**Dicionário de Dados**

# Tabela: clientes

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Campo** | **PK** | **NN** | **AI** | **FK** | **Tabela Referência** | **Tipo** | **Formato** |
| **id\_ cliente** | **√** | **√** | **√** |  |  | **INT** |  |
| **telefone** |  | **√** |  |  |  | **CHAR (13)** | **(11)1111-1111** |
| **cpf** |  | **√** |  |  |  | **CHAR (11)** | **11111111111** |
| **email** |  | **√** |  |  |  | **VARCHAR (100)** |  |
| **ra** |  |  |  |  |  | **CHAR (8)** | **11111111** |
| **nome** |  | **√** |  |  |  | **VARCHAR (55)** |  |
| **data\_cadastro** |  | **√** |  |  |  | **TIMESTAMP** | **11/11/1111 00:00:00** |

**Tabela: atendentes**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Campo** | **PK** | **NN** | **AI** | **FK** | **Tabela Referência** | **Tipo** | **Formato** |
| **id\_atendente** | **√** | **√** |  |  |  | **INT** |  |
| **nome** |  | **√** |  |  |  | **VARCHAR (55)** |  |
| **usuario** |  | **√** |  |  |  | **VARCHAR (55)** |  |
| **senha** |  | **√** |  |  |  | **VARCHAR (55)** |  |
| **nivel** |  | **√** |  |  |  | **TINYINT** |  |
| **data\_cadastro** |  |  |  |  |  | **TIMESTAMP** | **11/11/1111 00:00:00** |

**Tabela: notas**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Campo** | **PK** | **NN** | **AI** | **FK** | **Tabela Referência** | **Tipo** | **Formato** |
| **id\_nota** | **√** | **√** | **√** |  |  | **INT** |  |
| **tempo\_espera** |  | **√** |  |  |  | **INT** |  |
| **atendente** |  | **√** |  |  |  | **INT** |  |
| **problema\_resolvido** |  | **√** |  |  |  | **BOOLEAN** |  |

**Tabela: questionarios**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Campo** | **PK** | **NN** | **AI** | **FK** | **Tabela Referência** | **Tipo** | **Formato** |
| **id\_questionario** | **√** | **√** |  |  |  | **INT** |  |
| **codigo** |  | **√** |  |  |  | **CHAR (4)** |  |
| **preenchido** |  | **√** |  |  |  | **BOOLEAN** |  |
| **data\_cadastro** |  | **√** |  |  |  | **TIMESTAMP** | **11/11/1111 00:00:00** |
| **reclamação** |  |  |  |  |  | **LONGTEXT** |  |
| **id\_cliente** |  | **√** |  | **√** | **clientes** | **INT** |  |
| **id\_atendente** |  | **√** |  | **√** | **atendentes** | **INT** |  |
| **id\_nota** |  | **√** |  | **√** | **notas** | **INT** |  |