|  |  |
| --- | --- |
| **Companies** | |
| CompanyID | Int(PK) |
| CompanyName | Nvarchar(500) |

|  |  |
| --- | --- |
| **Products** | |
| ProductID | Int(PK) |
| ProductName | Nvarchar(500) |

|  |  |
| --- | --- |
| **CompaniesProducts** | |
| CompanyID | int |
| ProductID | int |

|  |  |
| --- | --- |
| **Requesters** | |
| RequesterID | Int(PK) |
| RequesterName | Nvarchar(500) |
| RequesterCompanyID | Int |
| RequesterMobileNo | Nvarchar(20) |
| RequesterEmail | Nvarchar(250) |

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| **TicketTypes** | |
| TypeID | Int(PK) |
| typeName | Nvarchar(250) |

|  |  |
| --- | --- |
| **TicketStstus** | |
| StatusID | Int(PK) |
| StatusName | Nvarchar(250) |

|  |  |
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| **Tickets** | |
| TicketNo | Bigint(PK) incremental |
| TicketDate | Datetime |
| RequesterID | Int |
| CompanyID | Int |
| TicketType | Int |
| ProductID | Int |
| TicketSummary | Nvarchar(500) |
| TicketDetails | Nvarchar(max) |
| TicketPriority | Int |
| TicketStatus | Int |
| AssigendTo | Int |
| ResolvedBy | Int |
| ResolutionDate | DateTime |

|  |  |
| --- | --- |
| **SupportEngineers** | |
| EngineerID | Int(PK) |
| EngineerName | Nvarchar(500) |
| EngineerMonileNo | Nvarchar(20) |
| EngineerEmail | Nvarchar(250) |

|  |  |
| --- | --- |
| **TicketsLog** | |
| LogNo | Bigint |
| TicketNo | Bigint |
| LogDate | DateTime |
| LogedBy | Int |
| LogDetails | Nvarchar(max) |