DataBase Name:- **resourceDashboard**

1. Collection Name – **users**

{

\_id: **USER\_ID**,

username: USERNAME,

password: PASSWORD,

role: USER\_ROLE,

contact: CONTACT

}

2. Collection Name – **customer**

{ \_id: **CUSTOMER\_ID**,

customerName: CUST\_NUMBER,

accountNum: ACCT\_NUM,

contact: CONTACT,

email: EMAIL\_ID,

lastTrnxDate: DATE\_TIME,

address: ADDRESS\_DETAILS,

accountStatus: MARKED\_AS\_ACTIVE/INACTIVE/MARKED\_FOR\_CLOSURE,

ticketRaised: ObjectId(**TICKET\_ID**)

}

3. Collection Name - **ticket**

{

\_id: **TICKET\_ID**,

assignedTo: ObjectId(**USER\_ID**),

approver: ObjectId(**USER\_ID**),

dateCreated: DATE\_TIME,

ticketStatus: STATUS,

ticketHistory: [ { createdBy: ObjectId(**USER\_ID**),

dateCreated: DATE\_TIME,

description: DESCRIPTION,

status: TICKET\_STATUS

}]

}