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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ticket | | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK OR FK** | **FK REFERENCED TABLE** |
| Id | Ticket id | INTEGER | ##### | 1000-9999 | Y | PK |  |
| tick\_details | Ticket description | VARCHAR(255) | XXXXX | NA | Y |  |  |
| tick\_status | Ticket status | VARCHAR(10) | XXXXX | NA | Y |  |  |
| tick\_priority | Ticket priority level | VARCHAR(10) | XXXXX | NA | Y |  |  |
| tick\_date |  | DATETIME | YYYY:MM:DD HH:MM:SS | NA | Y |  |  |
| tick\_limit | Time threshold | TIME | HH:MM:SS | NA | Y |  |  |
| tick\_closed\_time | Ticket closed time | DATETIME | YYYY:MM:DD HH:MM:SS | NA | N |  |  |
| tick\_flag | Escalation flag | TINYINT | # | 0 - 1 | Y |  |  |
| room\_id | Room id | INTEGER | ##### | 1000-9999 | Y | FK | room |
| ticket\_type\_id | Type id | INTEGER | ##### | 1000-9999 | Y | FK | ticket\_type |
| employee\_id | Employee id | INTEGER | ##### | 1000-9999 | N | FK | employee |
| employee\_id1 | Employee id | INTEGER | ##### | 1000-9999 | N | FK | employee |

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| employee | | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK OR FK** | **FK REFERENCED TABLE** |
| Id | Employee id | INTEGER | ##### | 1000-9999 | Y | PK |  |
| emp\_num | Employee number | VARCHAR(45) | XXXXX | NA | Y |  |  |
| emp\_lname | Employee last name | VARCHAR(20) | XXXXX | NA | Y |  |  |
| emp\_fname | Employee first name | VARCHAR(20) | XXXXX | NA | Y |  |  |
| emp\_mname | Employe middle name | VARCHAR(20) | XXXXX | NA | Y |  |  |
| emp\_contact\_no | Employee contact number | VARCHAR(15) | XXXXX |  | Y |  |  |
| pos\_id | Position id | INTEGER | ##### | 1000-9999 | Y | FK | position |
| dept\_id | Department id | INTEGER | ##### | 1000-9999 | Y | FK | department |

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| Ticket\_type | | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK OR FK** | **FK REFERENCED TABLE** |
| Id | Type id | INTEGER | ##### | 1000-9999 | Y | PK |  |
| type\_name | Type name | VARCHAR(45) | XXXXX | NA | Y |  |  |

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| room | | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK OR FK** | **FK REFERENCED TABLE** |
| Id | Room id | INTEGER | ##### | 1000-9999 | Y | PK |  |
| room\_no | Room number | INTEGER | ##### | 1000-9999 | Y |  |  |
| room\_location | Room location | VARCHAR(45) | XXXXX | NA | Y |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| position | | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK OR FK** | **FK REFERENCED TABLE** |
| Id | Position id | INTEGER | ##### | 1000-9999 | Y | PK |  |
| pos\_name | Position name | VARCHAR(25) | XXXXX | NA | Y |  |  |
| pos\_des | Position description | VARCHAR(255) | XXXXX | NA | Y |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| department | | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK OR FK** | **FK REFERENCED TABLE** |
| Id | Department id | INTEGER | ##### | 1000-9999 | Y | PK |  |
| dept\_name | Department name | VARCHAR(45) | XXXXX | NA | Y |  |  |