**incident**

id

ident\_id\_run\_project\_id

status\_id

status\_res\_id

impact\_id

urgency\_id

priority\_id

cus\_id

cus\_company\_id

cus\_organize

ident\_type\_id

project\_id int

cas\_opr\_tier\_id1

cas\_opr\_tier\_id2

cas\_opr\_tier\_id3

cas\_prd\_tier\_id1

cas\_prd\_tier\_id2

cas\_prd\_tier\_id3

resolution\_user\_id

resol\_oprtier1

resol\_oprtier2

resol\_oprtier3

resol\_prdtier1

resol\_prdtier2

resol\_prdtier3

satisfac\_id

owner\_user\_id

assignee\_id\_last

**Project**

project\_id

cus\_comp\_id

ident\_id\_run\_project

**Incident\_type**

ident\_type\_id

cus\_comp\_id

**company**

company\_id

**Assignment**

assign\_id

incident\_id

assign\_status\_id

assign\_status\_res\_id

assign\_comp\_id

assign\_org\_id

**status**

status\_id

**Create By : Somwang Yangkae**

**Create Date: 31/05/2013**

**org**

org\_id

**impact**

impact\_id

**user**

user\_id

company\_id

org\_id

**Attachment**

attach\_id

incident\_id

workinfo\_id

attach\_user\_id

**Satisfaction**

satisfac\_id

[cus\_company\_id](http://localhost/phpmyadmin/sql.php?db=db_helpdesk&table=helpdesk_satisfaction&token=64adb03ad22a32ce8cc672416b1cbd0b&pos=0&session_max_rows=30&disp_direction=horizontal&repeat_cells=100&dontlimitchars=0&sql_query=SELECT+%2AFROM+%60helpdesk_satisfaction%60++ORDER+BY+%60helpdesk_satisfaction%60.%60cus_company_id%60+ASC)

**customer**

cus\_id

cus\_company\_id

org\_cus

**work\_type**

workinfo\_type\_id

**cus\_org**

org\_cus

**Status\_res**

[status\_res\_id](http://localhost/phpmyadmin/sql.php?db=db_helpdesk&table=helpdesk_status_res&token=64adb03ad22a32ce8cc672416b1cbd0b&pos=0&session_max_rows=30&disp_direction=horizontal&repeat_cells=100&dontlimitchars=0&sql_query=SELECT+%2AFROM+%60helpdesk_status_res%60++ORDER+BY+%60helpdesk_status_res%60.%60status_res_id%60+ASC)

status\_id

**urgency**

urgency\_id

**Priority**

tr\_priorityid

impact\_id

urgency\_id

**Workinfo**

workinfo\_id

incident\_id

workinfo\_status\_id

workinfo\_status\_res\_id

workinfo\_comp\_id

workinfo\_type\_id

workinfo\_user\_id

workinfo\_attach

**cus\_company**

cus\_company\_id

**prd\_tier**

prd\_tier\_id

cus\_comp\_id

**opr\_tier**

opr\_tier\_id

cus\_comp\_id

**tr\_opr\_tier**

tr\_opr\_tier\_id

opr\_tier\_lv1\_id

opr\_tier\_lv2\_id

opr\_tier\_lv3\_id

**tr\_prd\_tier**

tr\_prd\_tier\_id

prd \_tier\_lv1\_id

prd \_tier\_lv2\_id

prd \_tier\_lv3\_id

**user\_specorg**

specorg\_id

user\_id

company\_id

org\_id