UPDATED ERD  
  
A computer screen shot of a computer

Description automatically generated

Database schema was slightly updated to provide more detailed tracking of user activity. Ticket has the user represented twice, userID to show who the ticket is created by. This is to give ticket ownership so later statistical information could be tracked to show how many users had tickets. You will also notice another FK of UserID listed as TicketAgent, this is to track when an agent places a ticket in progress or closes a ticket. This again is used for statistical information on tickets but this information is used to track what an agent did and if they have a ticket in progress or closed a ticket. You will also notice a relationship from the User table to the ticketcomment table, this again is used to track who made a comment in a ticket. I use this information to stamp each comment on the ticket with who exactly made the comment.

There is also a new table called useractivity that has a FK from the user table. This table has a column called ActivityType with ENUM values ('login', 'logout', 'ticket\_create', 'ticket\_comment', 'ticket\_inprogress', 'ticket\_closed'). This is used to track user actions.