**A.4.6.1 Modelo Entidad-Relación.**

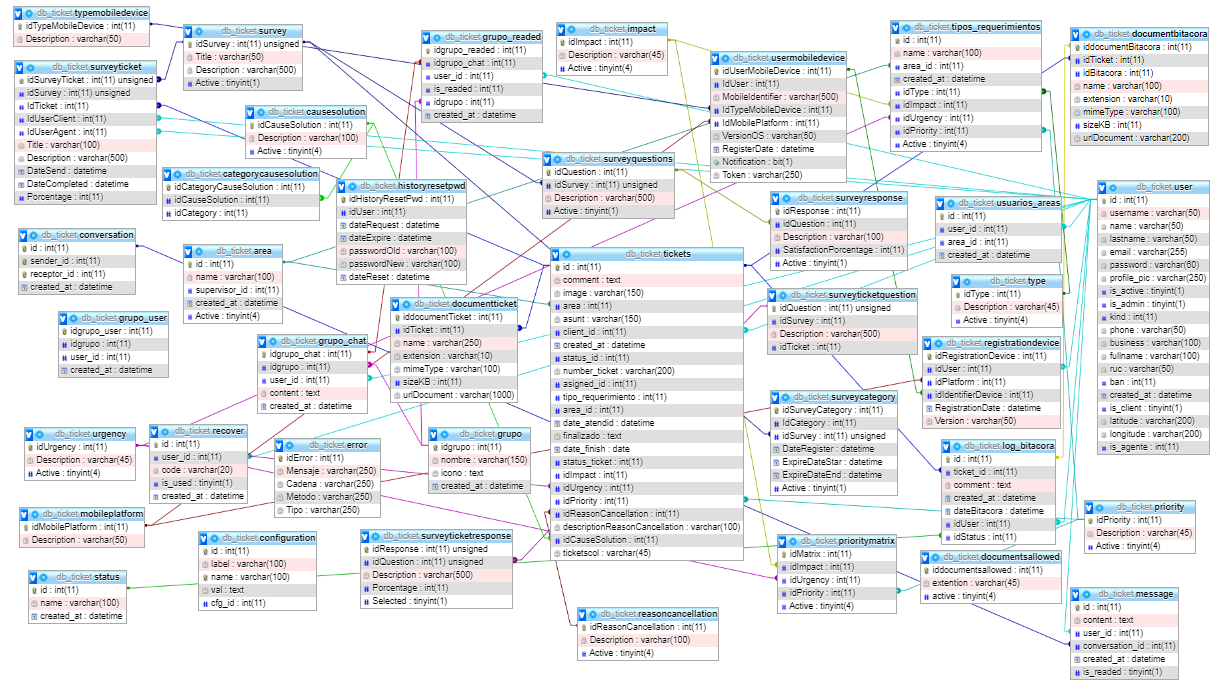
******

Figura A4.18 Captura de pantalla de las tablas de la base de datos

***Tabla A4‑1 tabla area***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| id | INT | 11 | **X** |  | **X** |
| name | VARCHAR | 100 |  |  |  |
| supervisor\_id | INT | 11 |  | **x** | **X** |
| created\_at | DATETIME |  |  |  | **X** |
| Active | TINYINT | 4 |  |  | **X** |

Fuente: Elaboración propia

***Tabla A4‑2 tabla categorycausesolution***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idCategoryCauseSolution | INT | 11 | X |  | X |
| idCauseSolution | INT | 11 |  | X |  |
| idCategory | INT | 11 |  | X |  |

Fuente: Elaboración propia

***Tabla A4‑3 tabla configuration***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| Id | INT | 11 | X |  | X |
| Label | VARCHAR | 100 |  |  | X |
| Name | VARCHAR | 100 |  |  | X |
| Val | TEXT |  |  |  |  |
| cfg\_id | INT | 11 |  | X |  |

