonthClosedGreen | float | False |  |
| CurrentMonthClosedRed | float | False |  |
| CurrentMonthSLAClosed | float | False |  |
| CurrentMonthInProgressGreen | float | False |  |
| CurrentMonthInProgressRed | float | False |  |
| CurrentMonthSLAInProgress | float | False |  |
| CarriedAwayClosedGreen | float | False |  |
| CarriedAwayClosedRed | float | False |  |
| CarriedAwaySLAClosed | float | False |  |
| CarriedAwayInProgressGreen | float | False |  |
| CarriedAwayInProgressRed | float | False |  |
| CarriedAwaySLAInProgress | float | False |  |

## **dbo.ReportPivotComplaintMonthlyYTD**

*Database table in package 'ITSSCoreTicketHandling'*

ReportPivotComplaintMonthlyYTD

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| Tahun | varchar(5) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Bulan | varchar(30) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IntBulan | int | False |  |
| CompanyName | varchar(50) | False |  |
| ClosedGreen | float | False |  |
| ClosedRed | float | False |  |
| InProgressGreen | float | False |  |
| InProgressRed | float | False |  |
| SLATotalYTD | float | False |  |

## **dbo.ReportPivotComplaintMonthlyYTDLastYear**

*Database table in package 'ITSSCoreTicketHandling'*

ReportPivotComplaintMonthlyYTDLastYear

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| Tahun | varchar(5) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Bulan | varchar(30) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IntBulan | int | False |  |
| CompanyName | varchar(50) | False |  |
| ClosedGreen | float | False |  |
| ClosedRed | float | False |  |
| InProgressGreen | float | False |  |
| InProgressRed | float | False |  |
| SLATotalYTD | float | False |  |

## **dbo.ReportPivotComplaintYearly**

*Database table in package 'ITSSCoreTicketHandling'*

ReportPivotComplaintYearly

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Tahun | nvarchar(10) | False |  |

|  |  |  |  |
| --- | --- | --- | --- |
| GroupBy | nvarchar(50) | False |  |
| Detail | nvarchar(50) | False |  |
| CompanyName | nvarchar(50) | False |  |
| LastYearNoURF | real | False |  |
| LastYearPerReceived | real | False |  |
| JanNoURF | real | False |  |
| JanPerReceived | real | False |  |
| FebNoURF | real | False |  |
| FebPerReceived | real | False |  |
| MarNoURF | real | False |  |
| MarPerReceived | real | False |  |
| AprNoURF | real | False |  |
| AprPerReceived | real | False |  |
| MayNoURF | real | False |  |
| MayPerReceived | real | False |  |
| JunNoURF | real | False |  |
| JunPerReceived | real | False |  |
| JulNoURF | real | False |  |
| JulPerReceived | real | False |  |
| AugNoURF | real | False |  |
| AugPerReceived | real | False |  |
| SepNoURF | real | False |  |
| SepPerReceived | real | False |  |
| OctNoURF | real | False |  |
| OctPerReceived | real | False |  |
| NovNoURF | real | False |  |
| NovPerReceived | real | False |  |
| DecNoURF | real | False |  |
| DecPerReceived | real | False |  |
| YTDNoURF | real | False |  |
| YTDPerReceived | real | False |  |
| YTDPerTotal | real | False |  |

## **dbo.Role**

*Database table in package 'ITSSCoreTicketHandling'*

Role

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Code | varchar(100) | True |  |
| Description | varchar(max) | False |  |
| Notes | varchar(max) | False |  |
| Rank | int | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Role | ID |  |

## **dbo.RootCause**

*Database table in package 'ITSSCoreTicketHandling'*

RootCause

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| RootCauseGroupID | int | False |  |
| Name | varchar(100) | True |  |
| Description | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_RootCause | ID |  |

## **dbo.RootCauseDetail**

*Database table in package 'ITSSCoreTicketHandling'*

RootCauseDetail

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| RootCauseID | int | False |  |
| Name | varchar(100) | True |  |
| Description | varchar(max) | False |  |
| SLA | int | False |  |
| IsMPC | bit | False |  |
| IsNPC | bit | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_RootCauseDetail | ID |  |

## **dbo.RootCauseGroup**

*Database table in package 'ITSSCoreTicketHandling'*

RootCauseGroup

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| IncidentAreaGroupID | int | False |  |
| Name | varchar(100) | True |  |
| Description | varchar(max) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_RootCauseGroup | ID |  |

## **dbo.SLACalculation**

*Database table in package 'ITSSCoreTicketHandling'*

SLACalculation

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Classification1ID | int | True |  |
| Classification2ID | int | True |  |
| Classification3ID | int | True |  |
| SLA | int | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_SLACalculation | ID |  |

## **dbo.SOPOutput**

*Database table in package 'ITSSCoreTicketHandling'*

SOPOutput

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Rowstatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| SOPOutputHeaderID | int | False |  |
| Name | varchar(255) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_SOPOutput | ID |  |

|  |  |  |
| --- | --- | --- |
| **FOREIGN KEY NAME** | **COLUMNS** | **REFERENCES** |
| FK\_SOPOutput\_SOPOutputHeader | SOPOutputHeaderID | dbo.SOPOutputHeader(ID) |

## **dbo.SOPOutputHeader**

*Database table in package 'ITSSCoreTicketHandling'*

SOPOutputHeader

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Rowstatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Number | varchar(20) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_SOPOutputHeader | ID |  |

