

Database

```
+create_table(table_name: str)
+insert_data(table_name: str, data: dict)
+query_data(table_name: str, query: str) : list
```

User

-id: int
-username: str
-email: str

```
+init(username: str, email: str)
+get_tickets() : list
```

HelpdeskStaff

-id: int
-username: str
-email: str

```
+init(username: str, email: str)
+get_tickets() : list
+assign_ticket(ticket_id: int, staff_id: int)
```

Ticket

-id: int
-title: str
-description: str
-status: str
-user_id: int

```
+init(title: str, description: str, user_id: int)
+update_status(status: str)
+get_messages() : list
```

Message

-id: int
-content: str
-ticket_id: int
-user_id: int

```
+init(content: str, ticket_id: int, user_id: int)
```

