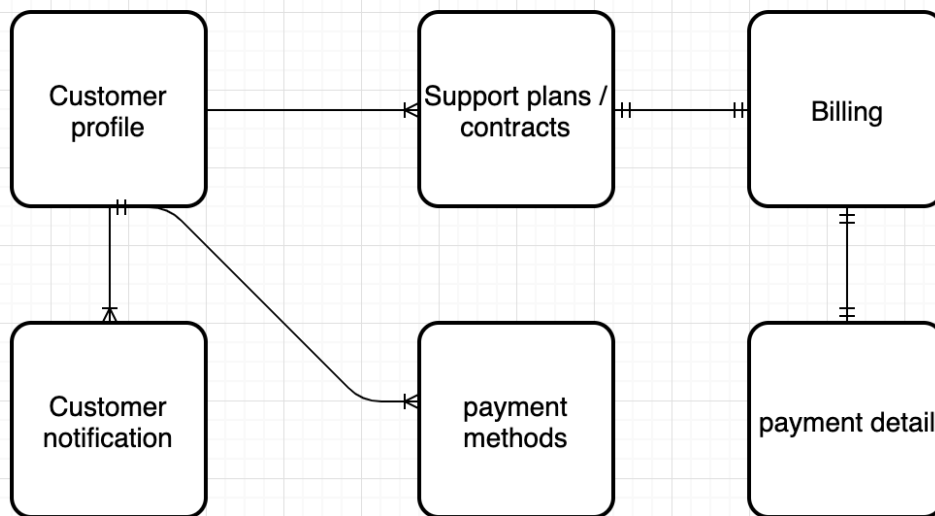
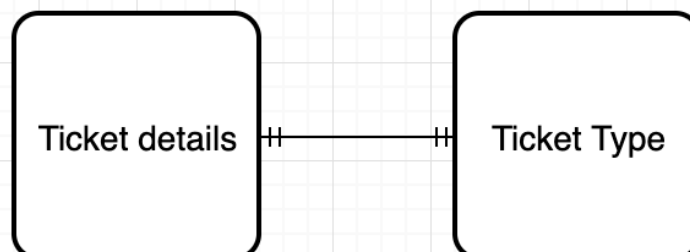


Database schemas (per service)

