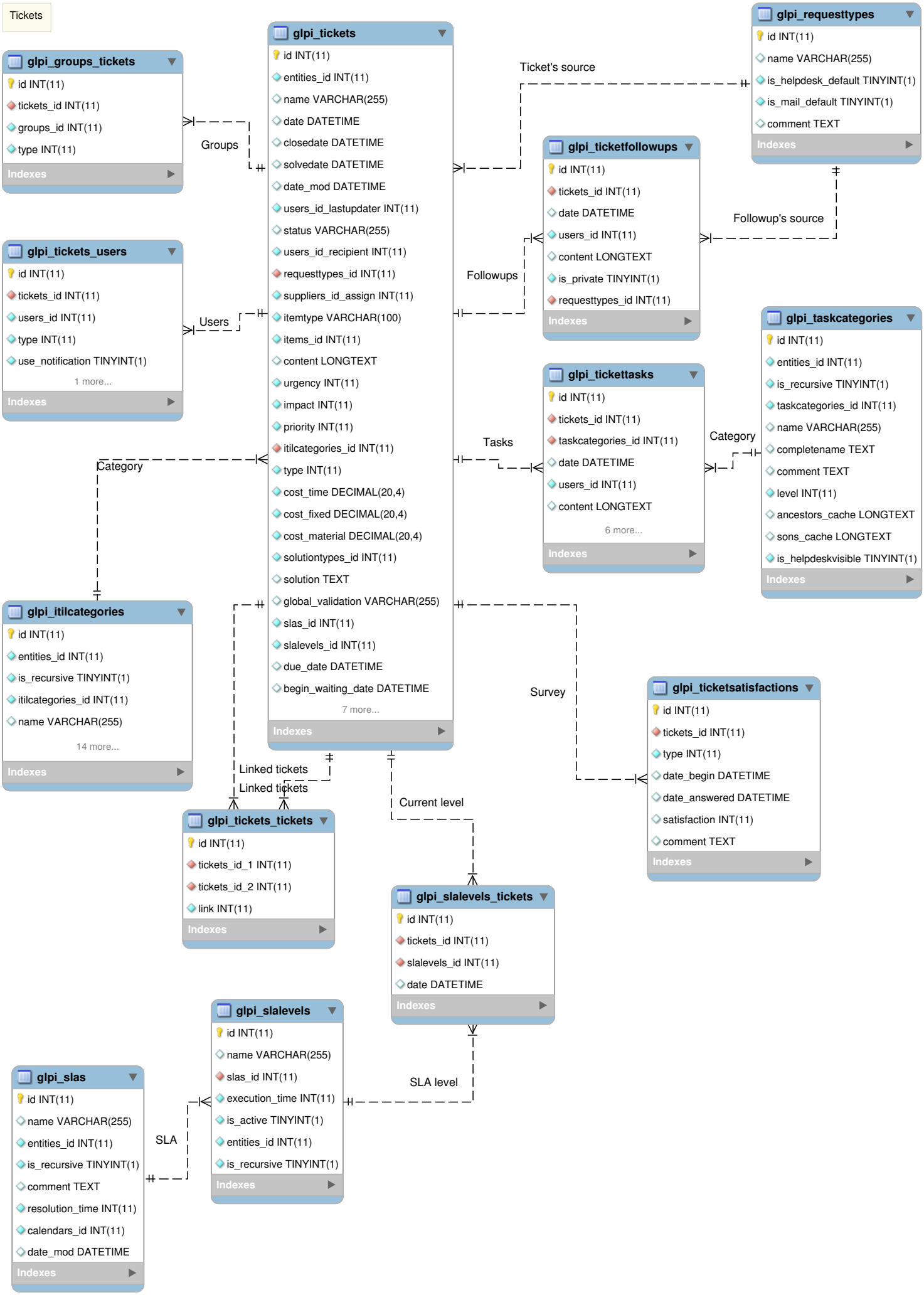
Tickets
glpi_groups_tickets
id INT(11)
tickets_id INT(11)
groups_id INT(11)
type INT(11)
Indexes
Groups
glpi_tickets
id INT(11)
entities_id INT(11)
name VARCHAR(255)
date DATETIME
closedate DATETIME
solvedate DATETIME
date_mod DATETIME
users_id_lastupdater INT(11)
status VARCHAR(255)
users_id_recipient INT(11)
requesttypes_id INT(11)
suppliers_id_assign INT(11)
itemtype VARCHAR(100)
items_id INT(11)
content LONGTEXT
urgency INT(11)
impact INT(11)
priority INT(11)
itilcategories_id INT(11)
type INT(11)
cost_time DECIMAL(20,4)
cost_fixed DECIMAL(20,4)
cost_material DECIMAL(20,4)
solutiontypes_id INT(11)
solution TEXT
global_validation VARCHAR(255)
slas_id INT(11)
slalevels_id INT(11)
due_date DATETIME
begin_waiting_date DATETIME
7 more...
Indexes
glpi_requesttypes
id INT(11)
name VARCHAR(255)
is_helpdesk_default TINYINT(1)
is_mail_default TINYINT(1)
comment TEXT
Indexes
Ticket's source
glpi_ticketfollowups
id INT(11)
tickets_id INT(11)
date DATETIME
users_id INT(11)
content LONGTEXT
is_private TINYINT(1)
requesttypes_id INT(11)
Indexes
Followup's source
Followups
glpi_tickets_users
id INT(11)
tickets_id INT(11)
users_id INT(11)
type INT(11)
use_notification TINYINT(1)
1 more...
Indexes
Users
glpi_taskcategories
id INT(11)
entities_id INT(11)
is_recursive TINYINT(1)
taskcategories_id INT(11)
name VARCHAR(255)
completename TEXT
comment TEXT
level INT(11)
ancestors_cache LONGTEXT
sons_cache LONGTEXT
is_helpdeskvisible TINYINT(1)
Indexes
glpi_tickettasks
id INT(11)
tickets_id INT(11)
taskcategories_id INT(11)
date DATETIME
users_id INT(11)
content LONGTEXT
6 more...
Indexes
Tasks
Category
Category
glpi_itilcategories
id INT(11)
entities_id INT(11)
is_recursive TINYINT(1)
itilcategories_id INT(11)
name VARCHAR(255)
14 more...
Indexes
Survey
glpi_ticketsatisfactions
id INT(11)
tickets_id INT(11)
type INT(11)
date_begin DATETIME
date_answered DATETIME
satisfaction INT(11)
comment TEXT
Indexes
Linked tickets
Linked tickets
Current level
glpi_tickets_tickets
id INT(11)
tickets_id_1 INT(11)
tickets_id_2 INT(11)
link INT(11)
Indexes
glpi_slalevels_tickets
id INT(11)
tickets_id INT(11)
slalevels_id INT(11)
date DATETIME
Indexes
glpi_slalevels
id INT(11)
name VARCHAR(255)
slas_id INT(11)
execution_time INT(11)
is_active TINYINT(1)
entities_id INT(11)
is_recursive TINYINT(1)
Indexes
SLA level
glpi_slas
id INT(11)
name VARCHAR(255)
entities_id INT(11)
is_recursive TINYINT(1)
comment TEXT
resolution_time INT(11)
calendars_id INT(11)
date_mod DATETIME
Indexes
SLA