Chatwoot 4.9.1 - Dicionário de dados

Versão sem descrições de campos (somente esquema)

Fonte: db/schema.rb
Tabelas: 85
Colunas: 831 (inclui chaves primárias implícitas)
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Observações

A coluna Extra consolida propriedades como limit/precision/scale/array e marcação de chave primária (PK) quando aplicável.

Tabela: access_tokens

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
owner_type	string	true		
owner_id	bigint	true		
token	string	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: account_saml_settings

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
sso_url	string	true		
certificate	text	true		
sp_entity_id	string	true		
idp_entity_id	string	true		
role_mappings	json	true	{}	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: account_users

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	true		
user_id	bigint	true		
role	integer	true	0	
inviter_id	bigint	true		
created_at	datetime	false		
updated_at	datetime	false		
active_at	datetime	true		
availability	integer	false	0	
auto_offline	boolean	false	true	
custom_role_id	bigint	true		
agent_capacity_policy_id	bigint	true		

Tabela: accounts

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
name	string	false		
created_at	datetime	false		
updated_at	datetime	false		
locale	integer	true	0	
domain	string	true		limit=100
support_email	string	true		limit=100
feature_flags	bigint	false	0	
auto_resolve_duration	integer	true		
limits	jsonb	true	{}	
custom_attributes	jsonb	true	{}	
status	integer	true	0	
internal_attributes	jsonb	false	{}	
settings	jsonb	true	{}	

Tabela: action_mailbox_inbound_emails

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
status	integer	false	0	
message_id	string	false		
message_checksum	string	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: active_storage_attachments

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
record_type	string	false		
record_id	bigint	false		
blob_id	bigint	false		
created_at	datetime	false		

Tabela: active_storage_blobs

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
key	string	false		
filename	string	false		
content_type	string	true		
metadata	text	true		
byte_size	bigint	false		
checksum	string	true		
created_at	datetime	false		
service_name	string	false		

Tabela: active_storage_variant_records

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
blob_id	bigint	false		
variation_digest	string	false		

Tabela: agent_bot_inboxes

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
inbox_id	integer	true		
agent_bot_id	integer	true		
status	integer	true	0	
created_at	datetime	false		
updated_at	datetime	false		
account_id	integer	true		

Tabela: agent_bots

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	true		
description	string	true		
outgoing_url	string	true		
created_at	datetime	false		
updated_at	datetime	false		
account_id	bigint	true		
bot_type	integer	true	0	
bot_config	jsonb	true	{}	

Tabela: agent_capacity_policies

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
name	string	false		limit=255
description	text	true		
exclusion_rules	jsonb	false	{}	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: applied_slas

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
sla_policy_id	bigint	false		
conversation_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		
sla_status	integer	true	0	

Tabela: article_embeddings

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
article_id	bigint	false		
term	text	false		
embedding	vector	true		limit=1536
created_at	datetime	false		
updated_at	datetime	false		

Tabela: articles

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
portal_id	integer	false		
category_id	integer	true		
folder_id	integer	true		
title	string	true		
description	text	true		
content	text	true		
status	integer	true		
views	integer	true		
created_at	datetime	false		
updated_at	datetime	false		
author_id	bigint	true		
associated_article_id	bigint	true		
meta	jsonb	true	{}	
slug	string	false		
position	integer	true		
locale	string	false	"en"	

Tabela: assignment_policies

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
name	string	false		limit=255
description	text	true		
assignment_order	integer	false	0	
conversation_priority	integer	false	0	
fair_distribution_limit	integer	false	100	
fair_distribution_window	integer	false	3600	
enabled	boolean	false	true	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: attachments

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
file_type	integer	true	0	
external_url	string	true		
coordinates_lat	float	true	0.0	
coordinates_long	float	true	0.0	
message_id	integer	false		
account_id	integer	false		
created_at	datetime	false		
updated_at	datetime	false		
fallback_title	string	true		
extension	string	true		
meta	jsonb	true	{}	

Tabela: audits

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
auditable_id	bigint	true		
auditable_type	string	true		
associated_id	bigint	true		
associated_type	string	true		
user_id	bigint	true		
user_type	string	true		
username	string	true		
action	string	true		
audited_changes	jsonb	true		
version	integer	true	0	
comment	string	true		
remote_address	string	true		
request_uuid	string	true		
created_at	datetime	true		

