Ticket Management System Database Schema

CREATE TABLE `TicketDataSheet` (

`ticket\_id` int(11) NOT NULL,

`cust\_id` int(11) DEFAULT NULL,

`contact\_type` varchar(100) DEFAULT NULL,

`Status` varchar(100) DEFAULT NULL,

`date\_created` date DEFAULT NULL,

`ticket\_duration` int(11) DEFAULT NULL,

`event\_type` varchar(100) DEFAULT NULL,

`Category` varchar(100) DEFAULT NULL,

`Subcategory` varchar(100) DEFAULT NULL,

`Severity` varchar(100) DEFAULT NULL,

`Impact` varchar(100) DEFAULT NULL,

`Priority` varchar(100) DEFAULT NULL,

`user\_description` varchar(300) DEFAULT NULL,

`closed\_at` date DEFAULT NULL,

`Acknowledged` tinyint(1) DEFAULT NULL,

`open\_by` varchar(20) DEFAULT NULL,

`open\_at` date DEFAULT NULL,

`assigned\_to` varchar(20) DEFAULT NULL,

`assigned\_group` varchar(50) DEFAULT NULL,

`administrator\_comment` varchar(300) DEFAULT NULL,

`EST completion` date DEFAULT NULL,

`resolved\_by` varchar(20) DEFAULT NULL,

`error\_id` int(11) DEFAULT NULL,

`Manufacturer` varchar(30) DEFAULT NULL,

`resolver\_description` varchar(300) DEFAULT NULL,

`solution\_summary` varchar(300) DEFAULT NULL,

`Request\_for\_change` tinyint(1) DEFAULT NULL,

`reassignment\_count` int(11) DEFAULT NULL,

`notify` tinyint(1) DEFAULT NULL

);