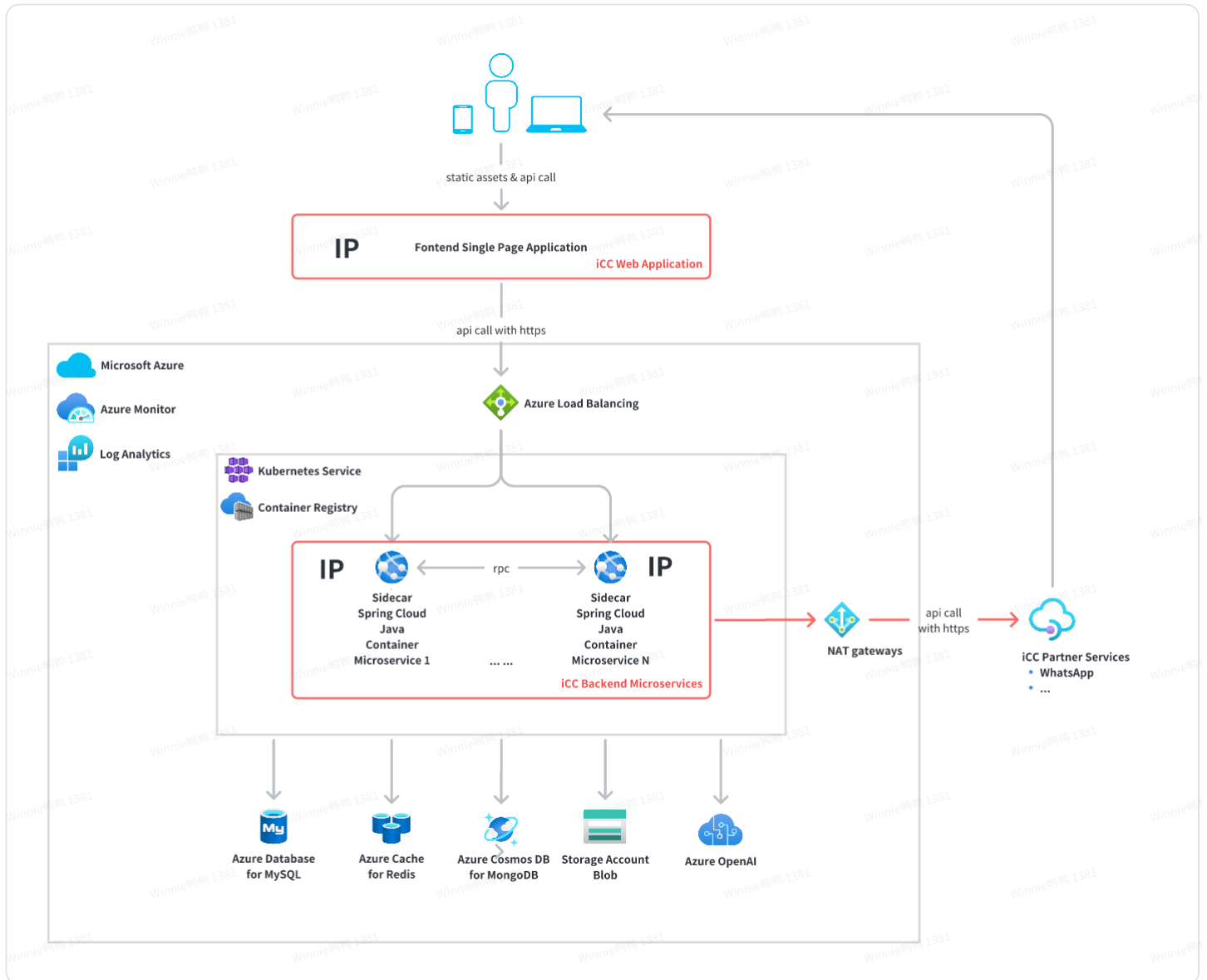# Architecture For Go to Market iCC

The preceding diagram illustrates the solution architecture at a high level. The SaaS product for end user tenants deployed on Azure cloud. The solution is made up of two parts:

- Infrastructure and Networking: Contains a foundational set of Azure resources that support the non-functional requirements of the iCC product.

- Application Services and Database: Contains compute, storage used by the iCC product to function.

User Workflow

- iCC tenant users may log into their tenant through password authentication or other SAML/OAuth2 SSO providers.

- iCC users always interact with the SaaS product via a compliant and compatible browser.

- Users can use iCC to have conversations with their WhatsApp contacts.

Components

- **Azure Kubernetes Service** empowers cloud-native microservices to deliver the functionality of ICC SaaS products.

- **Azure MySQL / Mongo** is a fully managed relational/document database engine where all data is stored within the database.

- **Azure Cache for Redis** leverages the low-latency and high-throughput capabilities of the Redis engine, allowing applications to respond quickly even under increasing user loads.

- **Azure Blob Service** is an optimized storage service designed for storing large amounts of unstructured data, including file data for SaaS products and data for Kubernetes application services.

- **Azure Load Balancing** is a Layer 4 load balancer that distributes incoming traffic across healthy virtual machine instances. It is accessed through a public IP address.

- **Azure Monitor** enables monitoring and alerting, metric-based monitoring dashboard creation, and visualization for operational management.

- **Azure Log Analytics** is a logical storage unit for collecting and storing log data, allowing for easy storage, retention, and querying of data collected from monitored resources in Azure and other environments for valuable insights.

- **Azure Container Registry** is a private image repository for container deployments, responsible for storing and managing container images and artifacts.

- **Azure NAT Gateway** is a service that translates outbound traffic from a virtual network to the public internet, facilitating centralized management of the egress network for SaaS products.