

Plataforma de configuración (modelo de datos)

Modelo de datos

Núcleo multi-tenant

tenants

- id: UUID PRIMARY KEY
- name: VARCHAR(255) NOT NULL
- slug: VARCHAR(255) UNIQUE NOT NULL
- status: VARCHAR(20) NOT NULL
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()
- updated_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

ejemplos:

```
[
  {
    "id": "6f717b5a-1a2b-4c3d-9e8f-112233445566",
    "name": "Seguridad ACME S.A.",
    "slug": "seguridad-acme-sa",
    "status": "active",
    "created_at": "2025-08-26T12:00:00.000Z",
    "updated_at": "2025-08-26T12:00:00.000Z"
  },
  {
    "id": "d2c4a8e1-7b9f-4a6e-8a1b-77889900aabb",
    "name": "Guardianes SRL",
    "slug": "guardianes-srl",
    "status": "active",
    "created_at": "2025-08-26T12:10:00.000Z",
    "updated_at": "2025-08-26T12:10:00.000Z"
  },
]
```

```
{
  "id": "b1a2c3d4-e5f6-4711-8899-001122334455",
  "name": "Monitoreo Patagónico",
  "slug": "monitoreo-patagonico",
  "status": "suspended",
  "created_at": "2025-08-20T09:30:00.000Z",
  "updated_at": "2025-08-25T18:45:12.000Z"
}
```

users

- id: UUID PRIMARY KEY
- email: VARCHAR(255) UNIQUE NOT NULL
- name: VARCHAR(150) NOT NULL
- hash_password: TEXT NOT NULL
- status: VARCHAR(20) NOT NULL
- last_login_at: TIMESTAMPTZ
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

tenant_users

- id: UUID PRIMARY KEY
- tenant_id: UUID NOT NULL
- user_id: UUID NOT NULL
- role: VARCHAR(50) NOT NULL
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

Credenciales y configuración

tenant_credentials

- id: UUID PRIMARY KEY
- tenant_id: UUID NOT NULL
- provider: VARCHAR(50) NOT NULL

- name: VARCHAR(100) NOT NULL
- data_ciphertext: TEXT NOT NULL
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()
- updated_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

ejemplos

```
[
  {
    "id": "d8d1a1a4-3c55-4f44-9a1a-223344556677",
    "tenant_id": "6f717b5a-1a2b-4c3d-9e8f-112233445566",
    "provider": "openai",
    "name": "default",
    "data_ciphertext": "AAECAwQFBgcICQoLDA0ODxAREhMUFRYXGBkaGx
wdHyg=",
    "created_at": "2025-08-26T12:05:00.000Z",
    "updated_at": "2025-08-26T12:05:00.000Z"
  }
]
```

tenant_settings

- tenant_id: UUID
- model: VARCHAR(100) NOT NULL
- transcription_provider: VARCHAR(50)
- recording_enabled: BOOLEAN NOT NULL DEFAULT false
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()
- updated_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

ejemplo

```
[
  {
    "tenant_id": "6f717b5a-1a2b-4c3d-9e8f-112233445566",
    "model": "gpt-4o-mini",
    "transcription_provider": "google",
```

```

    "recording_enabled": true,
    "created_at": "2025-08-26T12:00:00.000Z",
    "updated_at": "2025-08-26T12:00:00.000Z"
  }
]

```

tenant_phone_numbers

- id: UUID PRIMARY KEY
- tenant_id: UUID NOT NULL
- e164: VARCHAR(20) NOT NULL UNIQUE
- label: VARCHAR(100)
- default_language: VARCHAR(10) NOT NULL
- default_voice: VARCHAR(50)
- timezone: VARCHAR(50) NOT NULL
- active: BOOLEAN NOT NULL DEFAULT true
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

ejemplo

```

[
  {
    "id": "f1a2b3c4-0001-4000-8000-000000000001",
    "tenant_id": "6f717b5a-1a2b-4c3d-9e8f-112233445566",
    "e164": "+14155550100",
    "label": "Salida principal AR",
    "default_language": "es-AR",
    "default_voice": "es-AR-Standard-A",
    "timezone": "America/Argentina/Buenos_Aires",
    "active": true,
    "created_at": "2025-08-26T12:20:00.000Z"
  }
]

