

message	
id 🔑	integer
conversation_id	integer
content	varchar
created_at	timestamp
sender_type	varchar
sender_id	integer

conversations	
id 🔑	integer
channel_id	integer
subject	varchar
status	varchar
created_at	timestamp
updated_at	timestamp

Closures	
id 🔑	integer
conversation_id	integer
closure_reason	varchar
closed_at	timestamp

Assignments	
id 🔑	integer
conversation_id	integer
agent_id	integer
assigned_at	timestamp
closed_at	timestamp

agent	
id 🔑	integer
username	varchar
password	varchar

channel	
id 🔑	integer
name	varchar



