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| --- | --- | --- | --- | --- | --- | --- | --- |
| escalated\_ticket | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| id | Escalated Ticket id | INTEGER (11) | ####### | NA | Y | PK |  |
| user\_id | User id | INTERGER (11) | ####### | NA | Y | FK | user |
| ticket\_id | Ticket id | INTEGER (11) | ###### | NA | Y | FK | ticket |
| esc \_received | Escalated Ticket Time Received | DATETIME | YYYY-MM-DD HH:MM:SS | 1000-01-01 00:00:00 to  9999-12-31 23:59:59 | Y |  |  |
| esc\_closed | Escalated Ticket Closed Time | DATETIME | YYYY-MM-DD HH:MM:SS | 1000-01-01 00:00:00 to  9999-12-31 23:59:59 | Y |  |  |
| esc\_limit | Escalated Ticket Time Limit | DATETIME | YYYY-MM-DD HH:MM:SS | 1000-01-01 00:00:00 to  9999-12-31 23:59:59 | Y |  |  |
| esc\_status | Escalated Ticket Status | VARCHAR (10) | Xxxxxxxxxxxxxx | NA | Y |  |  |

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| employee | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| id | Employee id | INTEGER (11) | ########### | NA | Y | PK |  |
| emp\_lname | Employee  Last name | VARCHAR (20) | Xxxxxxxxxxxxxx | NA | Y |  |  |
| emp\_fname | Employee  First name | VARCHAR (20) | Xxxxxxxxxxxxxx | NA | Y |  |  |
| emp\_mname | Employee  Middle name | VARCHAR (20) | Xxxxxxxxxxxxxx | NA | Y |  |  |
| emp\_contact\_no | Employee Contact Number | INTEGER (11) | ########### | NA | Y |  |  |
| dept\_id | Department id | INTEGER (11) | ##### | NA | Y | FK | department |
| pos\_id | Position id | INTEGER (11) | ###### | NA | Y | FK | position |

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| position | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| pos\_name | Position Name | VARCHAR (25) | Xxxxxxxxxxxxxx | NA | Y |  |  |
| pos\_description | Position Description | VARCHAR (100) | Xxxxxxxxxxxxxx | NA | Y |  |  |

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| department | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| id | Department id | INTEGER (11) | ##### | NA | Y | PK |  |
| dept\_name | Department Name | VARCHAR (45) | Xxxxxxxxxxxxxx | NA | Y |  |  |

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| hierarchy\_level | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| id | Hierarchy Level id | INTEGER (11) | ###### | NA | Y | PK |  |
| level\_num | Hierarchy Level Number | VARCHAR (1) | Xxxxxxxxxxxxxx | NA | Y |  |  |

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| room | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| room\_no | Room Number | INTEGER (11) | ######### | NA | Y | PK |  |
| room\_location | Room Location | VARCHAR (30) | Xxxxxxxxxxxxxx | NA | Y |  |  |

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| ticket\_type | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| id | Ticket Type id | INTEGER (11) | ######### | NA | Y | PK |  |
| type\_name | Ticket Type Name | VARCHAR (45) | Xxxxxxxxxxxxxx | NA | Y |  |  |

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| ticket | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| id | Ticket id | INTEGER (11) | ########### | NA | Y | PK |  |
| tick\_closed\_time | Ticket Closed Time | DATETIME | YYYY-MM-DD HH:MM:SS | 1000-01-01 00:00:00 to  9999-12-31 23:59:59 | Y |  |  |
| tick\_date | Ticket Created Date | DATETIME | YYYY-MM-DD HH:MM:SS | 1000-01-01 00:00:00 to  9999-12-31 23:59:59 | Y |  |  |
| tick\_escalate | Ticket Escalate | TINYINT (4) | ######### | NA | Y |  |  |
| description | Ticket Description | VARCHAR (45) | Xxxxxxxxxx | NA | Y |  |  |
| timelimit | Ticket Time Limit | DATETIME | YYYY-MM-DD HH:MM:SS | 1000-01-01 00:00:00 to  9999-12-31 23:59:59 | Y |  |  |
| status | Ticket Status | VARCHAR (45) | Xxxxxxx | NA | Y |  |  |
| priority | Ticket Priority | VARCHAR (45) | Xxxxxxxx | NA | Y |  |  |
| ticket\_type\_id | Ticket Type id | INTEGER (11) | ###### | NA | Y | FK | ticket\_type |
| department\_id | Department id | INTEGER (11) | ####### | NA | Y | FK | department |
| room\_room\_no | Room Number | INTEGER (11) | ######## | NA | Y | FK | room |
| user\_id | User id | INTEGER (11) | ######## | NA | Y | FK | user |

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| user | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| id | User id | INTEGER (11) | ########### | NA | Y | PK |  |
| username | Username | VARCHAR (255) | Xxxxxxxxxxxxxx | NA | Y |  |  |
| auth\_key | Authorization Key | VARCHAR (32) | Xxxxxxxxxxx | NA | Y |  |  |
| password\_hash | Password Hash | VARCHAR (255) | Xxxxxxxxxxxx | NA | Y |  |  |
| password\_reset\_token | Password Reset Token | VARCHAR (255) | Xxxxxxxxx | NA | Y |  |  |
| email | User Email | VARCHAR (255) | Xxxxxxxxx | NA | Y |  |  |
| status | Status | SMALLINT (6) | ###### | NA | Y |  |  |
| created\_at | User Created | INTEGER (11) | ########## | NA | Y |  |  |
| updated\_at | User Updated | INTEGER (11) | ########## | NA | Y |  |  |
| employee\_id | Employee id | INTEGER (11) | ########## | NA | Y |  |  |
| hierarchy\_level\_id | Hierarchy Level id | INTEGER (11) | ########## | NA | Y |  |  |

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| escalation\_ticket\_history | | | | | | | |
| ATTRIBUTE NAME | **CONTENTS** | **TYPE** | **FORMAT** | **RANGE** | **REQUIRED** | **PK  or FK** | **FK REFERENCED TABLE** |
| id | Escalation Ticket History id | INTEGER (11) | ####### | NA | Y | PK |  |
| hist\_status | History Status | VARCHAR (10) | Xxxxxxxxx | NA | Y | FK | user |
| hist\_reason | History Reason | VARCHAR (100) | Xxxxxxxxx | NA | Y | FK | ticket |
| hist \_timestamp | History Timestamp | DATETIME | YYYY-MM-DD HH:MM:SS | 1000-01-01 00:00:00 to  9999-12-31 23:59:59 | Y |  |  |
| escalated\_ticket\_id | Escalated Ticket id | INTEGER (11) | ########## | NA | Y |  |  |
| user\_id | User id | INTEGER (11) | ######### | NA | Y |  |  |