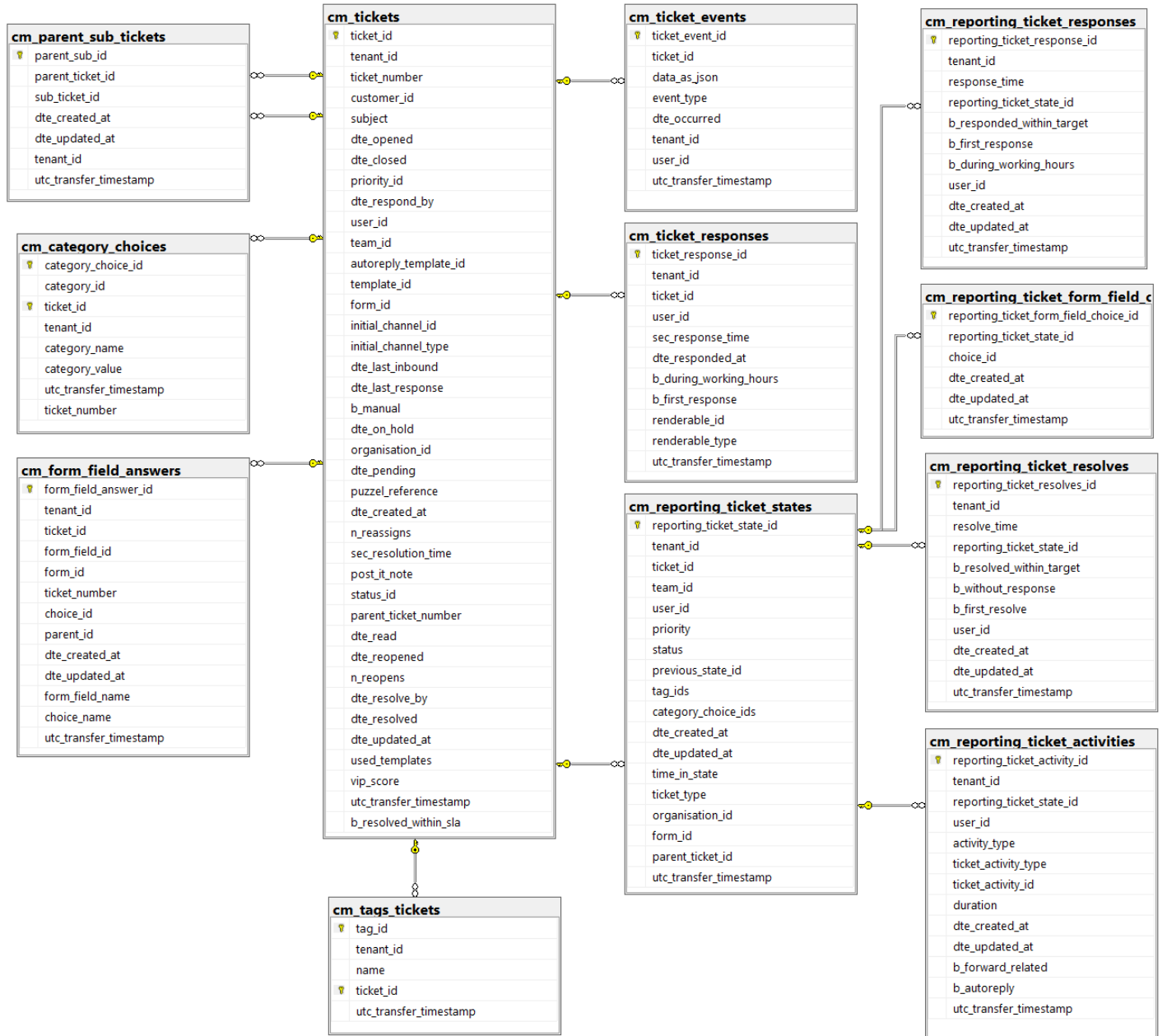