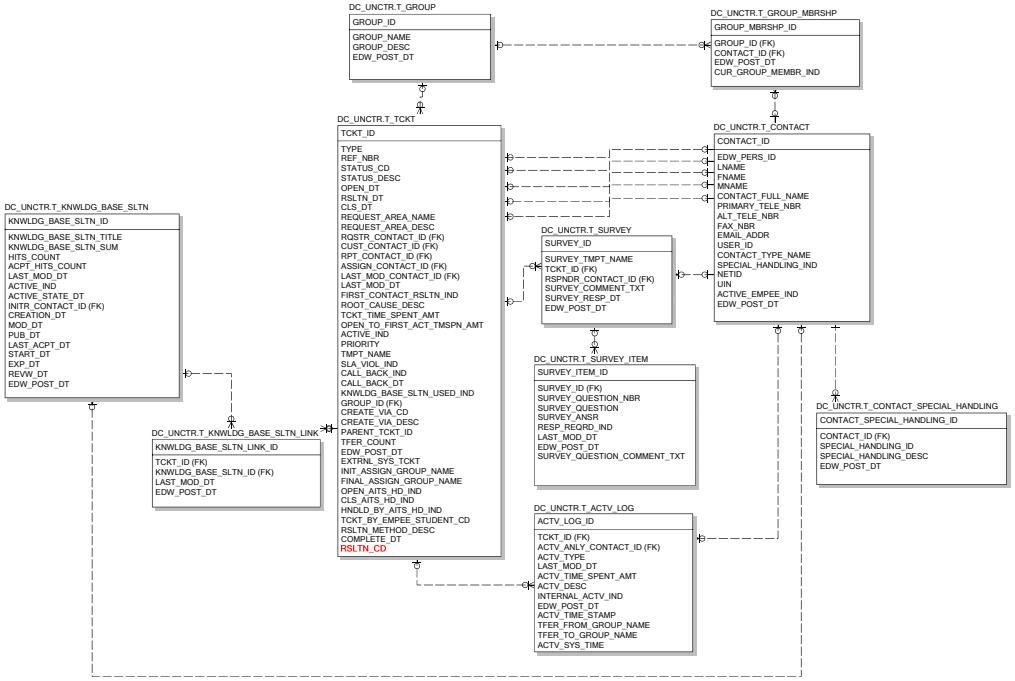
DC_UNCTR.T_GROUP
GROUP_ID
GROUP_NAME
GROUP_DESC
EDW_POST_DT
DC_UNCTR.T_GROUP_MBRSHP
GROUP_MBRSHP_ID
GROUP_ID (FK)
CONTACT_ID (FK)
EDW_POST_DT
CUR_GROUP_MEMBR_IND
DC_UNCTR.T_TCKT
TCKT_ID
TYPE
REF_NBR
STATUS_CD
STATUS_DESC
OPEN_DT
RSLTN_DT
CLS_DT
REQUEST_AREA_NAME
REQUEST_AREA_DESC
RQSTR_CONTACT_ID (FK)
CUST_CONTACT_ID (FK)
RPT_CONTACT_ID (FK)
ASSIGN_CONTACT_ID (FK)
LAST_MOD_CONTACT_ID (FK)
LAST_MOD_DT
FIRST_CONTACT_RSLTN_IND
ROOT_CAUSE_DESC
TCKT_TIME_SPENT_AMT
OPEN_TO_FIRST_ACT_TMSPN_AMT
ACTIVE_IND
PRIORITY
TMPT_NAME
SLA_VIOL_IND
CALL_BACK_IND
CALL_BACK_DT
KNWLDG_BASE_SLTN_USED_IND
GROUP_ID (FK)
CREATE_VIA_CD
CREATE_VIA_DESC
PARENT_TCKT_ID
TFER_COUNT
EDW_POST_DT
EXTRNL_SYS_TCKT
INIT_ASSIGN_GROUP_NAME
FINAL_ASSIGN_GROUP_NAME
OPEN_AITS_HD_IND
CLS_AITS_HD_IND
HNDLD_BY_AITS_HD_IND
TCKT_BY_EMPEE_STUDENT_CD
RSLTN_METHOD_DESC
COMPLETE_DT
RSLTN_CD
DC_UNCTR.T_CONTACT
CONTACT_ID
EDW_PERS_ID
LNAME
FNAME
MNAME
CONTACT_FULL_NAME
PRIMARY_TELE_NBR
ALT_TELE_NBR
FAX_NBR
EMAIL_ADDR
USER_ID
CONTACT_TYPE_NAME
SPECIAL_HANDLING_IND
NETID
UIN
ACTIVE_EMPEE_IND
EDW_POST_DT
DC_UNCTR.T_KNWLDG_BASE_SLTN
KNWLDG_BASE_SLTN_ID
KNWLDG_BASE_SLTN_TITLE
KNWLDG_BASE_SLTN_SUM
HITS_COUNT
ACPT_HITS_COUNT
LAST_MOD_DT
ACTIVE_IND
ACTIVE_STATE_DT
INITR_CONTACT_ID (FK)
CREATION_DT
MOD_DT
PUB_DT
LAST_ACPT_DT
START_DT
EXP_DT
REVW_DT
EDW_POST_DT
DC_UNCTR.T_SURVEY
SURVEY_ID
SURVEY_TMPT_NAME
TCKT_ID (FK)
RSPNDR_CONTACT_ID (FK)
SURVEY_COMMENT_TXT
SURVEY_RESP_DT
EDW_POST_DT
DC_UNCTR.T_SURVEY_ITEM
SURVEY_ITEM_ID
SURVEY_ID (FK)
SURVEY_QUESTION_NBR
SURVEY_QUESTION
SURVEY_ANSR
RESP_REQIRD_IND
LAST_MOD_DT
EDW_POST_DT
SURVEY_QUESTION_COMMENT_TXT
DC_UNCTR.T_CONTACT_SPECIAL_HANDLING
CONTACT_SPECIAL_HANDLING_ID
CONTACT_ID (FK)
SPECIAL_HANDLING_ID
SPECIAL_HANDLING_DESC
EDW_POST_DT
DC_UNCTR.T_KNWLDG_BASE_SLTN_LINK
KNWLDG_BASE_SLTN_LINK_ID
TCKT_ID (FK)
KNWLDG_BASE_SLTN_ID (FK)
LAST_MOD_DT
EDW_POST_DT
DC_UNCTR.T_ACTV_LOG
ACTV_LOG_ID
TCKT_ID (FK)
ACTV_ANLY_CONTACT_ID (FK)
ACTV_TYPE
LAST_MOD_DT
ACTV_TIME_SPENT_AMT
ACTV_DESC
INTERNAL_ACTV_IND
EDW_POST_DT
ACTV_TIME_STAMP
TFER_FROM_GROUP_NAME
TFER_TO_GROUP_NAME
ACTV_SYS_TIME