Fuente: Elaboración propia

***Tabla A4‑4 tabla conversation***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| Id | INT | 11 | X |  | X |
| sender\_id | INT | 11 |  | X |  |
| receptor\_id | INT | 11 |  | X |  |
| created\_at | DATETIME |  |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑5 tabla documentbitacora***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| iddocumentBitacora | INT | 11 | X |  | X |
| idTicket | INT | 11 |  | X |  |
| idBitacora | INT | 11 |  | X |  |
| name | VARCHAR | 100 |  |  |  |
| extension | VARCHAR | 10 |  |  |  |
| mimeType | VARCHAR | 100 |  |  |  |
| sizeKB | INT | 11 |  |  |  |
| urlDocument | VARCHAR | 200 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑6 tabla documentsallowed***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| iddocumentsallowed | INT | 11 | X |  | X |
| extention | VARCHAR | 45 |  |  |  |
| active | TINYINT | 4 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑7 tabla documentticket***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| iddocumentTicket | INT | 11 | X |  | X |
| idTicket | INT | 11 |  |  |  |
| name | VARCHAR | 250 |  |  |  |
| extension | VARCHAR | 10 |  |  |  |
| mimeType | VARCHAR | 100 |  |  |  |
| sizeKB | INT | 11 |  |  |  |
| urlDocument | VARCHAR | 1000 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑8 tabla error***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idError | INT | 11 | X |  | X |
| Mensaje | VARCHAR | 250 |  |  |  |
| Cadena | VARCHAR | 250 |  |  |  |
| Metodo | VARCHAR | 250 |  |  |  |
| Tipo | VARCHAR | 250 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑9 tabla grupo***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idgrupo | INT | 11 | X |  | X |
| nombre | VARCHAR | 150 |  |  | X |
| icono | TEXT |  |  |  |  |
| created\_at | DATETIME |  |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑10 tabla grupo\_chat***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idgrupo\_chat | INT | 11 | X |  | X |
| idgrupo | INT | 11 |  |  | X |
| user\_id | INT | 11 |  | X | X |
| content | TEXT |  |  |  |  |
| created\_at | DATETIME |  |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑11 tabla grupo\_readed***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idgrupo\_readed | INT | 11 | X |  | X |
| idgrupo\_chat | INT | 11 |  | X | X |
| user\_id | INT | 11 |  | X | X |
| is\_readed | INT | 11 |  |  | X |
| idgrupo | INT | 11 |  | X | X |
| created\_at | DATETIME |  |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑12 tabla grupo\_user***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idgrupo\_user | INT | 11 | X |  | X |
| idgrupo | INT | 11 |  | X | X |
| user\_id | INT | 11 |  | X | X |
| created\_at | DATETIME |  |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑13 tabla historyresetpwd***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idHistoryResetPwd | INT | 11 | X |  | X |
| idUser | INT | 11 |  | X |  |
| dateRequest | DATETIME |  |  |  |  |
| dateExpire | DATETIME |  |  |  |  |
| passwordOld | VARCHAR | 100 |  |  |  |
| passwordNew | VARCHAR | 100 |  |  |  |
| dateReset | DATETIME |  |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑14 tabla impact***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| IdImpact | INT | 11 | X |  | X |
| Description | VARCHAR | 45 |  |  |  |
| Active | TINYINT | 4 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑15 tabla log\_bitacora***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| Id | INT | 11 | X |  | X |
| ticket\_id | INT | 11 |  | X | X |
| Comment | TEXT |  |  |  |  |
| created\_at | DATETIME |  |  |  | X |
| dateBitacora | DATETIME |  |  |  |  |
| idUser | INT | 11 |  | X |  |
| idStatus | INT | 11 |  | X |  |

Fuente: Elaboración propia

***Tabla A4‑16 tabla message***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| id | INT | 11 | X |  | X |
| content | TEXT |  |  |  |  |
| user\_id | INT | 11 |  | X |  |
| conversation\_id | INT | 11 |  | X |  |
| created\_at | DATETIME |  |  |  |  |
| is\_readed | TINYINT | 1 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑17 tabla mobileplatform***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idMobilePlatform | INT | 11 | X |  | X |
| Description | VARCHAR | 50 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑18 tabla priority***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idPriority | INT | 11 | X |  | X |
| Description | VARCHAR | 45 |  |  |  |
| Active | TINYINT | 4 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑19 tabla prioritymatrix***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idMatrix | INT |  | X |  | X |
| idImpact | INT |  |  | X |  |
| idUrgency | INT |  |  | X |  |
| idPriority | INT |  |  | X |  |
| Active | TINYINT |  |  |  | X |

