

| departments |
|------------------|
| id INT(11) |
| name VARCHAR(45) |
| Indexes |

| groups |
|-----------------------|
| id INT(11) |
| name VARCHAR(100) |
| created DATETIME |
| modified DATETIME |
| deleted TINYINT(1) |
| deleted_date DATETIME |
| Indexes |

| users |
|------------------------|
| id INT(11) |
| category_id INT(11) |
| group_id INT(11) |
| departament_id INT(11) |
| username VARCHAR(150) |
| password VARCHAR(100) |
| email VARCHAR(150) |
| active TINYINT(1) |
| deleted TINYINT(1) |
| 3 more... |
| Indexes |

| ticket_updates |
|-----------------------|
| id INT(11) |
| user_id INT(11) |
| ticket_id INT(11) |
| subject VARCHAR(255) |
| message TEXT |
| ip CHAR(15) |
| deleted TINYINT(1) |
| deleted_date DATETIME |
| created DATETIME |
| modified DATETIME |
| Indexes |

| tickets |
|-----------------------|
| id INT(11) |
| category_id INT(11) |
| title VARCHAR(255) |
| subject VARCHAR(255) |
| description TEXT |
| priority INT(2) |
| ip CHAR(15) |
| status CHAR(2) |
| deleted TINYINT(1) |
| deleted_date DATETIME |
| created DATETIME |
| modified DATETIME |
| Indexes |

| categories |
|-----------------------|
| id INT(11) |
| parent_id INT(11) |
| name VARCHAR(100) |
| lft INT(11) |
| rght(11) VARCHAR(45) |
| deleted TINYINT(1) |
| deleted_date DATETIME |
| created DATETIME |
| modified DATETIME |
| Indexes |

