users

id 🔑	**int**
name	varchar
password	varchar
type	enum(client,agent)
created_at	timestamp
updated_at	timestamp

conversations

id 🔑	**int**
client_id	int
agent_id	int
status	enum(opened,closed)
channel	enum(whatsApp,telegram,messenger)
started_at	timestamp
closed_at	timestamp
created_at	timestamp

messages

id 🔑	**int**
conversation_id	int
sender_type	enum(client,agent)
content	text
read_status	enum(read,unread)
created_at	timestamp

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