Fuente: Elaboración propia

***Tabla A4‑20 tabla reasoncancellation***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idReasonCancellation | INT | 11 | X |  | X |
| Description | VARCHAR | 100 |  |  |  |
| Active | TINYINT | 4 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑21 tabla recover***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| id | INT | 11 | X |  | X |
| user\_id | INT | 11 |  | X | X |
| Code | VARCHAR | 20 |  |  | X |
| is\_used | TINYINT | 1 |  |  | X |
| created\_at | DATETIME |  |  |  | X |

Fuente: Elaboración propia

***Tabla A4‑22 tabla registrationdevice***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idRegistrationDevice | INT | 11 | X |  | X |
| idUser | INT | 11 |  | X |  |
| idPlatform | INT | 11 |  | X |  |
| idIdentifierDevice | INT | 11 |  | X |  |
| RegistrationDate | DATETIME |  |  |  |  |
| Version | VARCHAR | 50 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑23 tabla status***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| Id | INT | 11 | X |  | X |
| Name | VARCHAR | 100 |  |  |  |
| created\_at | DATETIME |  |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑24 tabla survey***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idSurvey | INT | 11 | X |  | X |
| Title | VARCHAR | 50 |  |  |  |
| Description | VARCHAR | 500 |  |  |  |
| Active | TINYINT | 1 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑25 tabla surveycategory***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idSurveyCategory | INT | 11 | X |  | X |
| IdCategory | INT | 11 |  | X |  |
| idSurvey | INT | 11 |  | X |  |
| DateRegister | DATETIME |  |  |  |  |
| ExpireDateStar | DATETIME |  |  |  |  |
| ExpireDateEnd | DATETIME |  |  |  |  |
| Active | TINYINT | 1 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑26 tabla surveyquestions***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idQuestion | INT | 11 | X |  | X |
| idSurvey | INT | 11 |  | X |  |
| Description | VARCHAR | 500 |  |  |  |
| Active | TINYINT | 1 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑27 tabla surveyresponse***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idResponse | INT | 11 | X |  | X |
| idQuestion | INT | 11 |  | X |  |
| Description | VARCHAR | 100 |  |  |  |
| SatisfactionPorcentage | INT | 11 |  |  |  |
| Active | TINYINT | 1 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑28 tabla surveyticket***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idSurveyTicket | INT | 11 | X |  | X |
| idSurvey | INT | 11 |  | X |  |
| IdTicket | INT | 11 |  | X |  |
| IdUserClient | INT | 11 |  | X |  |
| IdUserAgent | INT | 11 |  | X |  |
| Title | VARCHAR | 100 |  |  |  |
| Description | VARCHAR | 500 |  |  |  |
| DateSend | DATETIME |  |  |  |  |
| DateCompleted | DATETIME |  |  |  |  |
| Porcentage | INT | 11 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑29 tabla surveyticketquestion***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idQuestion | INT | 11 | X |  | X |
| idSurvey | INT | 11 |  | X |  |
| Description | VARCHAR | 500 |  |  |  |
| idTicket | INT | 11 |  | X |  |

Fuente: Elaboración propia

***Tabla A4‑30 tabla surveyticketresponse***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idResponse | INT | 11 | X |  | X |
| idQuestion | INT | 11 |  | X |  |
| Description | VARCHAR | 500 |  |  |  |
| Porcentage | INT | 11 |  |  |  |
| Selected | TINYINT | 1 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑31 tabla tickets***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| Id | INT | 11 | X |  | X |
| comment | TEXT |  |  |  |  |
| image | VARCHAR | 150 |  |  |  |
| Area | INT | 11 |  |  |  |
| Asunt | VARCHAR | 150 |  |  |  |
| client\_id | INT | 11 |  | X |  |
| created\_at | DATETIME |  |  | X |  |
| status\_id | INT | 11 |  | X |  |
| number\_ticket | VARCHAR | 200 |  |  |  |
| asigned\_id | INT | 11 |  | X |  |
| tipo\_requerimiento | INT | 11 |  |  | X |
| area\_id | INT | 11 |  | X | X |
| date\_atendid | DATETIME |  |  |  |  |
| Finalizado | TEXT |  |  |  |  |
| date\_finish | DATE |  |  |  |  |
| status\_ticket | INT | 11 |  |  | X |
| idImpact | INT | 11 |  | X |  |
| idUrgency | INT | 11 |  | X |  |
| idPriority | INT | 11 |  | X |  |
| idReasonCancellation | INT | 11 |  | X |  |
| descriptionReasonCancellation | VARCHAR | 100 |  |  |  |
| idCauseSolution | INT | 11 |  | X |  |
| ticketscol | VARCHAR | 45 |  |  |  |

