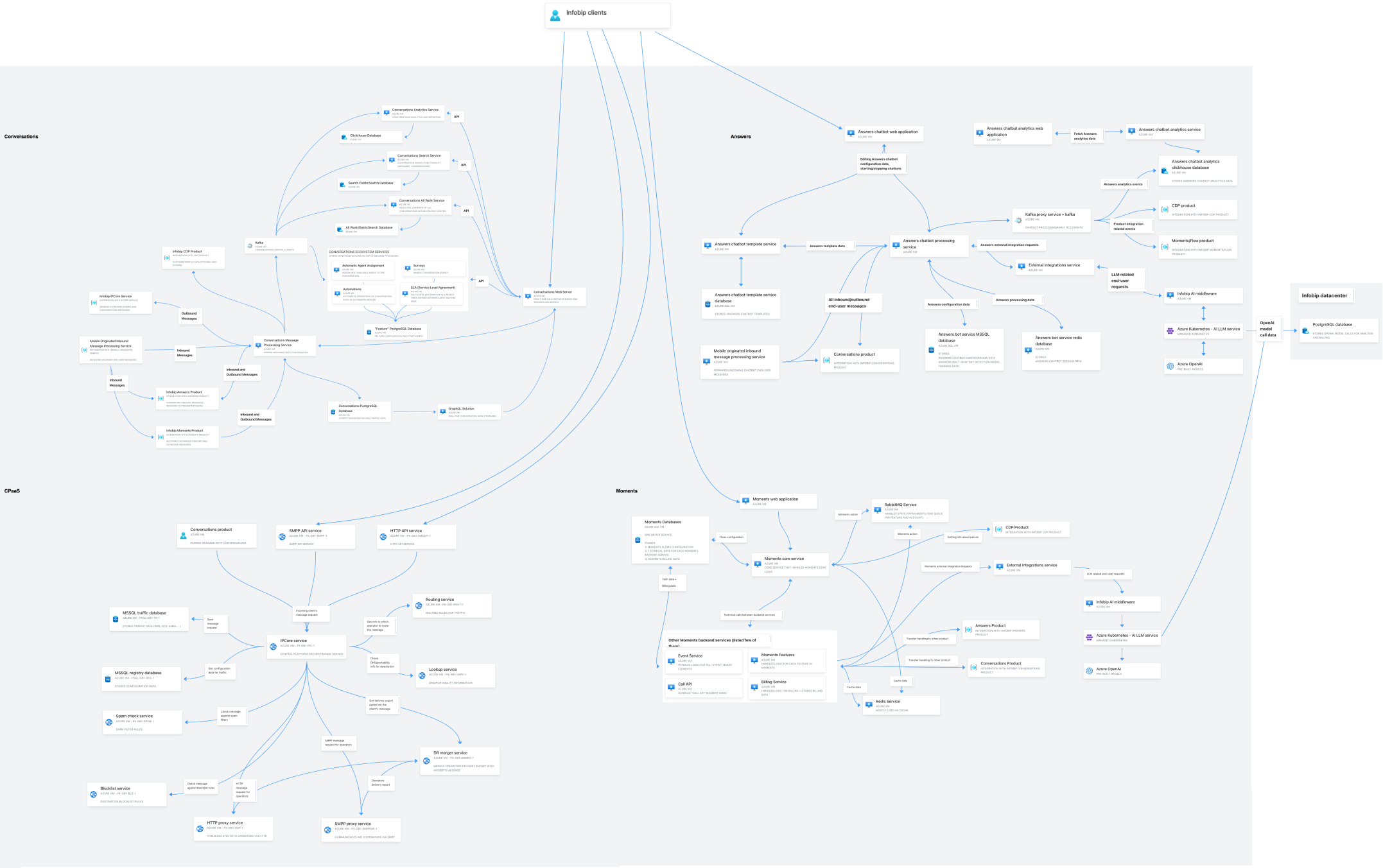
Infobip clients
Conversations
Conversations Analytics Service
AZURE VM
CONVERSATIONS ANALYTICS AND REPORTING
API
ClickHouse Database
AZURE VM
Conversations Search Service
AZURE VM
CONVERSATION SEARCH FUNCTIONALITY (MESSAGES, CONVERSATIONS)
API
Search ElasticSearch Database
AZURE VM
Conversations All Work Service
AZURE VM
HIGH LEVEL OVERVIEW OF ALL CONVERSATIONS WITHIN CONTACT CENTER
API
All Work ElasticSearch Database
AZURE VM
Kafka
AZURE VM
CONVERSATIONS LIFECYCLE EVENTS
Infobip CDP Product
INTEGRATION WITH CDP PRODUCT
CUSTOMER PROFILE DATA FETCHING AND STORING
CONVERSATIONS ECOSYSTEM SERVICES
OPEN INTERPRETATION LIKE CDP OR MESSAGE PROCESSING
Automatic Agent Assignment
AZURE VM
ASSIGN NEXT AVAILABLE AGENT TO THE CONVERSATION
Surveys
AZURE VM
HANDLE CONVERSATION SURVEY
Automations
AZURE VM
CONTROLS OPERATIONS ON CONVERSATION, SUCH AS AUTOMATED REPLIES
SLA (Service Level Agreement)
AZURE VM
CALCULATES AND REPORTS SLA BREACH TIMES DEFINED BETWEEN AGENT AND END USER
API
Conversations Web Server
AZURE VM
POINT WEB CALLS BETWEEN BACKEND AND SERVICES AND BRIDGES
"Feature" PostgreSQL Database
AZURE VM
CONTAINS CONFIGURATION AND TRAFFIC DATA
Infobip IPCore Service
INTEGRATION WITH IPCORE SERVICE
SENDING OUTBOUND AGENTS AND CONVERSATIONS MESSAGES
Outbound Messages
Mobile Originated Inbound Message Processing Service
INTEGRATION WITH MOBILE ORIGINATED SERVICE
RECEIVING INCOMING END USER MESSAGES
Inbound Messages
Conversations Message Processing Service
AZURE VM
PARSING MESSAGES WITH CONVERSATION
Inbound and Outbound Messages
Inbound Messages
Infobip Answers Product
INTEGRATION WITH ANSWERS PRODUCT
CONVERTING INBOUND MESSAGES RECEIVING OUTBOUND MESSAGES
Inbound and Outbound Messages
Infobip Moments Product
INTEGRATION WITH MOMENTS PRODUCT
RECEIVING EXCHANGED INBOUND AND OUTBOUND MESSAGES
Conversations PostgreSQL Database
AZURE VM
STORES CONFIGURATION AND TRAFFIC DATA
GraphQL Solution
AZURE VM
IDEAL FOR CONVERSATION DATA STREAMING
Answers
Answers chatbot web application
AZURE VM
Editing Answers chatbot configuration data, starting/stopping chatbots
Answers chatbot analytics web application
AZURE VM
Fetch Answers analytics data
Answers chatbot analytics service
AZURE VM
Answers chatbot analytics clickhouse database
AZURE VM
STORES ANSWERS CHATBOT ANALYTICS DATA