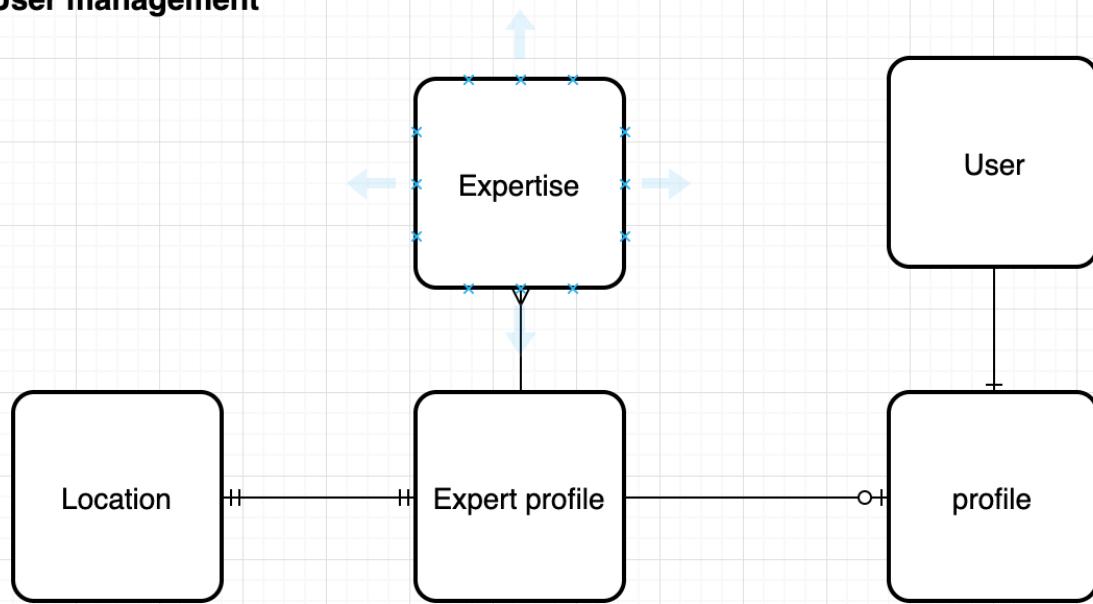
Customer Detail service



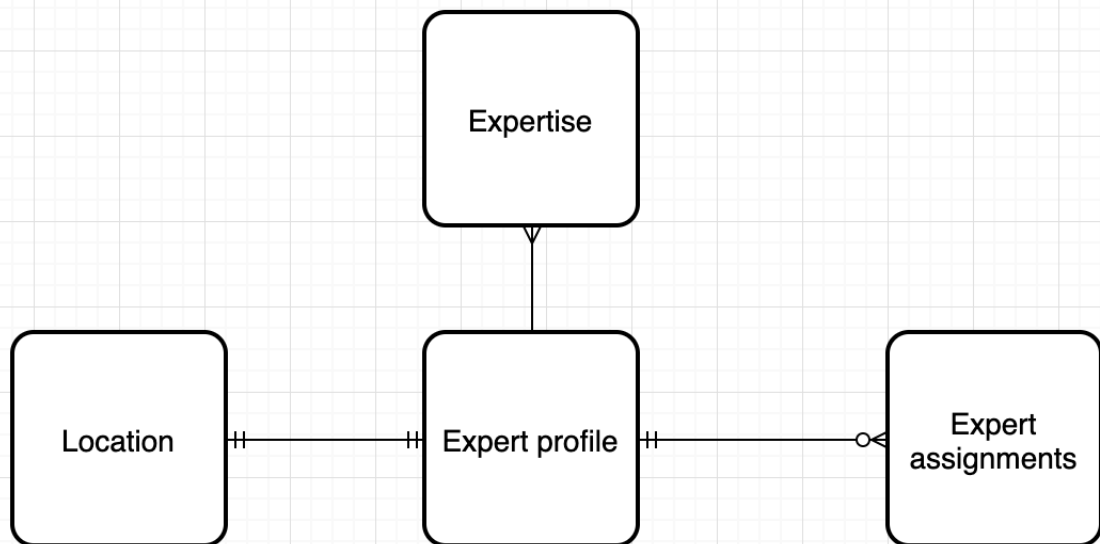
Ticket service



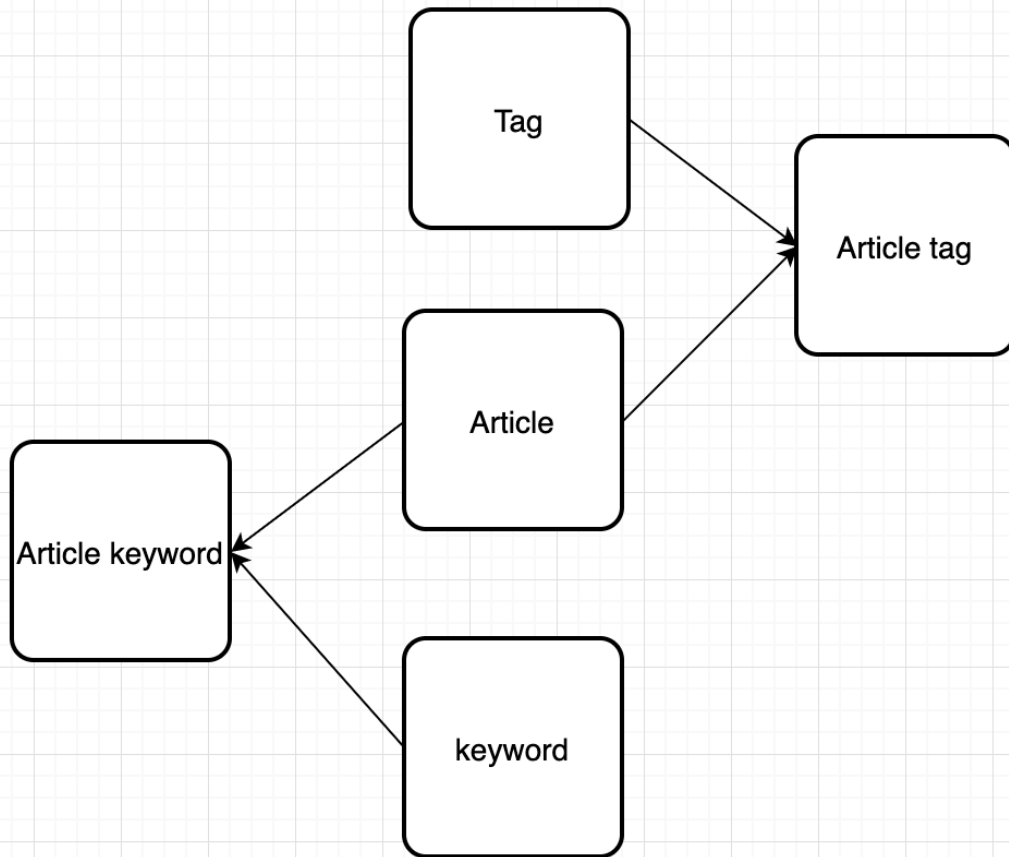
User management



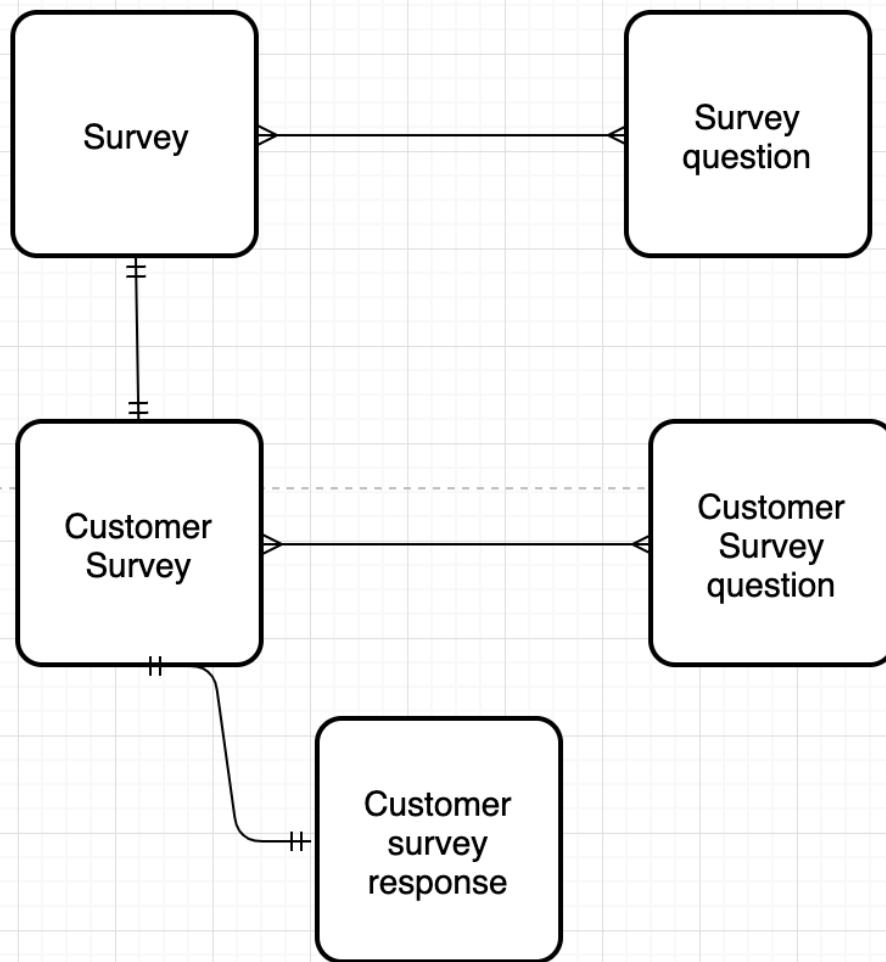
Expert assignment



Knowledge Base service



Survey service



Reporting

Tickets data
(Ticketing
operations)

Payments and
billing data
(financial
reports)

Survey
response
(customer
satisfaction
reports)

Experts data
(Expert
performance
reports)

user statistics