Tabela: automation_rules

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
name	string	false		
description	text	true		
event_name	string	false		
conditions	jsonb	false	"{}"	
actions	jsonb	false	"{}"	
created_at	datetime	false		
updated_at	datetime	false		
active	boolean	false	true	

Tabela: campaigns

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
display_id	integer	false		
title	string	false		
description	text	true		
message	text	false		
sender_id	integer	true		
enabled	boolean	true	true	
account_id	bigint	false		
inbox_id	bigint	false		
trigger_rules	jsonb	true	{}	
created_at	datetime	false		
updated_at	datetime	false		
campaign_type	integer	false	0	
campaign_status	integer	false	0	
audience	jsonb	true	[]	
scheduled_at	datetime	true		
trigger_only_during_business_hours	boolean	true	false	
template_params	jsonb	true		

Tabela: canned_responses

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
account_id	integer	false		
short_code	string	true		
content	text	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: captain_assistant_responses

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
question	string	false		
answer	text	false		
embedding	vector	true		limit=1536
assistant_id	bigint	false		
documentable_id	bigint	true		
account_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		
status	integer	false	1	
documentable_type	string	true		

Tabela: captain_assistants

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
account_id	bigint	false		
description	string	true		
created_at	datetime	false		
updated_at	datetime	false		
config	jsonb	false	{}	
response_guidelines	jsonb	true	[]	
guardrails	jsonb	true	[]	

Tabela: captain_custom_tools

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
slug	string	false		
title	string	false		
description	text	true		
http_method	string	false	"GET"	
endpoint_url	text	false		
request_template	text	true		
response_template	text	true		
auth_type	string	true	"none"	
auth_config	jsonb	true	{}	
param_schema	jsonb	true	[]	
enabled	boolean	false	true	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: captain_documents

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	true		
external_link	string	false		
content	text	true		
assistant_id	bigint	false		
account_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		
status	integer	false	0	
metadata	jsonb	true	{}	

Tabela: captain_inboxes

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
captain_assistant_id	bigint	false		
inbox_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: captain_scenarios

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
title	string	true		
description	text	true		
instruction	text	true		
tools	jsonb	true	[]	
enabled	boolean	false	true	
assistant_id	bigint	false		
account_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: categories

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
portal_id	integer	false		
name	string	true		
description	text	true		
position	integer	true		
created_at	datetime	false		
updated_at	datetime	false		
locale	string	true	"en"	
slug	string	false		
parent_category_id	bigint	true		
associated_category_id	bigint	true		
icon	string	true	""	

Tabela: channel_api

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
webhook_url	string	true		
created_at	datetime	false		
updated_at	datetime	false		
identifier	string	true		
hmac_token	string	true		
hmac_mandatory	boolean	true	false	
additional_attributes	jsonb	true	{}	

Tabela: channel_email

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
email	string	false		
forward_to_email	string	false		
created_at	datetime	false		
updated_at	datetime	false		
imap_enabled	boolean	true	false	
imap_address	string	true	""	
imap_port	integer	true	0	
imap_login	string	true	""	
imap_password	string	true	""	
imap_enable_ssl	boolean	true	true	
smtp_enabled	boolean	true	false	
smtp_address	string	true	""	
smtp_port	integer	true	0	
smtp_login	string	true	""	
smtp_password	string	true	""	
smtp_domain	string	true	""	
smtp_enable_starttls_auto	boolean	true	true	
smtp_authentication	string	true	"login"	
smtp_openssl_verify_mode	string	true	"none"	
smtp_enable_ssl_tls	boolean	true	false	
provider_config	jsonb	true	{}	
provider	string	true		
verified_for_sending	boolean	false	false	

Tabela: channel_facebook_pages

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
page_id	string	false		
user_access_token	string	false		
page_access_token	string	false		
account_id	integer	false		
created_at	datetime	false		
updated_at	datetime	false		
instagram_id	string	true		

Tabela: channel_instagram

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
access_token	string	false		
expires_at	datetime	false		
account_id	integer	false		
instagram_id	string	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: channel_line

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
line_channel_id	string	false		
line_channel_secret	string	false		
line_channel_token	string	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: channel_sms

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
phone_number	string	false		
provider	string	true	"default"	
provider_config	jsonb	true	{}	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: channel_telegram

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
bot_name	string	true		
account_id	integer	false		
bot_token	string	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: channel_tiktok

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
business_id	string	false		
access_token	string	false		
expires_at	datetime	false		
refresh_token	string	false		
refresh_token_expires_at	datetime	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: channel_twilio_sms

