

The Vecta Corp. Database

The Tickets table

The tickets table will store all submitted issues that customers have with Vecta Corp. solutions.

It will also be used to track employee interaction with customers. This relationship will be established between the employeeid foreign key in this table and the employeeid primary key in the employees table.

This table will also have a relationship with the solutions table in an effort to reference which solution a customer is having problems with. This relationship will be established between the solutionid foreign key in this table and the solutionid primary key in the solutions table.

This table will have a relationship to the status table which will be used to track the employees interaction status with the customer / ticket. This relationship will be established between the statusid foreign key in this table and the statusid primary key in the solutions table.

The Vecta Corp. Database

The Tickets table

Column Name	Data Type	Size	Key
ticketid	int / integer		PK
statusid	int		FK
solutionid	int		FK
employeeid	int		FK
issue	text		
customername	varchar	30	
customeremail	varchar	30	
submitteddate	datetime		