⚠ DEFEITOS IDENTIFICADOS
Base de Dados: grupotestop_helpdesk

> **CRÍTICO: Esta base de dados apresenta vulnerabilidades significativas**

Lista de Defeitos Detectados:

1. Ausência de chaves estrangeiras (FOREIGN KEY)
2. ⚠ Falta de workflow states validation
3. ⚠ Sem audit trail de alterações
4. ⚠ Índices insuficientes

Impacto:

- Risco elevado de inconsistência de dados
- Impossibilidade de garantir integridade referencial
- Performance sub-ótima das consultas
- Dificuldade de manutenção e debugging
- Vulnerabilidade a dados órfãos

Recomendações Prioritárias:

1. URGENTE: Implementar chaves estrangeiras
2. ALTA: Adicionar índices nas colunas críticas
3. ALTA: Criar constraints de validação
4. MÉDIA: Normalizar estruturas redundantes
5. MÉDIA: Implementar estratégia de backup

Esquema da Base de Dados: grupotestop_helpdesk

attachments

id	int
ticket_id	int
message_id	int
name	varchar
user_id	int
contact_id	int
size	int
path	varchar

backup

id	int
name	varchar
details	longtext
created_at	timestamp
updated_at	timestamp

categories

id	int
name	varchar
color	varchar
created_at	timestamp
updated_at	timestamp
deleted_at	timestamp

cities

id	int
name	varchar
deleted_at	timestamp

comments

id	int
ticket_id	int
user_id	int
contact_id	int
details	text
created_at	timestamp
updated_at	timestamp

contacts

id	int
organization_id	int
first_name	varchar
last_name	varchar
email	varchar
phone	varchar
address	varchar
city	varchar

conversations

id	bigint
title	varchar
contact_id	int
created_at	timestamp
updated_at	timestamp
deleted_at	timestamp

countries

id	int
code	varchar
name	varchar

departments

id	int
name	varchar
deleted_at	timestamp

email_templates

id	int
name	varchar
details	varchar
slug	varchar
language	varchar
html	text

failed_jobs

id	bigint
uuid	varchar
connection	text
queue	text
payload	longtext
exception	longtext
failed_at	timestamp

faqs

id	int
name	varchar
details	text
status	int
created_at	timestamp
updated_at	timestamp

front_pages

id	int
title	varchar
slug	varchar
is_active	int
html	longtext
created_at	timestamp
updated_at	timestamp

jobs

id	bigint
queue	varchar
payload	longtext
attempts	tinyint
reserved_at	int
available_at	int
created_at	int

knowledge_base

id	int
title	varchar
details	text
type_id	int
created_at	timestamp
updated_at	timestamp

languages

id	int
code	varchar
name	varchar

Esquema da Base de Dados: grupotestop_helpdesk

messages

id	int
guid	int
conversation_id	int
user_id	int
contact_id	int
is_read	int
message	text
created_at	timestamp

migrations

id	int
migration	varchar
batch	int

notes

id	int
user_id	int
name	varchar
details	text
color	varchar
created_at	timestamp
updated_at	timestamp

organizations

id	int
name	varchar
email	varchar
phone	varchar
address	varchar
city	varchar
region	varchar
country	varchar

participants

id	int
conversation_id	int
user_id	int
contact_id	int
created_at	timestamp
updated_at	timestamp

password_resets

email	varchar
token	varchar
created_at	timestamp

pending_emails

id	int
user_id	int
ticket_id	int
type	varchar
value	text
created_at	timestamp
updated_at	timestamp

pending_users

id	int
user_id	int
ticket_id	int
first_name	varchar
last_name	varchar
phone	varchar
email	varchar
password	varchar
... +5 colunas	

personal_access_tokens

id	bigint
tokenable_type	varchar
tokenable_id	bigint
name	varchar
token	varchar
abilities	text
last_used_at	timestamp
expires_at	timestamp
... +2 colunas	

posts

id	int
title	varchar
author_id	int
is_active	int
image	varchar
type_id	int
details	text
created_at	timestamp
... +1 colunas	

priorities

id	int
name	varchar
deleted_at	timestamp

reviews

id	int
ticket_id	int
user_id	int
rating	int
review	text
created_at	timestamp
updated_at	timestamp

roles

id	int
name	varchar
slug	varchar
access	longtext
created_at	timestamp
updated_at	timestamp

settings

id	int
name	varchar
slug	varchar
type	varchar
value	text

status

id	int
name	varchar
slug	varchar
deleted_at	timestamp

tickets

id	int
uid	varchar
subject	varchar
status_id	int
open	timestamp
due	timestamp
close	timestamp
response	timestamp
... +16 colunas	

Esquema da Base de Dados: grupotestop_helpdesk

types

Column	Type
id	int
name	varchar
deleted_at	timestamp

users

Column	Type
id	int
role_id	int
title	varchar
locale	varchar
country_id	int
address	varchar
city	varchar
first_name	varchar

... +10 colunas