

SuperOffice Expander SDK – System Database Tables



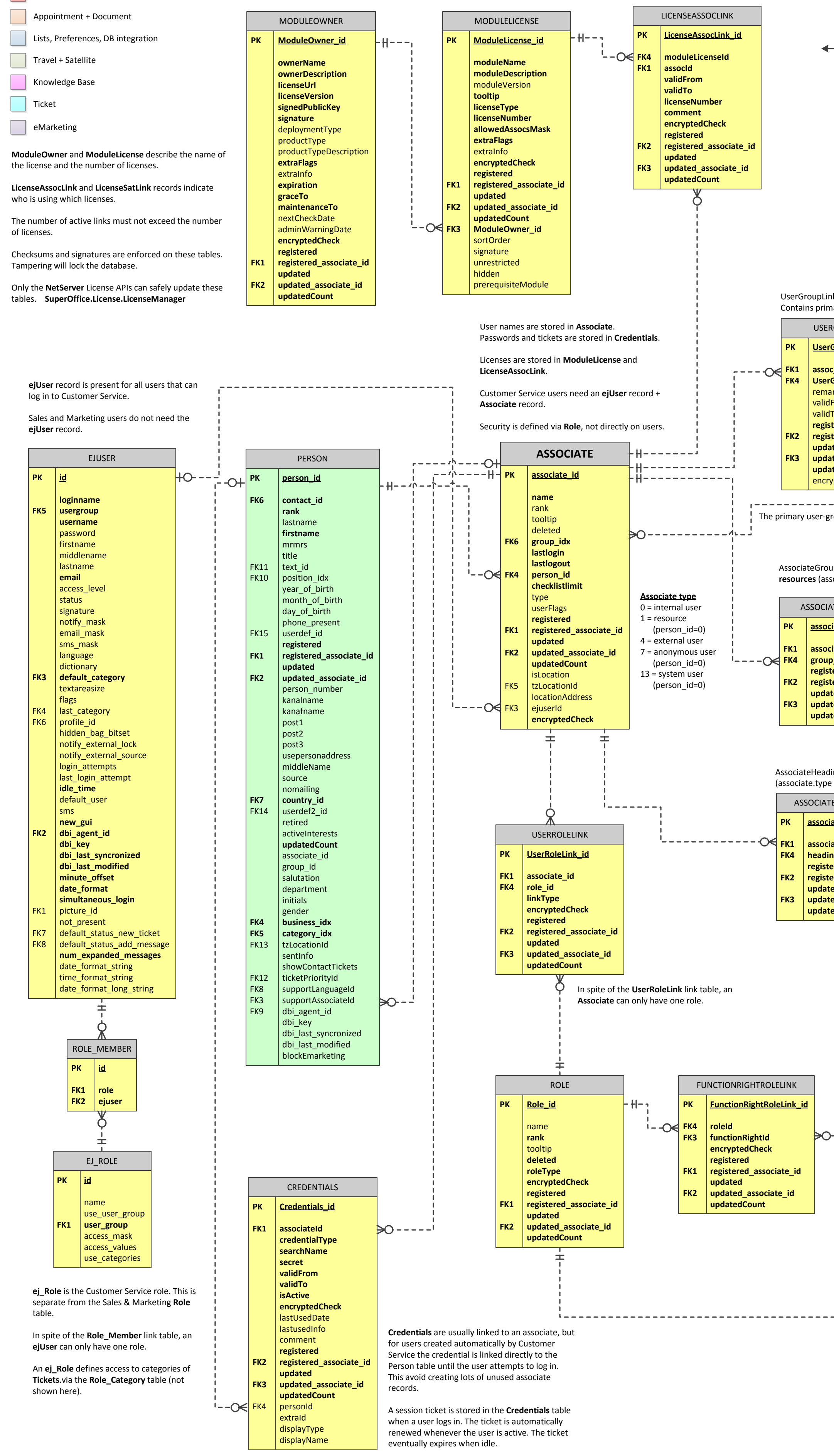
Color key

- User + System tables
- Contact + Person
- Project
- Sale
- Appointment + Document
- Lists, Preferences, DB integration
- Travel + Satellite
- Knowledge Base
- Ticket
- eMarketing

