Database Fields

User Class
User Name(String)
Password(String)
Status(Boolean)
+Customer
+Technician
+Administrator

Ticket Class
Ticket ID(Int)
Closed/Open(Boolean)
Date Opened(Int)
Date Closed(Int)
Active technician(String)
Username Attached(String)
Description

Comment Chain
Ticket ID(Int)
ConversationChain(String)