**Peoms产品运维管理系统数据库设计**

**1、用户管理表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **id** | **int** | **主键** | **否** | **账号信息唯一标识** |
| **type** | **int** |  | **否** | **用户类型（0：超级管理员；1：普通用户；2：区域客服；**  **3：产品客服）** |
| **account** | **String** |  | **否** | **账号** |
| **password** | **String** |  | **否** | **密码** |
| **username** | **String** |  | **否** | **用户名** |
| **sex** | **String** |  | **否** | **性别** |
| **companyName** | **String** |  | **是** | **公司名称** |
| **zone** | **String** |  | **是** | **所属区域 （区域客服可用，其他用户存储为null即可）** |
| **department** | **String** |  | **是** | **所属部门（区域客服和产品客服可用，其他用户存储为null即可）** |
| **industry** | **String** |  | **是** | **所属行业** |
| **position** | **String** |  | **否** | **职位** |
| **companyLocation** | **String** |  | **是** | **公司所在地** |
| **telephone** | **String** |  | **否** | **联系电话** |
| **email** | **String** |  | **否** | **邮箱** |
| **portrait** |  |  | **是** | **头像（服务器存储地址、服务器存储名称）** |

**2、附件表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **attachmentId** | **int** | **主键** | **否** | **附件ID** |
| **content** | **binary** |  | **否** | **附件内容** |

1. **CASE管理表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **caseId** | **int** | **主键** | **否** | **Case唯一标识** |
| **contractId** | **int** | **外键** | **否** | **参考合同表的合同ID** |
| **status** | **int** |  | **否** | **Case状态（0：开启；1：已受理；2：区域已分配；3：区域已分配给产品；4：产品已分配；5：关闭）** |
| **description** | **String** |  | **否** | **问题描述** |
| **operateTime** | **timestamp** |  | **否** | **提交时间** |

**4、CASE附件连接表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **connectId** | **int** | **主键** | **否** | **连接唯一标识** |
| **caseId** | **int** |  | **否** | **CASEID** |
| **attachmentId** | **int** |  | **否** | **附件ID** |

**5、CASE评价表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **estimateId** | **int** | **主键** | **否** | **评价ID** |
| **caseId** | **int** | **外键** | **否** | **参考CASE表的CASEID** |
| **number** | **int** |  | **否** | **星数** |
| **content** | **String** |  | **否** | **评价内容** |

1. **问题库管理表（tb\_question）**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **questionId** | **int** | **主键** | **否** | **问题唯一标识** |
| **userId** | **int** | **外键** | **否** | **参考用户表的用户ID** |
| **description** | **String** |  | **否** | **问题描述** |
| **type** | **String** |  | **否** | **问题类型** |
| **title** | **String** |  | **否** | **问题标题** |
| **name** | **String** |  | **否** | **解答人员** |
| **solveDescription** | **String** |  | **否** | **解答描述** |
| **attachmentId** | **int** |  | **是** | **附件ID** |

1. **合同表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **contractId** | **int** | **主键** | **否** | **问题唯一标识** |
| **userId** | **int** | **外键** | **否** | **参考用户表的用户ID** |
| **contractNo** | **String** |  | **否** | **合同编号** |
| **contractType** | **String** |  |  | **合同类型** |

**8、合同产品连接表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **connectId** | **int** | **主键** | **否** | **问题唯一标识** |
| **contractId** | **int** | **外键** | **否** | **参考合同表的合同ID** |
| **productId** | **int** |  | **否** | **产品ID** |

**9、产品表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **productId** | **int** | **主键** | **否** | **产品ID** |
| **productName** | **String** |  | **否** | **产品名称** |

**10、版本表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **versionId** | **int** | **主键** | **否** | **版本ID** |
| **productId** | **int** | **外键** | **否** | **产品ID** |
| **productNumber** | **String** |  | **否** | **产品版本号** |

**11、模块表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **moduleId** | **int** | **主键** | **否** | **版本ID** |
| **versionId** | **int** | **外键** | **否** | **产品ID** |
| **moduleName** | **String** |  | **否** | **模块名称** |

**12、解答表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **solveId** | **int** | **主键** | **否** | **解答ID** |
| **caseId** | **int** | **外键** | **否** | **CASEID** |
| **type** | **int** |  | **否** | **解答人员类型** |
| **department** | **String** |  | **否** | **解答人员部门** |
| **name** | **String** |  | **否** | **解答人员姓名** |
| **solveNote** | **String** |  | **否** | **解答记录** |
| **workload** | **float** |  | **否** | **工作量** |
| **solveTime** | **Timestamp** |  | **否** | **解答时间** |

**13、解答附件连接表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **connectId** | **int** | **主键** | **否** | **问题唯一标识** |
| **solveId** | **int** |  | **否** | **解答ID** |
| **attachmentId** | **int** |  | **否** | **附件ID** |

**14、分配表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **distributeId** | **int** | **主键** | **否** | **分配ID** |
| **caseId** | **int** | **外键** | **否** | **CASEID** |
| **userId** | **int** | **外键** | **否** | **用户ID(分配人员)** |
| **cause** | **String** |  | **否** | **分配原因** |
| **department** | **String** |  | **否** | **被分配人员部门** |
| **name** | **String** |  | **否** | **被分配人员姓名** |
| **completeTime** | **Timestamp** |  | **否** | **计划完成时间** |
| **telephone** | **String** |  | **否** | **联系电话** |

**15、分配附件连接表**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **字段** | **类型** | **约束** | **是否可为空** | **描述** |
| **connectId** | **int** | **主键** | **否** | **问题唯一标识** |
| **distributeId** | **int** |  | **否** | **分配ID** |
| **attachmentId** | **int** |  | **否** | **附件ID** |