```
                    ┌─────────────┐
                    │  open ticket │
                    └──────┬──────┘
                           │
                    ┌──────▼──────┐
          ┌─────────│ get client ID│
          │         └──────┬──────┘
          │                │
          │         ┌──────▼──────────┐
          │    ┌────│ ask for user    │
          │    │    │ registry and name│
          │    │    └──────┬──────────┘
          │    │           │
          │    │    ┌──────▼──────┐
          │    │ ┌──│   Channel   │
          │    │ │  └──────┬──────┘
          │    │ │         │
          │    │ │    ┌────▼────┐
          │    │ │ ┌──│ choose  │
          │    │ │ │  │ service │
          │    │ │ │  └────┬────┘
          │    │ │ │       │
       ┌──▼────▼─▼─▼──┐ ┌──▼──────────┐
       │    JSON      │◄│ ask symptoms│
       └──────────────┘ └──────┬──────┘
                               │
                        ┌──────▼──────┐
                  ──────│  questions  │
                        └──────┬──────┘
                               │
                        ┌──────▼──────┐
                  ──────│ diagnostics │
                        └──────┬──────┘
                               │
                          ┌────▼────┐
                          │ confirm?│
                          └─┬─────┬─┘
                        YES │     │ NO
                ┌───────────▼─┐ ┌─▼──────────┐
                │execute      │ │ human call │
                │service      │ └─────┬──────┘
                │choosed      │       │
                └──────┬──────┘       │
                       │              │
                    ┌──▼───┐          │
                    │ NPS  │◄─────────┘
                    └──────┘
```

```
close connection  →  close ticket  ── send JSON to BD →  MongoDB
                         ↑
```

_id: ObjectId('6397832befa959f966065e21')
client_id: "9yuroy1XaHlD"
client_name: "SUS"
user_ID: "0TEq0sbtYp94"
name: "Jennifer Cross"
channel: "WhatsApp"
˅ symptoms: Array
    0: "febre"
    1: "tosse"
    2: "dor_de_cabeca"
  services: "marcar_consulta_online"
˅ questions: Array
  ˅ 0: Object
      Teve_contato_com_alguem_de_covid: false
  ˅ 1: Object
      Quantos_dias_suspeitando_covid: 2
  diagnostic: "influenza"
  atendimento_humano: true
  nota_usuario: 3
  created_at: 2022-10-02T22:30:31.000+00:00

_id: ObjectId('6397832befa959f966065e2d')
client_id: "LPwtuW9Uk5lO"
client_name: "Ipseng"
user_ID: "gnzwihtcLGQS"
name: "Luisa Harris"
channel: "Telegram"
˅ symptoms: Array
    0: "tontura"
    1: "tosse"
  services: "marcar_consulta_online"
˅ questions: Array
  ˅ 0: Object
      Teve_contato_com_alguem_de_covid: true
  ˅ 1: Object
      Quantos_dias_suspeitando_covid: 1
  diagnostic: "adenovirus"
  atendimento_humano: false
  nota_usuario: 8
  created_at: 2022-10-09T09:22:38.000+00:00