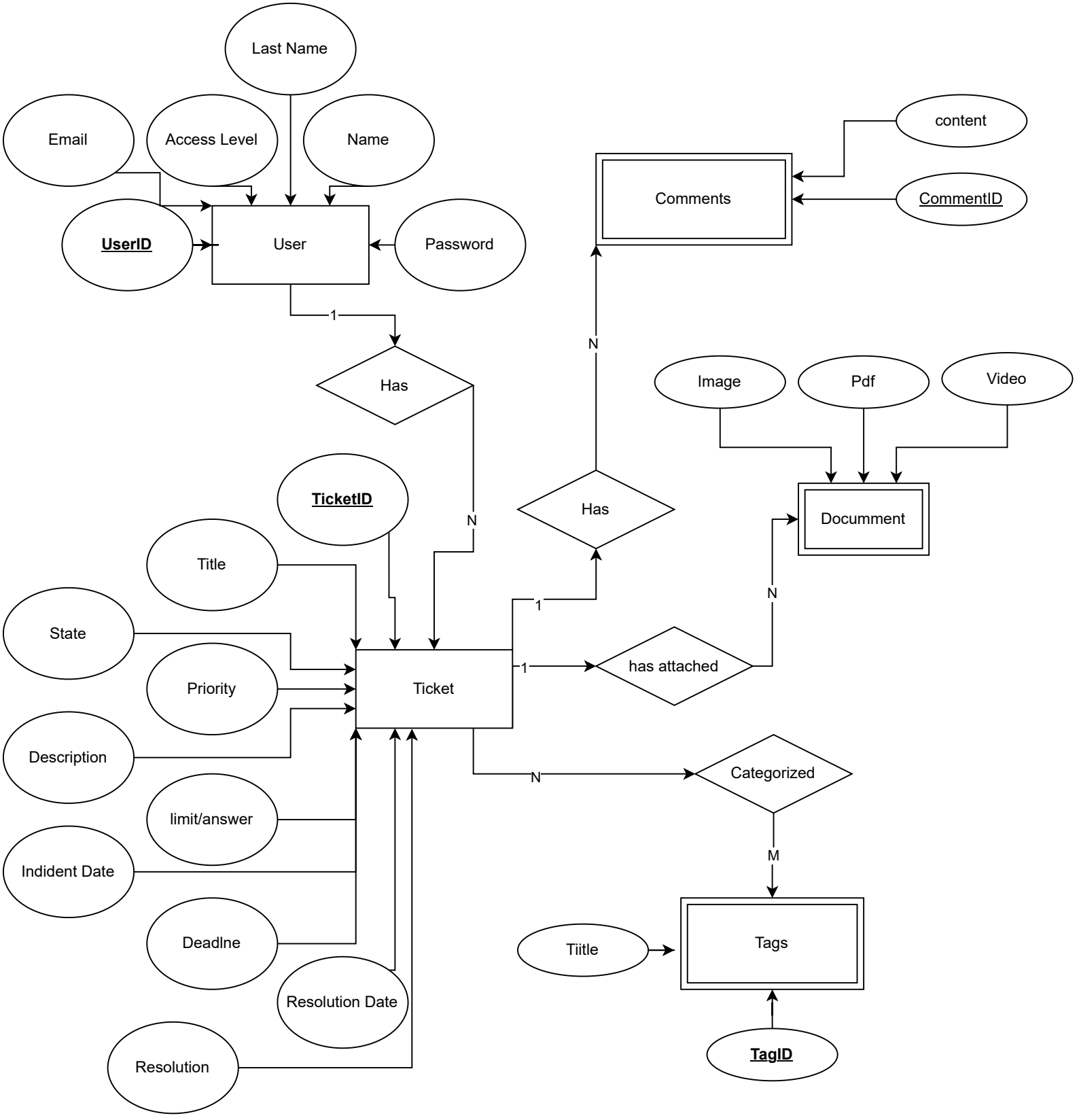
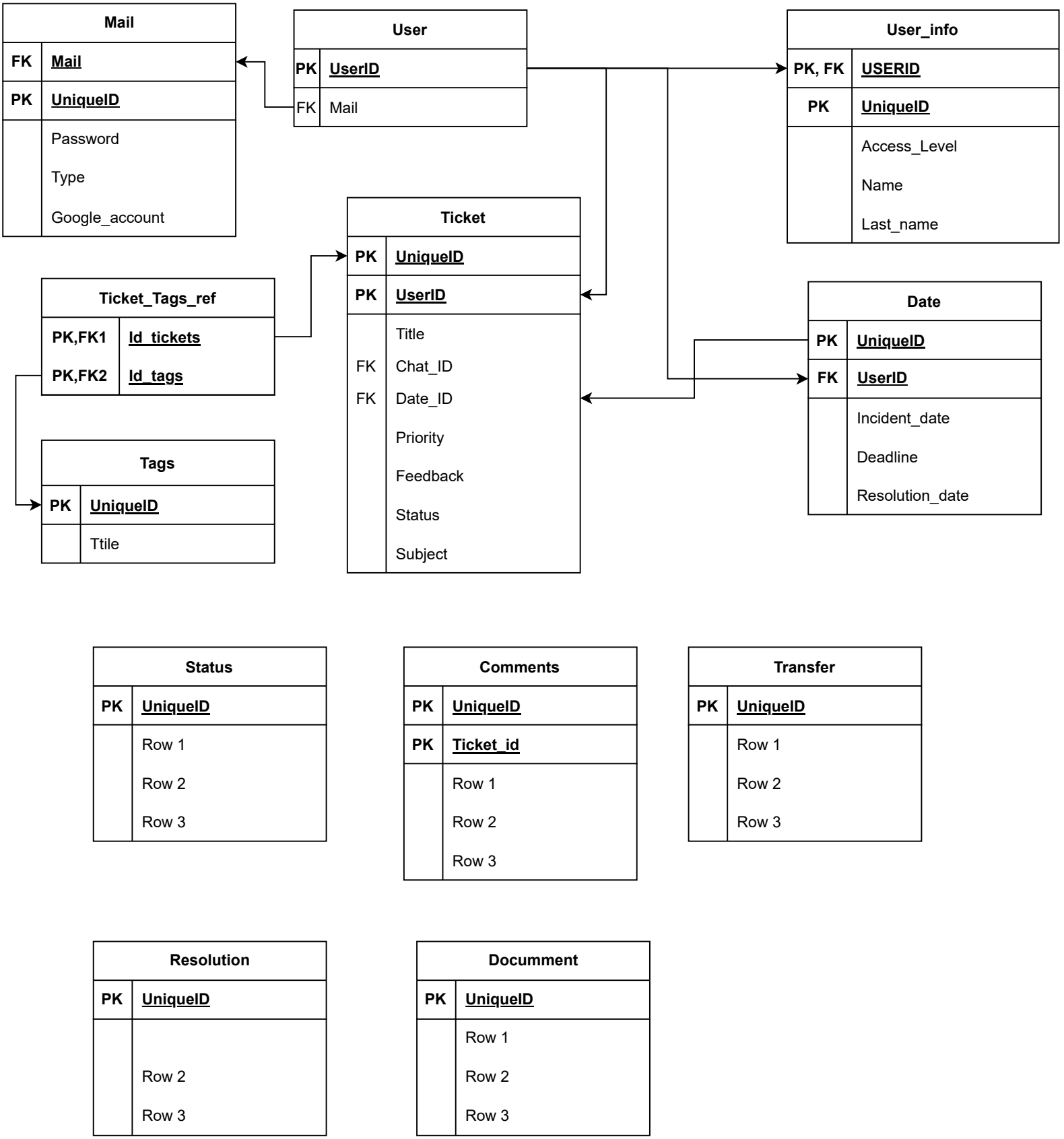
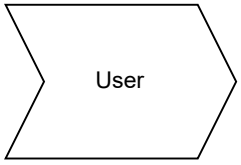
First Iteration



