

ⓔ chats
id : VARCHAR «PK»
title : VARCHAR client_name : VARCHAR created_at : TIMESTAMP updated_at : TIMESTAMP

содержит

имеет отчеты

ⓔ chat_reports
id : INTEGER «PK»
chat_id : VARCHAR «FK» report_date : TIMESTAMP total_messages : INTEGER company_messages : INTEGER client_messages : INTEGER positive_count : INTEGER neutral_count : INTEGER negative_count : INTEGER sentiment_score : FLOAT professionalism_score : FLOAT clarity_score : FLOAT problem_solving_score : FLOAT closure_score : FLOAT

ⓔ messages

id : VARCHAR «PK»

chat_id : VARCHAR «FK»
text : TEXT
is_from_company : BOOL