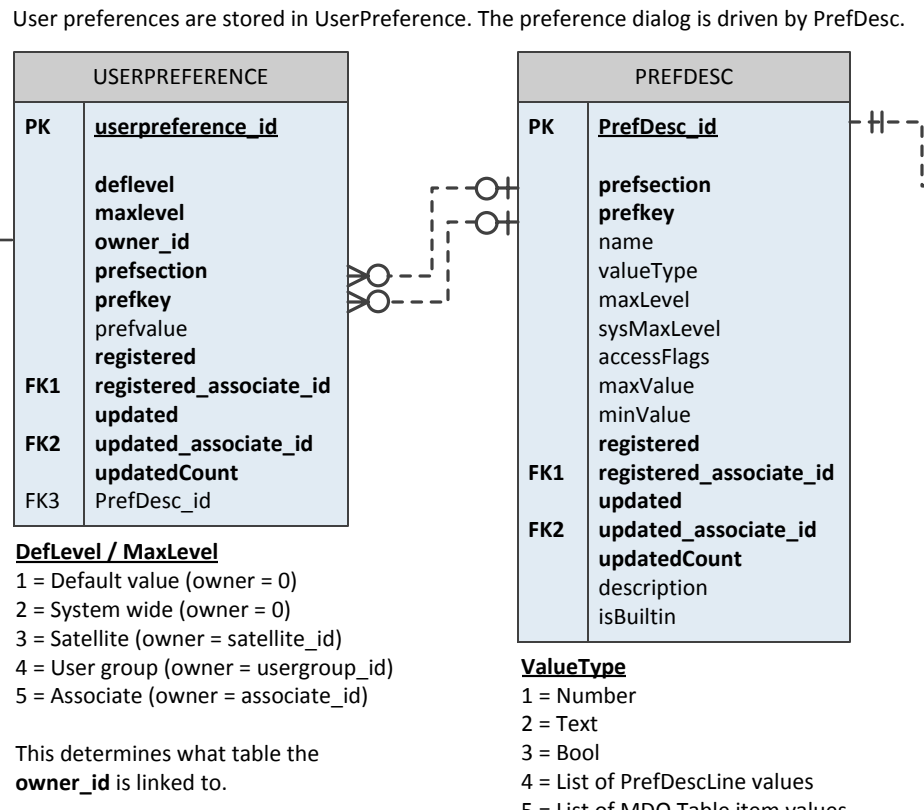
Symbols

- Mandatory
- Optional
- Zero or more
- One or more

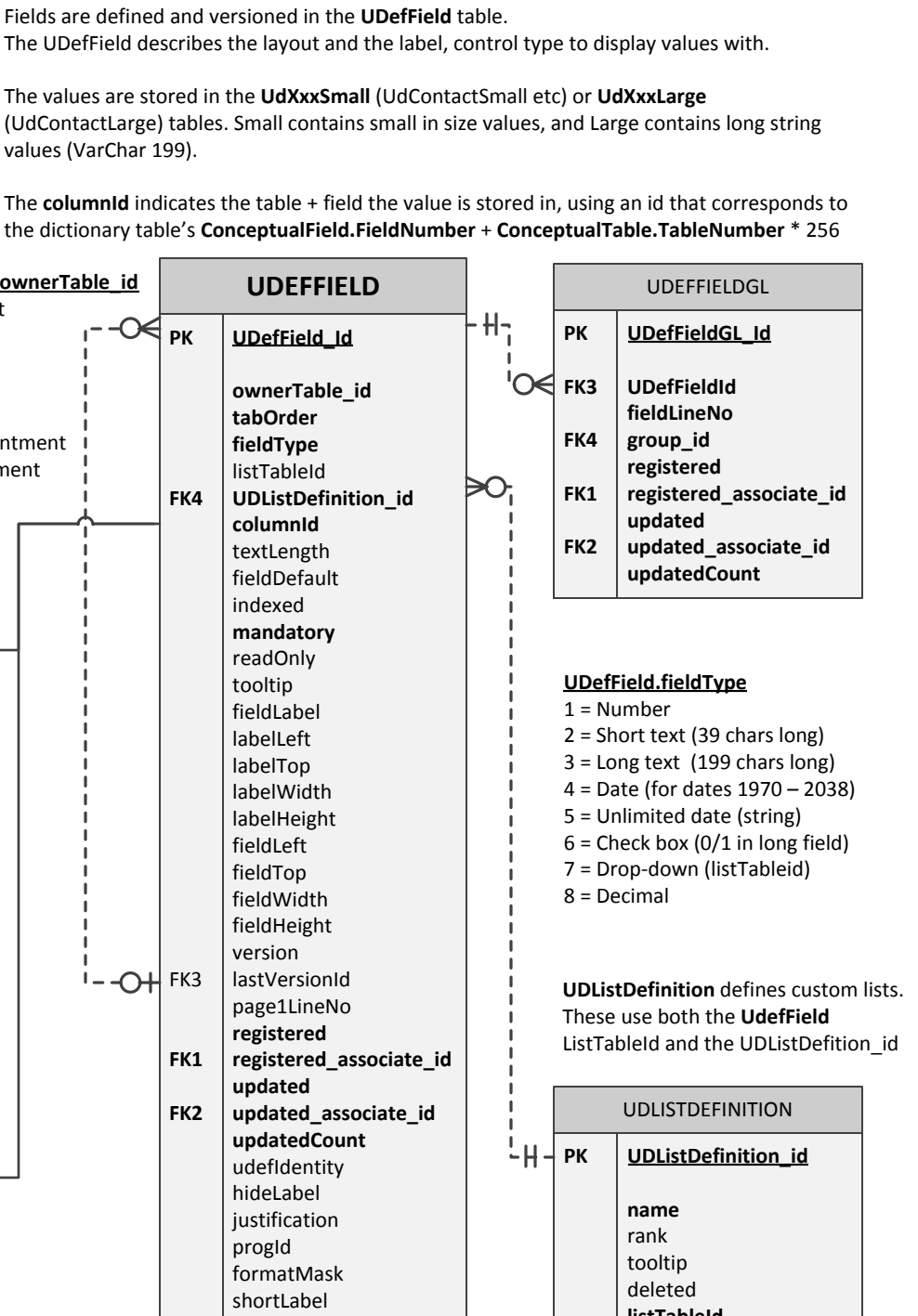
Users, Logins, Licenses, Roles



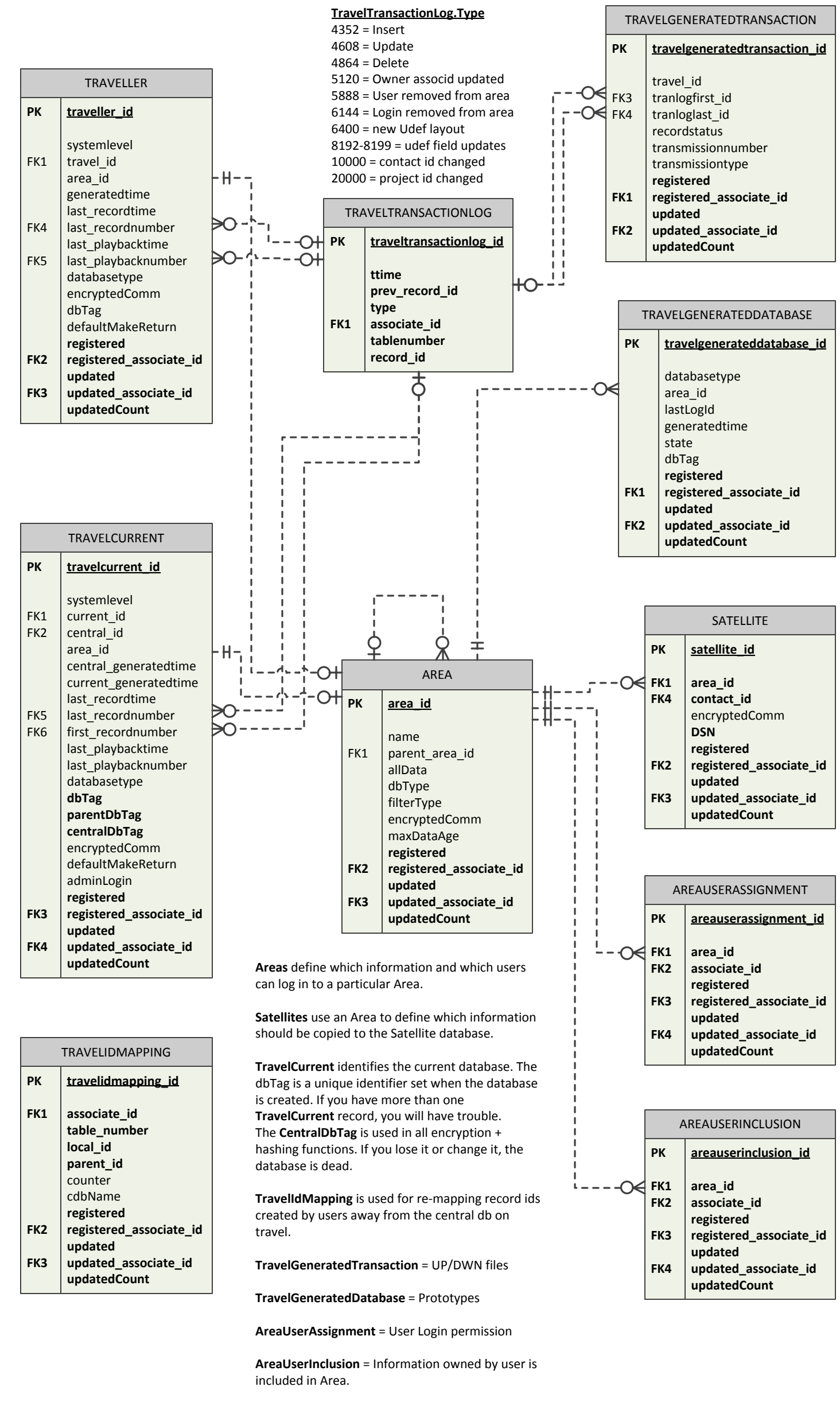
User Preferences



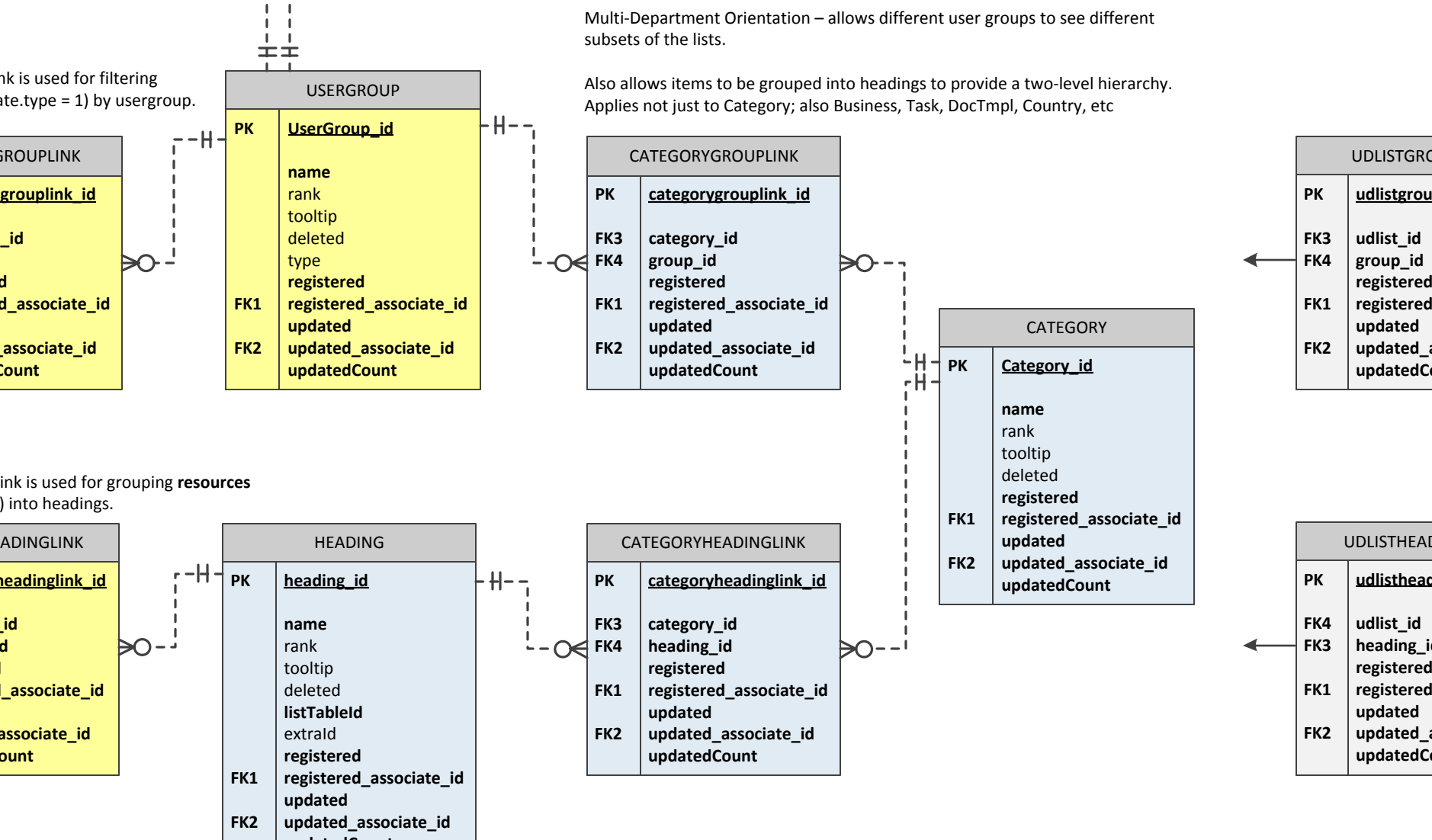