***Tabla A4‑32 tabla tipos\_requerimientos***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| id | INT | 11 | X |  | X |
| name | VARCHAR | 100 |  |  |  |
| area\_id | INT | 11 |  | X | X |
| created\_at | DATETIME |  |  |  | X |
| idType | INT | 11 |  | X |  |
| idImpact | INT | 11 |  | X |  |
| idUrgency | INT | 11 |  | X |  |
| idPriority | INT | 11 |  | x |  |
| Active | TINYINT | 4 |  |  | X |

Fuente: Elaboración propia

***Tabla A4‑33 tabla type***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idType | INT | 11 | X |  | X |
| Description | VARCHAR | 45 |  |  |  |
| Active | TINYINT | 4 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑34 tabla typemobiledevice***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idTypeMobileDevice | INT | 11 | X |  | X |
| Description | VARCHAR | 50 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑35 tabla urgency***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idUrgency | INT | 11 | X |  | X |
| Description | VARCHAR | 45 |  |  |  |
| Active | TINYINT | 4 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑36 tabla user***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| id | INT | 11 | X |  | X |
| username | VARCHAR | 50 |  |  |  |
| name | VARCHAR | 50 |  |  |  |
| lastname | VARCHAR | 50 |  |  |  |
| email | VARCHAR | 255 |  |  |  |
| password | VARCHAR | 60 |  |  |  |
| profile\_pic | VARCHAR | 250 |  |  |  |
| is\_active | TINYINT | 1 |  |  |  |
| is\_admin | TINYINT | 1 |  |  |  |
| kind | INT | 11 |  |  |  |
| phone | VARCHAR | 50 |  |  |  |
| business | VARCHAR | 100 |  |  |  |
| fullname | VARCHAR | 100 |  |  |  |
| ruc | VARCHAR | 50 |  |  |  |
| ban | INT | 11 |  |  |  |
| created\_at | DATETIME |  |  |  |  |
| is\_client | TINYINT | 1 |  |  | X |
| latitude | VARCHAR | 200 |  |  |  |
| longitude | VARCHAR | 200 |  |  |  |
| is\_agente | INT | 11 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑37 tabla usermobiledevice***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idUserMobileDevice | INT | 11 | X |  | X |
| IdUser | INT | 11 |  | X |  |
| MobileIdentifier | VARCHAR | 500 |  |  |  |
| IdTypeMobileDevice | INT | 11 |  | X |  |
| IdMobilePlatform | INT | 11 |  | X |  |
| VersionOS | VARCHAR | 50 |  |  |  |
| RegisterDate | DATETIME |  |  |  |  |
| Notification | BIT | 1 |  |  |  |
| Token | VARCHAR | 250 |  |  |  |

Fuente: Elaboración propia

***Tabla A4‑38 tabla usuarios\_areas***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| Id | INT | 11 | X |  | X |
| user\_id | INT | 11 |  | X | X |
| area\_id | INT | 11 |  | X | X |
| created\_at | DATETIME |  |  |  | X |

Fuente: Elaboración propia

***Tabla A4‑39 tabla causesolution***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Campo** | **Tipo** | **Valores** | **PK** | **FK** | **NN** |
| idCauseSolution | INT | 11 | X |  | X |
| Description | VARCHAR | 100 |  |  |  |
| Active | TINYINT | 4 |  |  |  |

Fuente: Elaboración propia