

| <i>Utente</i>    |
|------------------|
| ID               |
| username         |
| email            |
| getStoricoTicket |
| getTicketAttivi  |
| creaTicket       |
| getSingoloTicket |

| Tecnico           |
|-------------------|
| ID                |
| username          |
| ruolo             |
| getStoricoTicket  |
| getTicketAttivi   |
| risoluzioneTicket |
| closeTicket       |

| Ticket           |
|------------------|
| ID               |
| description      |
| openDate         |
| closeDate        |
| area             |
| solution         |
| state            |
| sendEmailConfirm |
| updateTicket     |
| setDetails       |
| saveOnDatabase   |

| Database         |
|------------------|
| username         |
| host             |
| password         |
| nameDB           |
| createConnection |
| closeConnection  |
| executeQuery     |