```

Prompts (mensajes de system)

prompts

- id: UUID PRIMARY KEY
- tenant_id: UUID NOT NULL
- name: VARCHAR(255) NOT NULL
- description: TEXT
- scope: VARCHAR(50) NOT NULL
- active: BOOLEAN DEFAULT TRUE
- priority: INTEGER DEFAULT 0
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()
- updated_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

ejemplo

```
[
  {
    "id": "11111111-1111-4111-8111-111111111111",
    "tenant_id": "6f717b5a-1a2b-4c3d-9e8f-112233445566",
    "name": "Base Global Español",
    "description": "Instrucciones generales de la IA para todas las llamadas",
    "scope": "global",
    "active": true,
    "priority": 100,
    "created_at": "2025-08-26T12:00:00.000Z",
    "updated_at": "2025-08-26T12:10:00.000Z"
  },
  {
    "id": "22222222-2222-4222-8222-222222222222",
    "tenant_id": "6f717b5a-1a2b-4c3d-9e8f-112233445566",
    "name": "Apertura fuera de horario",
    "description": "Guión para eventos de door_open fuera de horario",
    "scope": "event_type",
    "active": true,
    "priority": 10,
    "created_at": "2025-08-26T12:05:00.000Z",
    "updated_at": "2025-08-26T12:05:00.000Z"
  }
]
```

```

},
{
  "id": "33333333-3333-4333-8333-333333333333",
  "tenant_id": "6f717b5a-1a2b-4c3d-9e8f-112233445566",
  "name": "Cliente VIP ACME",
  "description": "Adaptaciones específicas para el cliente ACME",
  "scope": "account",
  "active": true,
  "priority": 5,
  "created_at": "2025-08-26T12:06:00.000Z",
  "updated_at": "2025-08-26T12:06:00.000Z"
},
{
  "id": "33333333-3333-4333-8333-333333333333",
  "tenant_id": "6f717b5a-1a2b-4c3d-9e8f-112233445566",
  "name": "Número de región X",
  "description": "Adaptaciones específicas para la región X",
  "scope": "phone-number",
  "active": true,
  "priority": 5,
  "created_at": "2025-08-26T12:06:00.000Z",
  "updated_at": "2025-08-26T12:06:00.000Z"
}
]

```

prompt_versions

- id: UUID PRIMARY KEY
- prompt_id: UUID NOT NULL
- version: INTEGER NOT NULL
- content: TEXT NOT NULL
- created_by_user_id: UUID
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

ejemplo

```
[
  {
    "id": "aaaaaaa1-aaaa-4aaa-8aaa-aaaaaaaaaaa1",
    "prompt_id": "1111111-1111-4111-8111-11111111111",
    "version": 1,
    "content": "Actúa como agente en español neutro, verifica identidad y palabra clave.",
    "created_by_user_id": "99999999-9999-4999-8999-999999999999",
    "created_at": "2025-08-26T12:00:00.000Z"
  },
  {
    "id": "aaaaaaa2-aaaa-4aaa-8aaa-aaaaaaaaaaa2",
    "prompt_id": "1111111-1111-4111-8111-11111111111",
    "version": 2,
    "content": "Actúa como agente en español, confirma horario de evento y valida clave.",
    "created_by_user_id": "99999999-9999-4999-8999-999999999999",
    "created_at": "2025-08-26T12:10:00.000Z"
  },
  {
    "id": "bbbbbb1-bbbb-4bbb-8bbb-bbbbbbbbbbb1",
    "prompt_id": "2222222-2222-4222-8222-22222222222",
    "version": 1,
    "content": "Evento de apertura fuera de horario. Prioriza contacto y verificación inmediata.",
    "created_by_user_id": "99999999-9999-4999-8999-999999999999",
    "created_at": "2025-08-26T12:05:00.000Z"
  },
  {
    "id": "ccccccc1-cccc-4ccc-8ccc-ccccccccccc1",
    "prompt_id": "3333333-3333-4333-8333-33333333333",
    "version": 1,
    "content": "Cliente ACME: tono formal, confirmar palabra clave 'sol rojo'.",
    "created_by_user_id": "99999999-9999-4999-8999-999999999999",
    "created_at": "2025-08-26T12:06:00.000Z"
  }
]
```

```
}  
]
```

prompt_bindings

- id: UUID PRIMARY KEY
- prompt_id: UUID NOT NULL
- account_ref: VARCHAR(100)
- event_type: VARCHAR(50)
- created_at: TIMESTAMPTZ NOT NULL DEFAULT NOW()

ejemplo

```
[  
  {  
    "id": "bind-0001-0001-0001-000100010001",  
    "prompt_id": "22222222-2222-4222-8222-222222222222",  
    "account_ref": null,  
    "event_type": "door_open",  
    "conditions_json": {  
      "outside_business_hours": true  
    },  
    "created_at": "2025-08-26T12:05:30.000Z"  
  },  
  {  
    "id": "bind-0002-0002-0002-000200020002",  
    "prompt_id": "33333333-3333-4333-8333-333333333333",  
    "account_ref": "ACME-001234",  
    "event_type": null,  
    "conditions_json": {  
      "language_override": "es-AR",  
      "voice_override": "es-AR-Standard-A"  
    },  
    "created_at": "2025-08-26T12:06:30.000Z"  
  },  
  {  
    "id": "bind-0003-0003-0003-000300030003",
```

```
"prompt_id": "22222222-2222-4222-8222-222222222222",  
"account_ref": "ACME-001234",  
"event_type": "door_open",  
"conditions_json": {  
  "zone_in": ["Z1", "Z2"]  
},  
"created_at": "2025-08-26T12:07:00.000Z"  
}  
]
```