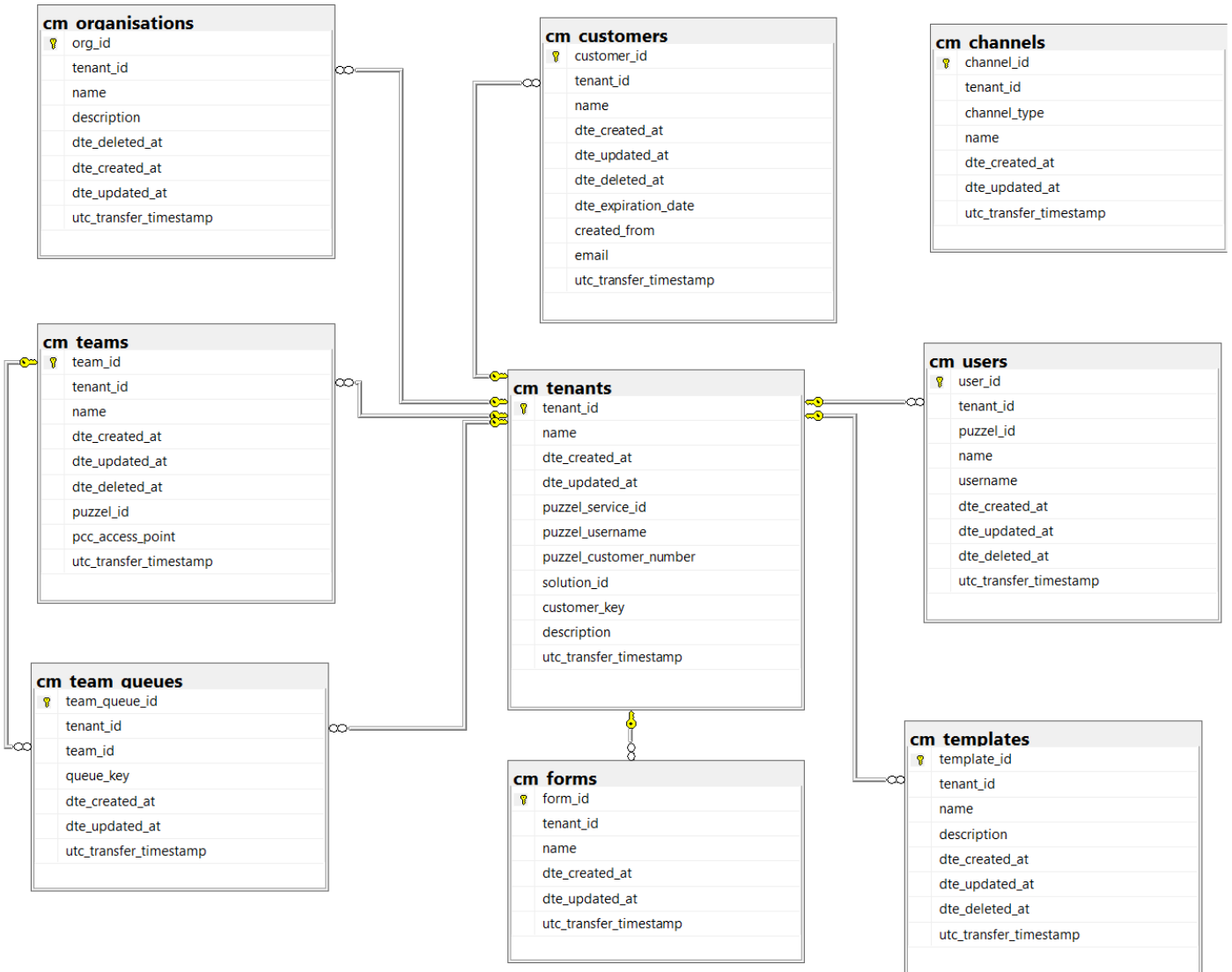# PCM Raw data db diagram

