Turn.io Data Dictionary

ATTACHMENTS	
The attachments table contains all your pre-loaded content.	
id	Identifier for attachment.
inserted_at	The timestamp when attachment was received.
uri	The URL that points at the media API from where one can download media assets.
updated_at	The timestamp when the attachment was last updated. Due to the nature of streaming every update will result in a new row entry.
media_id	Identifier for the media asset that can be used with the media API to download the media asset.
media_type	Whether the attachment is an audio, voice, document, location etc. file.

CHATS	
The chats table contains all data pertaining to a user that are engaging with your service. The chats table can be joined to the messages table using the id column.	
id	Identifier for a chat. Can be used to join messages and chats tables.
uuid	Identifier for a chat.
owner	The mobile number of the user you are engaging with.
state	A chat is either OPEN or CLOSED. A chat can be opened by an inbound message or an operator. A chat can be closed by an operator or using the messaging API.
state_reason	The reason for the state, e.g. 'Re-opened by inbound'.
title	The user's name as set by them on WhatsApp. In the Turn.io UI this displayed as the WhatsApp Profile Name in the contact profile.
inbound_timestamp	The timestamp of the last message sent to this user.
outbound_timestamp	The timestamp of the last message received from this user.
unread_count	The number of messages from a user not yet read by coaches.
assigned_to_id	The identifier of the operator that the chat is assigned to.
inserted_at	The timestamp when the user engaged with your service for the first time (i.e. time of first message).
updated_at	The timestamp when the chat was updated. Due to the nature of streaming every update will result in a new row entry.

CONTACT_DETAILS	
The contact_details table contains all data for a contact. This includes both the default and custom profile fields. The contact_details table can be joined to the chats table using the contact_id column.	
id	Identifier for a contact's profile details.
uuid	Identifier for a contact's profile details.
latest	This columns indicate whether it is the most recent details for the contact. In most cases you would be looking for latest=true to obtain the latest information for a contact.
generation	The generation field automatically increments by 1 for every change made to the contact's profile.
number_id	Identifier for your WhatsApp number. This column can be ignored.
contact_id	Identifier for a contact. Can be used to join contact_details and chats tables to get the user's number for example.
contact_schema_id	Identifier for a contact schema. Changes to contact fields will result in a new schema.
fields	This is a json field that contains all the fields in specific schema and details you have captured for the contact at that point in time.
inserted_at	The timestamp when the contact details was created.
updated_at	The timestamp when the contact details was updated. Due to the nature of streaming every update will result in a new row entry.

FAQS	
The faqs table contains all your pre-loaded content. The faqs table can be joined to the messages table using the uuid column.	
id	Identifier for pre-loaded content.
uuid	Identifier for pre-loaded content. Can be used to join faqs and messages table.
answer	The body of your pre-loaded content.
question	The title of your pre-loaded content.
language	The language you assigned to your content.
is_deleted	Whether this piece of pre-loaded content is deleted or not.
inserted_at	The timestamp that the pre-loaded content was added.
updated_at	The timestamp of the last update made to the pre-loaded content. Due to the nature of streaming every update will result in a new row entry.

MESSAGES	
The messages table contains all data for individual messages. The messages table can be joined to the chats table using the chat_id column. The messages table can be joined to the faqs table using the faq_uuid.	
id	Identifier for a message.
uuid	Identifier for a message.
chat_id	Identifier for a chat. Can be used to join messages and chats tables.
external_id	Identifier sent by WhatsApp. Can be used to join messages and attachments table.
message_type	Whether the message is text, audio, voice, document, location etc.
content	The actual message that was sent or received.
author	This is a json field that tells you who sent the message. The **type** can be one of the following options. If the message is **sent** by your service (i.e. an outbound message) the author can be: - OPERATOR meaning it was sent by a coach; - AUTOMATOR meaning it was sent because an automation was trigger; - SYSTEM meaning it was sent by the API or using a webhook; and - THREAD meaning it was sent as part of a message flow. If the message is **received** (ie. an inbound message) the author will OWNER. The **name** will tell you name of the operator, specific automation or thread or the user's WhatsApp Profile Name.
direction	Whether the message was sent (outbound) or received (inbound).
from_addr	The mobile number of the user you are engaging with.
faq_uuid	The identifier of the specifc pre-loaded message that was sent. This link to the FAQs table.
inserted_at	The timestamp that the message was sent or received by Turn.

MESSAGE_ATTACHMENTS	
The message_attachments table links the media attachments to other tables.	
id	Identifier for the message attachment table.
filename	The name of the document you've received. WhatsApp only sends the filename for documents and not for image, video or audio files.
caption	Any text you send with an image or video. Audio and documents do not have captions.
attachment_id	Identifier for an attachment. This column can be used to join the attachments and message_attachments tables.
chat_id	Identifier for a chat. This column can be used to join the chats and message_attachments tables.
message_id	Identifier for a message. This column can be used to join the messages and message_attachments tables.
inserted_at	The timestamp when the message attachment was created.
updated_at	The timestamp when the message attachment was updated. Due to the nature of streaming every update will result in a new row entry.

MESSAGE_TAGS	
The message_tags table contains all data for labels on messages, both messages with labels and when labels was removed. The message_tags table can be joined to the message table using the message_id column. The message_tags table can joined to the number_tags table by usung the number_tag_id column.	
id	Identifier for a label on a message.
message_id	Identifier for a message. Can be used to join to the message table to connect messages and labels.
number_tag_id	Identifier for the a label/tag. Can be used to join to the message_tags and number_tags table to get the label name.
confidence	This is a number between 0 and 1. If the number equals 1.0 it means the message was label by a team member. If the number is less than it means the message was labelled by the NLU model. The number in this case indicates the probability assigned by the model.
metadata	If the message was labelled by an NLU model, this column stores metadata for the model including the identified intent, confidence and model name.
enabled	True or False. True means the message has the label. False means the label has been removed from the label.
inserted_at	The timestamp when the label on a message was inserted. This can be the action of adding or deleting the label.
updated_at	The timestamp when the label on a message was updated. Due to the nature of streaming every update will result in a new row entry.

NUMBER_TAGS	

Turn.io Data Dictionary

The number_tags table contains all the labels available on your account. This include all default and custom labels. The number_tags table can joined to the message_tags table by usung the id column.	
id	Identifier for a label.
uuid	Identifer for a label.
color	The hex code for the colour of the label in the Turn.io user interface
value	The name of the labe in the the Turn.io user interface.
enabled	True or False. True means the label is active and available in the Turn.io user interface. False means the label has been deleted and is not available in the user interface.
number_id	Identifier for your phone number. This column can be ignored.
inserted_at	The timestamp when the label was created or deleted.
updated_at	The timestamp when the label was updated. Due to the nature of streaming every update will result in a new row entry and therefore the inserted_at and updated_at timestamps will be the same.