

Submit an Enquiry

Your direct connection to customs support

Relational Schema (ERD)

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1 announcements

This table contains announcement files and file location information.

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)		No		auto_increment			
file_title	varchar(200		No					
)							
file_url	varchar(200		No					
)							

2 category

This table contains all categories of enquiry.

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)		No		auto_increment			
category	varchar(255		No					
)							
description	varchar(255		Yes	NULL				
)							

3 comment

This table will contain comment for a particular enquiry.

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)		No		auto_increment			
enquiry_id	int(11)		No					
user_id	int(11)		Yes	NULL				
status_id	smallint(6)		No					
comment	text		No					
author	varchar(255)		No					
email	varchar(255)		No					
phone	varchar(64)		Yes	NULL				
company	varchar(255		Yes	NULL				
is_reply	tinyint(1)		No	0				
is_escalated	tinyint(1)		No	0				
created_on	int(10)		No					
modified_on	timestamp		No	MESTAMP	on update CUR RENT_TIMESTA			
					MP			

4 enquiry

This table will contain all enquiry

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)		No		auto_increment			
user_id	int(11)		Yes	NULL				
category_id	int(11)		No	0				
status_id	smallint(6)		No					
enquiry	text		No					
author	varchar(255		No					
)							
email	varchar(255		No					
)							
phone	varchar(64)			NULL				
company	varchar(255		Yes	NULL				
)							
is_public	tinyint(1)		No	0				
is_escalated	tinyint(1)		No	0				
views	int(11)		No					
created_on	int(10)		No					
assigned_on	varchar(100		Yes	NULL				
)							
re_enquiry	int(100)			NULL				
modified_on	timestamp				on update CUR			
				MESTAMP	RENT_TIMESTA			
					MP			

5 groups

This table contains all user groups.

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	mediumint(UNSIGNED	No		auto_increment			
	8)							
name	varchar(20)		No					
description	varchar(100		No					
)							

6	log

This table contains all Log information

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)		No		auto_increment			
user	varchar(100		No					
)							
task	varchar(200		No					
)							
date	varchar(100		No					
)							

7 reply

This table contains all replies for an enquiry

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)		No		auto_increment			
user_id	int(11)		Yes	NULL				
enquiry_id	int(11)		No			-> enquiry.id		
reply	text		No					
email_flag	int(1)		No	0				
created_on	int(10)		No					
modified_on	timestamp		No	CURRENT_TI				
				MESTAMP				

8 status

This table contains all enquiry status

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	smallint(6)		No		auto_increment			
status	varchar(32)		No					

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9 supervisors_officer

This table contains all supervisors and officers user ID.

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)		No		auto_increment			
supervisor_user	int(11)		No					
_id								
officer_user_id	int(11)		No					

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10 users

This table contains all user information

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)	UNSIGNED	No		auto_increment			
ip_address	varchar(45)		No					
username	varchar(100		Yes	NULL				
password	varchar(255		No					
salt	varchar(255		Yes	NULL				
email	varchar(100		No					
activation_code	varchar(40)		Yes	NULL				
forgotten_pass	varchar(40)		Yes	NULL				
word_code								
forgotten_pass	int(11)	UNSIGNED	Yes	NULL				
word_time								
remember_cod	varchar(40)		Yes	NULL				
е								
created_on	int(11)	UNSIGNED	No					
last_login	int(11)	UNSIGNED	Yes	NULL				
active	tinyint(1)	UNSIGNED	Yes	NULL				
first_name	varchar(50)		Yes	NULL				
last_name	varchar(50)		Yes	NULL				
nickname	varchar(100		No					
)							
company	varchar(100		Yes	NULL				
phone	varchar(20)		Yes	NULL				

11 users_categories

This table contains relation between user and category using user ID and category ID.

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)		No		auto_increment			
user_id	int(11)		No					
category_id	int(11)		No					

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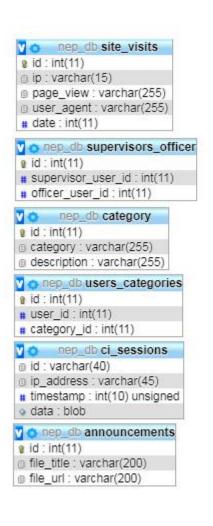
12 users_groups

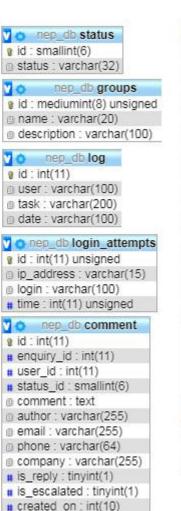
This table contains relation between user and group using user ID and group ID.

Column	Туре	Attributes	Null	Default	Extra	Links to	Comments	MIME
id	int(11)	UNSIGNED	No		auto_increment			
			No					
	mediumint(UNSIGNED	No					
	8)							

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Relational Schema (ERD)





modified on timestamp

