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Pas cel (Pa-Id, P-Id)

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Status-update (updeste;d, paced:d, Status, update time) Delengeerson (deleng-id, Parced-id, Seerson)
compleant (complain-id, customer-id, description) Customer (C-ID, C-Name) Support Agent (Support-id, name) Pickup respest (PId, C-ID, respest-date