

PCM Raw data tables

The tables in PCM Raw data can be categorised in these types

- **Basic (dynamic) tables**

- These are tables that can be regularly updated to accommodate the constantly changing data. They are dynamic in nature, meaning they can adapt to various data sizes without requiring a change in the table's initial structure. They cater to real-time data input, making them perfect for frequently changing datasets or information that undergoes routine updates.

- **Supporting (fixed) tables**

- These tables have a predetermined structure and are designed to store static or rarely-changing data. Supporting tables often provide foundational data or reference points that assist other tables or systems in their functionality.

- **Ticket related tables**

- These tables are specifically tailored to manage and store data related to tickets. They capture details like ticket ID, subject, status, assignment, priority, and resolution.

Note: As tickets progress through their lifecycle from creation to closure, the dynamic tables log the changes and interactions, offering a comprehensive view of all ticket-related activities.