




```
Enum STATUS_TICKET {  
    PENDING  
    ON_PROGRESS  
    PAUSE  
    WAITING_FOR_CLIENT  
    WAITING_FOR_PARTS  
    SCHEDULED  
    ESCALATED  
    DONE  
    CLOSED  
    CANCELLED  
    REJECTED  
}
```

```
Enum STATUS_BITACORA {  
    ACTUAL  
    PARTIAL  
    FINISH  
}
```

```
Enum PRIORITY {  
    LOW  
    MEDIUM  
    HIGH  
    CRITICAL  
}
```

```
Enum STATUS {  
    ACTIVE  
    INACTIVE  
}
```