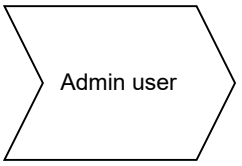
Second Iteration



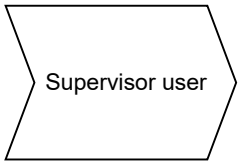
Actors



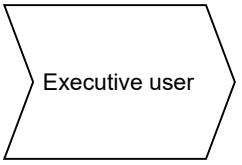
The user is evryone who wants to access the system, eventually there are multiple types of users.



The admin user will be able to give permissions to the differents acctounts around the aplication.



The supervisor is the one that will check and make report about the work that the executive user will do.

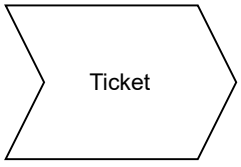


The executive user is the one that will attend the tickets and make responeses.

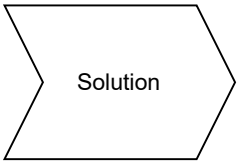
The requesting user creates a ticket when a problem is found, one requesting user can create many tickets.

The support staff is an Actor from the app itself, it can comment on every ticket

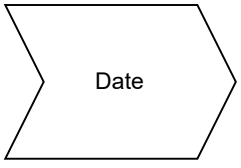
Objects



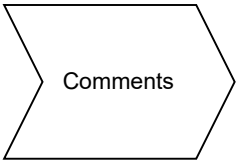
Entity where the main data of a given ticket is stored, including the user that created it.



An ticket can have many solutions, all of those solutions have to be sent to the requesting user so that he can accept them, then that accepted solution turns into a resolution

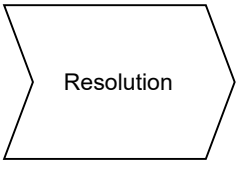


Entity that stores the date data of a given ticket, that means its incident date and deadline.

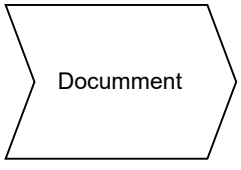


One ticket can have many comments attached to it, the entity comment stores one comment to a given ticket

Tickets can have multiple tags and tags can have multiple tickets.
This entity stores the data for a tag, like its name.



Entity that stores resolution information of a ticket, like its resolution date, rating and possibly feedback.



Tickets come with documents, this documents can be a PDF file, images, etc.

Final Entity-Relationship (E-R) diagram