## **dbo.SPITCareCompany**

*Database table in package 'ITSSCoreTicketHandling'*

SPITCareCompany

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| CompanyID | int | False |  |
| AssigneeID | int | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | False |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_ITCareCompany | ID |  |

## **dbo.SatisfactionLevel**

*Database table in package 'ITSSCoreTicketHandling'*

SatisfactionLevel

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_SatisfactionLevel | ID |  |

## **dbo.SchedulerConfig**

*Database table in package 'ITSSCoreTicketHandling'*

SchedulerConfig

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(100) | True |  |
| Interval | int | False |  |
| ExecutionTime | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_SchedulerConfig | ID |  |

## **dbo.Severity**

*Database table in package 'ITSSCoreTicketHandling'*

Severity

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Level | int | False |  |
| Name | varchar(10) | False |  |
| SLA | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_Severity | ID |  |

## **dbo.SeverityNotificationHeader**

*Database table in package 'ITSSCoreTicketHandling'*

SeverityNotificationHeader

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = StartNum=0;AutoNum=1;Increment=1;  StartNum = 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Number | varchar(20) | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_SeverityNotificationHeader | ID |  |

## **dbo.StrategyType**

*Database table in package 'ITSSCoreTicketHandling'*

StrategyType

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Level | int | False |  |
| Name | varchar(50) | False |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_StrategyType | ID |  |

## **dbo.TagStickerReadability**

*Database table in package 'ITSSCoreTicketHandling'*

TagStickerReadability

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Rowstatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Condition | varchar(10) | True |  |
| Description | varchar(50) | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_TagStickerReadability | ID |  |

## **dbo.TempTest**

*Database table in package 'ITSSCoreTicketHandling'*

TempTest

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| RowStatus | smallint | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_TempTest | ID |  |

## **dbo.TicketPriority**

*Database table in package 'ITSSCoreTicketHandling'*

TicketPriority

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Level | int | False |  |
| Rank | int | False |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_TicketPriority | ID |  |

## **dbo.TicketSource**

*Database table in package 'ITSSCoreTicketHandling'*

TicketSource

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(100) | False |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_TicketSource | ID |  |

## **dbo.TicketStatus**

*Database table in package 'ITSSCoreTicketHandling'*

TicketStatus

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ApplicationID | int | False |  |
| Name | varchar(100) | False |  |
| Description | varchar(100) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_TicketStatus | ID |  |

## **dbo.User**

*Database table in package 'ITSSCoreTicketHandling'*

User

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| UserPriorityID | int | False |  |
| UserStatusID | int | False |  |
| Salutation | varchar(20) | False |  |
| UserID | varchar(50) | False |  |
| FullName | varchar(100) | False |  |
| EmployeeNumber | varchar(20) | False |  |
| EmailAddress | varchar(255) | False |  |
| HomePhone | varchar(30) | False |  |
| MobilePhone | varchar(30) | False |  |
| OfficePhone | varchar(30) | False |  |
| OfficePhoneExt | varchar(10) | False |  |
| Fax | varchar(25) | False |  |
| Room | varchar(25) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_User | ID |  |

## **dbo.UserAssetInfo**

*Database table in package 'ITSSCoreTicketHandling'*

UserAssetInfo

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| ProfileID | int | False |  |
| BusinessAreaID | int | False |  |
| EmployeeNumber | varchar(50) | True |  |
| AssetNumber | varchar(50) | True |  |
| SerialNumber | varchar(50) | True |  |
| PhysicalAddress | varchar(50) | True |  |
| HostName | varchar(30) | True |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_UserAssetInfo | ID |  |

## **dbo.UserCompany**

*Database table in package 'ITSSCoreTicketHandling'*

UserCompany

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| UserID | int | True |  |
| CompanyID | int | True |  |
| BusinessAreaID | int | True |  |
| IsCompanyLevel | bit | True |  |
| SyncID | int | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_UserCompany | ID |  |

## **dbo.UserWebAPI**

*Database table in package 'ITSSCoreTicketHandling'*

UserWebAPI

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| UserID | varchar(100) | True |  |
| Password | varchar(300) | True |  |
| Description | varchar(300) | False |  |
| CreatedBy | varchar(96) | False |  |
| CreatedOn | datetime | False |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_UserWebAPI | ID |  |

## **dbo.VehicleStatus**

*Database table in package 'ITSSCoreTicketHandling'*

VehicleStatus

Version 1.0 Phase 1.0 Proposed

Afandy created on 3/7/2018. Last modified 3/7/2018

DBMS SQL Server 2012

| **COLUMN NAME** | **DATATYPE** | **NOT NULL** | **COMMENTS** |
| --- | --- | --- | --- |
| ID | int | True | Properties:  AutoNum = 1  Increment = 1  property = AutoNum=1;StartNum=1;Increment=1;  StartNum = 1 |

|  |  |  |  |
| --- | --- | --- | --- |
| RowStatus | smallint | True |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name | varchar(50) | False |  |
| CreatedBy | varchar(96) | True |  |
| CreatedOn | datetime | True |  |
| ModifiedBy | varchar(96) | False |  |
| ModifiedOn | datetime | False |  |
| TimeStatus | timestamp | True |  |

|  |  |  |
| --- | --- | --- |
| **PRIMARY KEY NAME** | **COLUMNS** | **COMMENTS** |
| PK\_VehicleStatus | ID |  |