Overview of the different tables in PCM Raw data

Ticket and Ticket event/activity related tables:

cm_parent_sub_tickets
- parent_sub_id
- parent_ticket_id
- sub_ticket_id
- dte_created_at
- dte_updated_at
- tenant_id
- utc_transfer_timestamp

cm_category_choices
- category_choice_id
- category_id
- ticket_id
- tenant_id
- category_name
- category_value
- utc_transfer_timestamp
- ticket_number

cm_form_field_answers
- form_field_answer_id
- tenant_id
- ticket_id
- form_field_id
- form_id
- ticket_number
- choice_id
- parent_id
- dte_created_at
- dte_updated_at
- form_field_name
- choice_name
- utc_transfer_timestamp

cm_tickets
- ticket_id
- tenant_id
- ticket_number
- customer_id
- subject
- dte_opened
- dte_closed
- priority_id
- dte_respond_by
- user_id
- team_id
- autoreply_template_id
- template_id
- form_id
- initial_channel_id
- initial_channel_type
- dte_last_inbound
- dte_last_response
- b_manual
- dte_on_hold
- organisation_id
- dte_pending
- puzzel_reference
- dte_created_at
- n_reassigns
- sec_resolution_time
- post_it_note
- status_id
- parent_ticket_number
- dte_read
- dte_reopened
- n_reopens
- dte_resolve_by
- dte_resolved
- dte_updated_at
- used_templates
- vip_score
- utc_transfer_timestamp
- b_resolved_within_sla

cm_tags_tickets
- tag_id
- tenant_id
- name
- ticket_id
- utc_transfer_timestamp

cm_ticket_events
- ticket_event_id
- ticket_id
- data_as_json
- event_type
- dte_occurred
- tenant_id
- user_id
- utc_transfer_timestamp

cm_ticket_responses
- ticket_response_id
- tenant_id
- ticket_id
- user_id
- sec_response_time
- dte_responded_at
- b_during_working_hours
- b_first_response
- renderable_id
- renderable_type
- utc_transfer_timestamp

cm_reporting_ticket_states
- reporting_ticket_state_id
- tenant_id
- ticket_id
- team_id
- user_id
- priority
- status
- previous_state_id
- tag_ids
- category_choice_ids
- dte_created_at
- dte_updated_at
- time_in_state
- ticket_type
- organisation_id
- form_id
- parent_ticket_id
- utc_transfer_timestamp

cm_reporting_ticket_responses
- reporting_ticket_response_id
- tenant_id
- response_time
- reporting_ticket_state_id
- b_responded_within_target
- b_first_response
- b_during_working_hours
- user_id
- dte_created_at
- dte_updated_at
- utc_transfer_timestamp

cm_reporting_ticket_form_field_c
- reporting_ticket_form_field_choice_id
- reporting_ticket_state_id
- choice_id
- dte_created_at
- dte_updated_at
- utc_transfer_timestamp

cm_reporting_ticket_resolves
- reporting_ticket_resolves_id
- tenant_id
- resolve_time
- reporting_ticket_state_id
- b_resolved_within_target
- b_without_response
- b_first_resolve
- user_id
- dte_created_at
- dte_updated_at
- utc_transfer_timestamp

cm_reporting_ticket_activities
- reporting_ticket_activity_id
- tenant_id
- reporting_ticket_state_id
- user_id
- activity_type
- ticket_activity_type
- ticket_activity_id
- duration
- dte_created_at
- dte_updated_at
- b_forward_related
- b_autoreply
- utc_transfer_timestamp

Basic tables (referred to from Ticket and Ticket event tables).

cm organisations
- org_id
- tenant_id
- name
- description
- dte_deleted_at
- dte_created_at
- dte_updated_at
- utc_transfer_timestamp

cm customers
- customer_id
- tenant_id
- name
- dte_created_at
- dte_updated_at
- dte_deleted_at
- dte_expiration_date
- created_from
- email
- utc_transfer_timestamp

cm channels
- channel_id
- tenant_id
- channel_type
- name
- dte_created_at
- dte_updated_at
- utc_transfer_timestamp

cm teams
- team_id
- tenant_id
- name
- dte_created_at
- dte_updated_at
- dte_deleted_at
- puzzel_id
- pcc_access_point
- utc_transfer_timestamp

cm tenants
- tenant_id
- name
- dte_created_at
- dte_updated_at
- puzzel_service_id
- puzzel_username
- puzzel_customer_number
- solution_id
- customer_key
- description
- utc_transfer_timestamp

cm users
- user_id
- tenant_id
- puzzel_id
- name
- username
- dte_created_at
- dte_updated_at
- dte_deleted_at
- utc_transfer_timestamp

cm team queues
- team_queue_id
- tenant_id
- team_id
- queue_key
- dte_created_at
- dte_updated_at
- utc_transfer_timestamp

cm forms
- form_id
- tenant_id
- name
- dte_created_at
- dte_updated_at
- utc_transfer_timestamp

cm templates
- template_id
- tenant_id
- name
- description
- dte_created_at
- dte_updated_at
- dte_deleted_at
- utc_transfer_timestamp

Static tables (referred to from Ticket and Ticket event tables).

cm event types
- description
- event_type_id

cm activity types
- description
- activity_type_id

cm priority id types
- description
- priority_id

cm status types
- description
- status_id