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
phone_number	string	true		
auth_token	string	false		
account_sid	string	false		
account_id	integer	false		
created_at	datetime	false		
updated_at	datetime	false		
medium	integer	true	0	
messaging_service_sid	string	true		
api_key_sid	string	true		
content_templates	jsonb	true	{}	
content_templates_last_updated	datetime	true		

Tabela: channel_twitter_profiles

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
profile_id	string	false		
twitter_access_token	string	false		
twitter_access_token_secret	string	false		
account_id	integer	false		
created_at	datetime	false		
updated_at	datetime	false		
tweets_enabled	boolean	true	true	

Tabela: channel_voice

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
phone_number	string	false		
provider	string	false	"twilio"	
provider_config	jsonb	false		
account_id	integer	false		
additional_attributes	jsonb	true	{}	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: channel_web_widgets

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
website_url	string	true		
account_id	integer	true		
created_at	datetime	false		
updated_at	datetime	false		
website_token	string	true		
widget_color	string	true	"#1f93ff"	
welcome_title	string	true		
welcome_tagline	string	true		
feature_flags	integer	false	7	
reply_time	integer	true	0	
hmac_token	string	true		
pre_chat_form_enabled	boolean	true	false	
pre_chat_form_options	jsonb	true	{}	
hmac_mandatory	boolean	true	false	
continuity_via_email	boolean	false	true	
allowed_domains	text	true	""	

Tabela: channel_whatsapp

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
phone_number	string	false		
provider	string	true	"default"	
provider_config	jsonb	true	{}	
created_at	datetime	false		
updated_at	datetime	false		
message_templates	jsonb	true	{}	
message_templates_last_updated	datetime	true		

Tabela: companies

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
domain	string	true		
description	text	true		
account_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		
contacts_count	integer	true		

Tabela: contact_inboxes

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
contact_id	bigint	true		
inbox_id	bigint	true		
source_id	text	false		
created_at	datetime	false		
updated_at	datetime	false		
hmac_verified	boolean	true	false	
pubsub_token	string	true		

Tabela: contacts

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
name	string	true	""	
email	string	true		
phone_number	string	true		
account_id	integer	false		
created_at	datetime	false		
updated_at	datetime	false		
additional_attributes	jsonb	true	{}	
identifier	string	true		
custom_attributes	jsonb	true	{}	
last_activity_at	datetime	true		
contact_type	integer	true	0	
middle_name	string	true	""	
last_name	string	true	""	
location	string	true	""	
country_code	string	true	""	
blocked	boolean	false	false	
company_id	bigint	true		

Tabela: conversation_participants

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
user_id	bigint	false		
conversation_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: conversations

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
account_id	integer	false		
inbox_id	integer	false		
status	integer	false	0	
assignee_id	integer	true		
created_at	datetime	false		
updated_at	datetime	false		
contact_id	bigint	true		
display_id	integer	false		
contact_last_seen_at	datetime	true		
agent_last_seen_at	datetime	true		
additional_attributes	jsonb	true	{}	
contact_inbox_id	bigint	true		
uuid	uuid	false	-> { "gen_random_uuid()" }	
identifier	string	true		
last_activity_at	datetime	false	-> { "CURRENT_TIMESTAMP" }	
team_id	bigint	true		
campaign_id	bigint	true		
snoozed_until	datetime	true		
custom_attributes	jsonb	true	{}	
assignee_last_seen_at	datetime	true		
first_reply_created_at	datetime	true		
priority	integer	true		
sla_policy_id	bigint	true		
waiting_since	datetime	true		
cached_label_list	text	true		
assignee_agent_bot_id	bigint	true		

Tabela: copilot_messages

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
copilot_thread_id	bigint	false		
account_id	bigint	false		
message	jsonb	false	{}	
created_at	datetime	false		
updated_at	datetime	false		
message_type	integer	true	0	

Tabela: copilot_threads

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
title	string	false		
user_id	bigint	false		
account_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		
assistant_id	integer	true		

Tabela: csat_survey_responses

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
conversation_id	bigint	false		
message_id	bigint	false		
rating	integer	false		
feedback_message	text	true		
contact_id	bigint	false		
assigned_agent_id	bigint	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: custom_attribute_definitions

