SweComplaint domain model

Response
- canned_response *string*

Kb
- category *string*
- faq_answer *string*
- faq_question *string*

EmployeeDepartment
- department_name *string (30)*

EmployeePosition
- position_title *string (30)*

Employee
- full_name *string (30)*
- gender *string (6)*

User
- active *boolean*
- current_sign_in_at *datetime*
- current_sign_in_ip *string*
- email *string (20)* ∗
- encrypted_password *string* ∗
- last_sign_in_at *datetime*
- last_sign_in_ip *string*
- remember_created_at *datetime*
- reset_password_sent_at *datetime*
- reset_password_token *string*
- role *string (30)*
- sign_in_count *integer* ∗
- user_type *string (10)*

FollowUp
- priority_id *integer*
- text *string (140)*

PublicActivity::ORM::ActiveRecord::Activity
- key *string*
- owner_id *integer*
- owner_type *string*
- parameters *text*
- recipient_id *integer*
- recipient_type *string*
- trackable_type *string*

Priority
- background *string (10)*
- color *string (10)*
- priority_name *string (15)*

Ticket
- description *text*
- due *date*
- subject_id *integer*
- title *string (100)*

Student
- batch_name *string (30)*
- full_name *string (30)*
- gender *string (6)*
- section_name *string (30)*

Attend

TicketStatus

PaperTrail::Version
- event *string* ∗
- item_type *string* ∗
- object *text*
- whodunnit *string*

Status
- ticket_status *string (15)*

Subject
- subjectCode *string (10)*
- subject_title *string (30)*

SubjectStaff