User Defined Fields



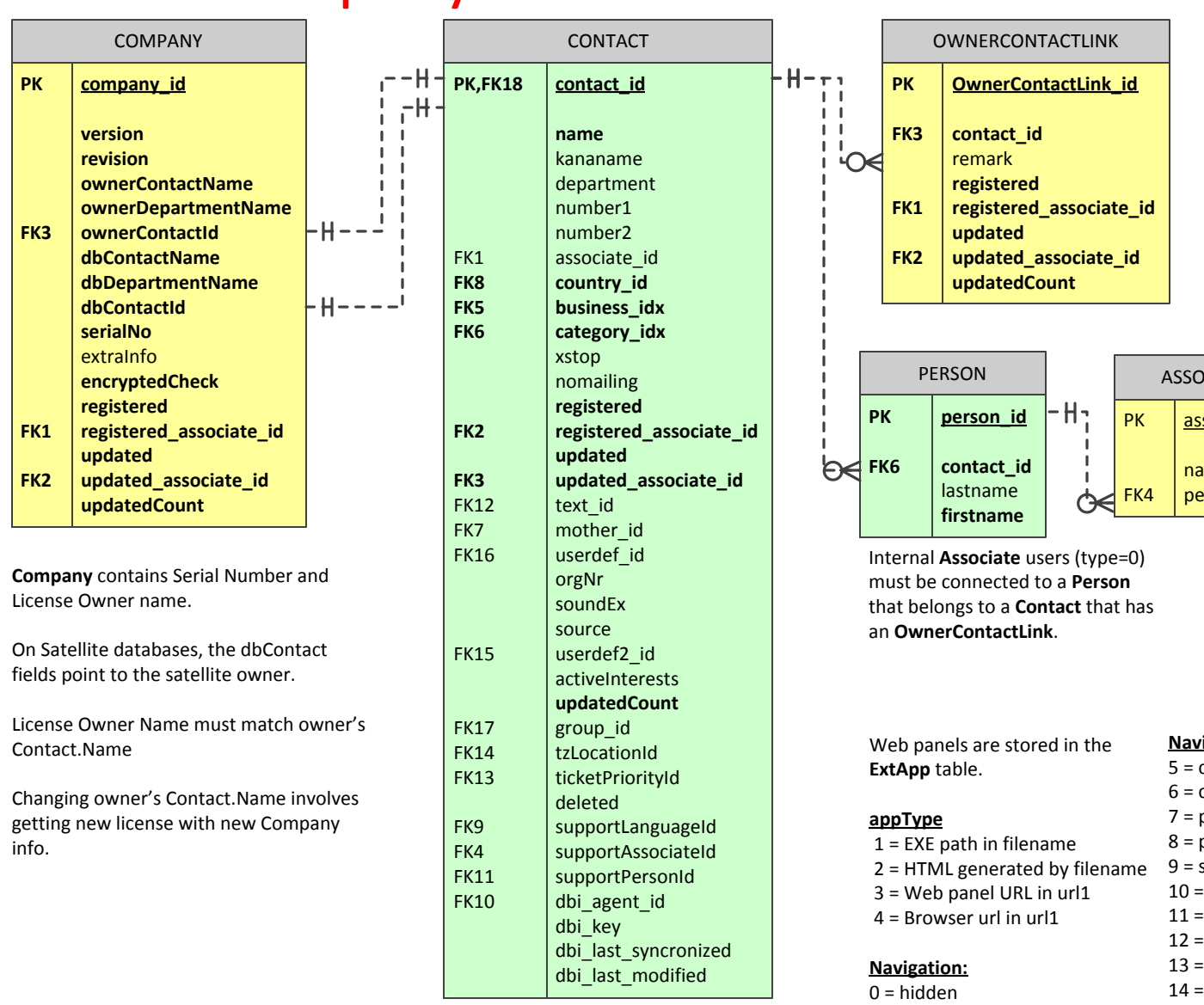
Travel & Satellite



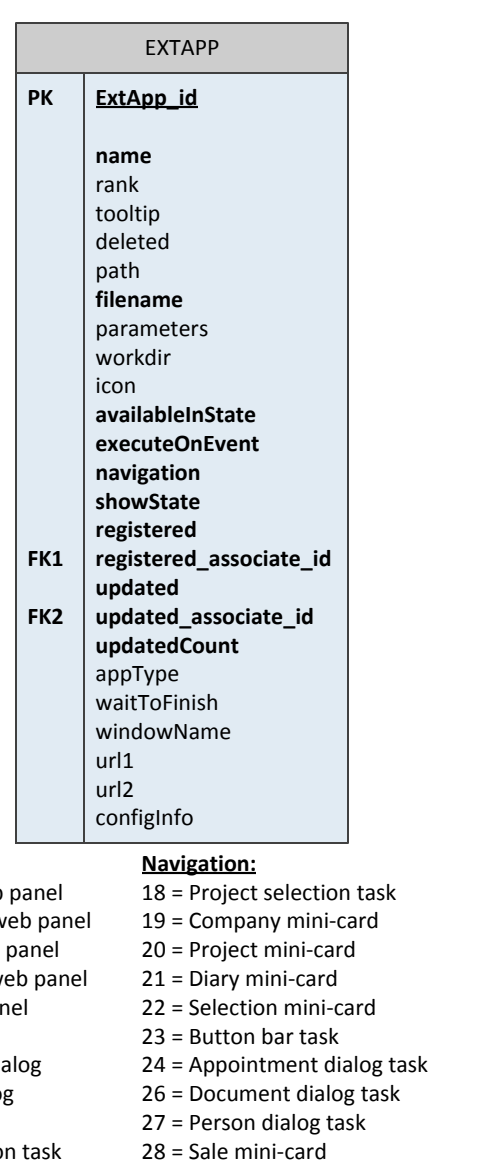
MDO Tables



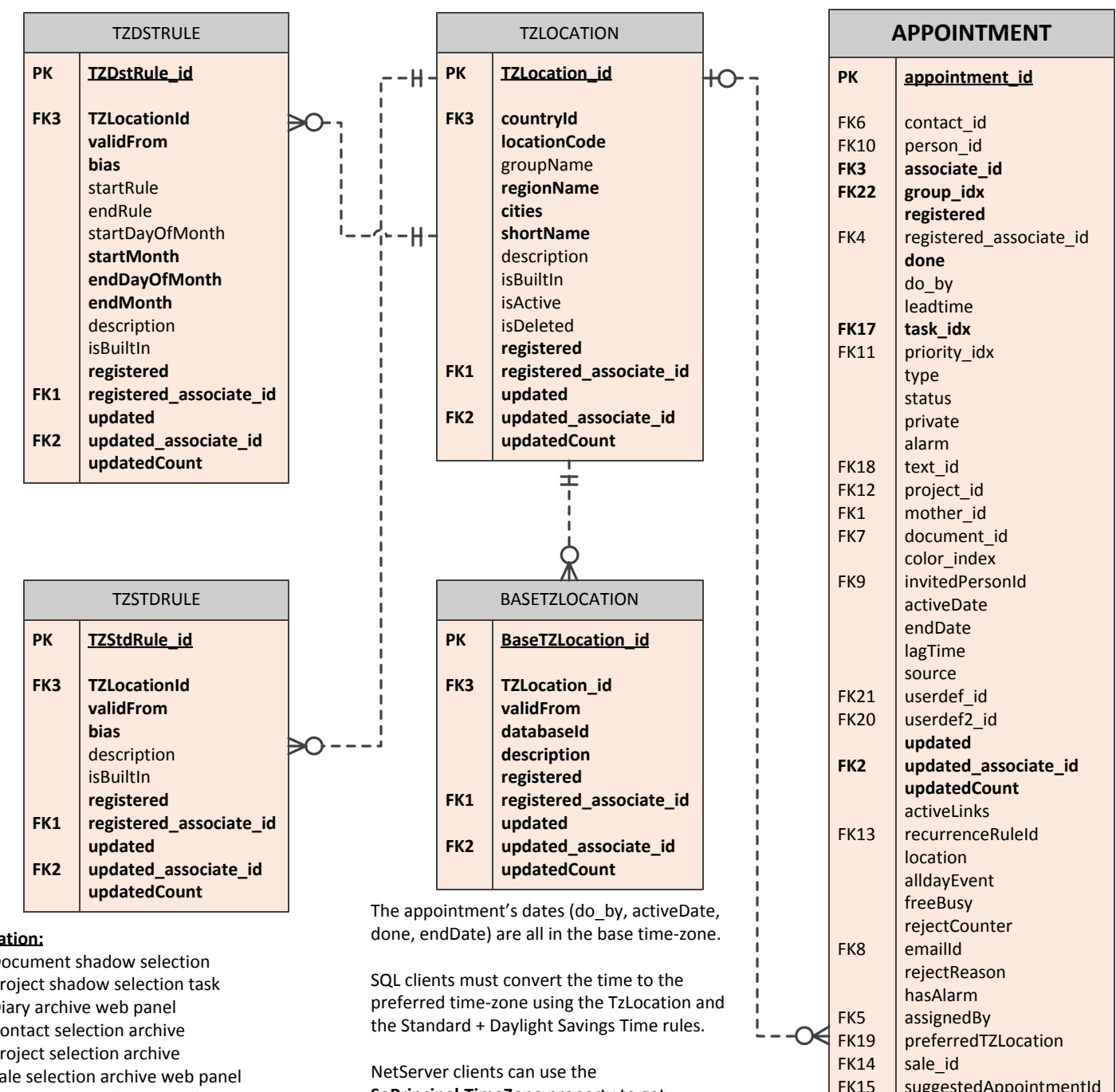
Owner Company



External Apps & Web Panels



TimeZone



eJ_Role is the Customer Service role. This is separate from the Sales & Marketing role table.

In spite of the **Role_Member** link table, an **eJUser** can only have one role.

An **eJ_Role** defines access to categories of Tickets via the **Role_Category** table (not shown here).

Credentials are usually linked to an associate, but for users created automatically by Customer Service the credential is linked directly to the Person table until the user attempts to log in. This avoids creating lots of unused associate records.

A session ticket is stored in the **Credentials** table when a user logs in. The ticket is automatically renewed whenever the user is active. The ticket eventually expires when idle.

Populated from primer data.

Updated using the SOAdmin Role panel's Data Access grid.

The appointment's dates (do_by, activeDate, done, endDate) are all in the base time-zone.

SQL clients must convert the time to the preferred time-zone using the TZLocation and the Standard + Daylight Savings Time rules.

NetServer clients can use the **SoPrincipal.TimeZone** property to get automatic conversion.