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
attribute_display_name	string	true		
attribute_key	string	true		
attribute_display_type	integer	true	0	
default_value	integer	true		
attribute_model	integer	true	0	
account_id	bigint	true		
created_at	datetime	false		
updated_at	datetime	false		
attribute_description	text	true		
attribute_values	jsonb	true	[]	
regex_pattern	string	true		
regex_cue	string	true		

Tabela: custom_filters

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
filter_type	integer	false	0	
query	jsonb	false	"{}"	
account_id	bigint	false		
user_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: custom_roles

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	true		
description	string	true		
account_id	bigint	false		
permissions	text	true	[]	array=true
created_at	datetime	false		
updated_at	datetime	false		

Tabela: dashboard_apps

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
title	string	false		
content	jsonb	true	[]	
account_id	bigint	false		
user_id	bigint	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: data_imports

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
data_type	string	false		
status	integer	false	0	
processing_errors	text	true		
total_records	integer	true		
processed_records	integer	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: email_templates

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
body	text	false		
account_id	integer	true		
template_type	integer	true	1	
locale	integer	false	0	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: folders

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
category_id	integer	false		
name	string	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: inbox_assignment_policies

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
inbox_id	bigint	false		
assignment_policy_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: inbox_capacity_limits

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
agent_capacity_policy_id	bigint	false		
inbox_id	bigint	false		
conversation_limit	integer	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: inbox_members

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
user_id	integer	false		
inbox_id	integer	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: inboxes

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
channel_id	integer	false		
account_id	integer	false		
name	string	false		
created_at	datetime	false		
updated_at	datetime	false		
channel_type	string	true		
enable_auto_assignment	boolean	true	true	
greeting_enabled	boolean	true	false	
greeting_message	string	true		
email_address	string	true		
working_hours_enabled	boolean	true	false	
out_of_office_message	string	true		
timezone	string	true	"UTC"	
enable_email_collect	boolean	true	true	
csat_survey_enabled	boolean	true	false	
allow_messages_after_resolved	boolean	true	true	
auto_assignment_config	jsonb	true	{}	
lock_to_single_conversation	boolean	false	false	
portal_id	bigint	true		
sender_name_type	integer	false	0	
business_name	string	true		
csat_config	jsonb	false	{}	

Tabela: installation_configs

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
serialized_value	jsonb	false	{}	
created_at	datetime	false		
updated_at	datetime	false		
locked	boolean	false	true	

Tabela: integrations_hooks

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
status	integer	true	1	
inbox_id	integer	true		
account_id	integer	true		
app_id	string	true		
hook_type	integer	true	0	
reference_id	string	true		
access_token	string	true		
created_at	datetime	false		
updated_at	datetime	false		
settings	jsonb	true	{}	

Tabela: labels

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
title	string	true		
description	text	true		
color	string	false	"#1f93ff"	
show_on_sidebar	boolean	true		
account_id	bigint	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: leaves

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
user_id	bigint	false		
start_date	date	false		
end_date	date	false		
leave_type	integer	false	0	
status	integer	false	0	
reason	text	true		
approved_by_id	bigint	true		
approved_at	datetime	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: macros

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
name	string	false		
visibility	integer	true	0	
created_by_id	bigint	true		
updated_by_id	bigint	true		
actions	jsonb	false	{}	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: mentions

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
user_id	bigint	false		
conversation_id	bigint	false		
account_id	bigint	false		
mentioned_at	datetime	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: messages

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
content	text	true		
account_id	integer	false		
inbox_id	integer	false		
conversation_id	integer	false		
message_type	integer	false		
created_at	datetime	false		
updated_at	datetime	false		
private	boolean	false	false	
status	integer	true	0	
source_id	text	true		
content_type	integer	false	0	
content_attributes	json	true	{}	
sender_type	string	true		
sender_id	bigint	true		
external_source_ids	jsonb	true	{}	
additional_attributes	jsonb	true	{}	
processed_message_content	text	true		
sentiment	jsonb	true	{}	

Tabela: notes

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
content	text	false		
account_id	bigint	false		
contact_id	bigint	false		
user_id	bigint	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: notification_settings

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	true		
user_id	integer	true		
email_flags	integer	false	0	
created_at	datetime	false		
updated_at	datetime	false		
push_flags	integer	false	0	

Tabela: notification_subscriptions

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
user_id	bigint	false		
subscription_type	integer	false		
subscription_attributes	jsonb	false	{}	
created_at	datetime	false		
updated_at	datetime	false		
identifier	text	true		

