

ticket_dictiona...	
type_id	INT
type_name	VARCHAR(50)
description	TEXT
priority	ENUM(...)
created_at	TIMESTAMP
updated_at	TIMESTAMP
Indexes	

attachment	
attachment_id	INT
ticket_id	INT
file_path	VARCHAR(255)
uploaded_at	TIMESTAMP
uploaded_by	INT
description	VARCHAR(10...
Indexes	

ticket	
ticket_id	INT
subject	VARCHAR(255)
description	TEXT
status	ENUM(...)
priority	ENUM(...)
created_at	TIMESTAMP
updated_at	TIMESTA...
user_id	INT
read_at	TIMESTAMP
note	VARCHAR(255)
topic	VARCHAR(80)
attachment	TINYINT(1)
type_id	INT
end_date	TIMESTAMP
score	INT
Indexes	

user	
user_id	INT
name	VARCHAR(255)
email	VARCHAR(255)
role_id	INT
created_at	TIMESTA...
Indexes	

ticket_interacti...	
interaction_id	INT
ticket_id	INT
interaction_type	ENUM(...)
sender_id	INT
receiver_id	INT
content	TEXT
interaction_at	TIMESTAMP
Indexes	