Tabela: notifications

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	bigint	false		
user_id	bigint	false		
notification_type	integer	false		
primary_actor_type	string	false		
primary_actor_id	bigint	false		
secondary_actor_type	string	true		
secondary_actor_id	bigint	true		
read_at	datetime	true		
created_at	datetime	false		
updated_at	datetime	false		
snoozed_until	datetime	true		
last_activity_at	datetime	true	-> { "CURRENT_TIMESTAMP" }	
meta	jsonb	true	{}	

Tabela: platform_app_permissibles

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
platform_app_id	bigint	false		
permissible_type	string	false		
permissible_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: platform_apps

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: portals

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	false		
name	string	false		
slug	string	false		
custom_domain	string	true		
color	string	true		
homepage_link	string	true		
page_title	string	true		
header_text	text	true		
created_at	datetime	false		
updated_at	datetime	false		
config	jsonb	true	{"allowed_locales" => ["en"]}	
archived	boolean	true	false	
channel_web_widget_id	bigint	true		
ssl_settings	jsonb	false	{}	

Tabela: portals_members

Coluna	Tipo	Nulo	Default	Extra
portal_id	bigint	false		
user_id	bigint	false		

Tabela: related_categories

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
category_id	bigint	true		
related_category_id	bigint	true		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: reporting_events

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	true		
value	float	true		
account_id	integer	true		
inbox_id	integer	true		
user_id	integer	true		
conversation_id	integer	true		
created_at	datetime	false		
updated_at	datetime	false		
value_in_business_hours	float	true		
event_start_time	datetime	true		
event_end_time	datetime	true		

Tabela: sla_events

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
applied_sla_id	bigint	false		
conversation_id	bigint	false		
account_id	bigint	false		
sla_policy_id	bigint	false		
inbox_id	bigint	false		
event_type	integer	true		
meta	jsonb	true	{}	
created_at	datetime	false		
updated_at	datetime	false		

Tabela: sla_policies

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
first_response_time_threshold	float	true		
next_response_time_threshold	float	true		
only_during_business_hours	boolean	true	false	
account_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		
description	string	true		
resolution_time_threshold	float	true		

Tabela: taggings

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
tag_id	integer	true		
taggable_type	string	true		
taggable_id	integer	true		
tagger_type	string	true		
tagger_id	integer	true		
context	string	true		limit=128
created_at	datetime	true		

Tabela: tags

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
name	string	true		
taggings_count	integer	true	0	

Tabela: team_members

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
team_id	bigint	false		
user_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: teams

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
name	string	false		
description	text	true		
allow_auto_assign	boolean	true	true	
account_id	bigint	false		
created_at	datetime	false		
updated_at	datetime	false		

Tabela: users

Coluna	Tipo	Nulo	Default	Extra
id	serial	false		PK
provider	string	false	"email"	
uid	string	false	""	
encrypted_password	string	false	""	
reset_password_token	string	true		
reset_password_sent_at	datetime	true		
remember_created_at	datetime	true		
sign_in_count	integer	false	0	
current_sign_in_at	datetime	true		
last_sign_in_at	datetime	true		
current_sign_in_ip	string	true		
last_sign_in_ip	string	true		
confirmation_token	string	true		
confirmed_at	datetime	true		
confirmation_sent_at	datetime	true		
unconfirmed_email	string	true		
name	string	false		
display_name	string	true		
email	string	true		
tokens	json	true		
created_at	datetime	false		
updated_at	datetime	false		
pubsub_token	string	true		
availability	integer	true	0	
ui_settings	jsonb	true	{}	
custom_attributes	jsonb	true	{}	
type	string	true		
message_signature	text	true		
otp_secret	string	true		
consumed_timestep	integer	true		
otp_required_for_login	boolean	true	false	
otp_backup_codes	text	true		

Tabela: webhooks

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
account_id	integer	true		
inbox_id	integer	true		
url	string	true		
created_at	datetime	false		
updated_at	datetime	false		
webhook_type	integer	true	0	
subscriptions	jsonb	true	["conversation_status_ch anged"	
name	string	true		

Tabela: working_hours

Coluna	Tipo	Nulo	Default	Extra
id	bigint	false		PK
inbox_id	bigint	true		
account_id	bigint	true		
day_of_week	integer	false		
closed_all_day	boolean	true	false	
open_hour	integer	true		
open_minutes	integer	true		
close_hour	integer	true		
close_minutes	integer	true		
created_at	datetime	false		
updated_at	datetime	false		
open_all_day	boolean	true	false	