Answers analytics events
CDP product
INTEGRATION WITH INFOBIP CDP PRODUCT
Kafka proxy service + kafka
AZURE VM
CHATBOT PROCESSING/ANALYTICS EVENTS
Product integration related events
Moments/Flow product
INTEGRATION WITH INFOBIP MOMENTS/FLOW PRODUCT
Answers chatbot template service
AZURE VM
Answers template data
Answers chatbot processing service
AZURE VM
Answers external integration requests
External integrations service
AZURE VM
LLM related end-user requests
Answers chatbot template service database
AZURE SQL VM
STORES: ANSWERS CHATBOT TEMPLATES
All inbound/outbound end-user messages
Answers configuration data
Answers processing data
Infobip AI middleware
AZURE VM
Mobile originated inbound message processing service
AZURE VM
FORWARDS INCOMING CHATBOT END USER MESSAGES
Conversations product
INTEGRATION WITH INFOBIP CONVERSATIONS PRODUCT
Answers bot service MSSQL database
AZURE SQL VM
STORES: ANSWERS CHATBOT CONFIGURATION DATA ANSWERS BUILT-IN INTENT DETECTION MODEL TRAINING DATA
Answers bot service redis database
AZURE VM
STORES: ANSWERS CHATBOT SESSION DATA
Azure Kubernetes - AI LLM service
MANAGED KUBERNETES
Azure OpenAI
PRE-BUILT MODELS
OpenAI model call data
Infobip datacenter
PostgreSQL database
STORES OPENAI MODEL CALLS FOR ANALYSIS AND BILLING
CPaaS
Conversations product
AZURE VM
PARSING MESSAGE WITH CONVERSATIONS
SMPP API service
AZURE VM - PO-DB1-SMPP-1
SMPP API SERVICE
HTTP API service
AZURE VM - PA-DB1-SMSUPI-1
HTTP API SERVICE
Routing service
AZURE VM - PA-DB1-ROUT-1
ROUTING RULES FOR TRAFFIC
MSSQL traffic database
AZURE VM - PMSL-DB1-TB-1
STORES TRAFFIC DATA (SMS, RCS, EMAIL...)
Save message request
Incoming client's message request
Get info to which operator to route the message
IPCore service
AZURE VM - PI-DB1-IPC-1
CENTRAL PLATFORM ORCHESTRATION SERVICE
Check DNSportability info for destination
Lookup service
AZURE VM - PN-DB1-LKPU-1
DNSPORTABILITY INFORMATION
MSSQL registry database
AZURE VM - PSQL-DB1-REG-1
STORES CONFIGURATION DATA
Get configuration data for traffic
Get delivery report paired wit the client's message
Spam check service
AZURE VM - PN-DB1-SPAM-1
SPAM FILTER RULES
Check message against spam filters
SMPP message request for operators
DR merger service
AZURE VM - PN-DB1-DRMRD-1
MERGES OPERATORS DELIVERY REPORT WITH INFOBIP'S MESSAGE
Blocklist service
AZURE VM - PN-DB1-BLS-1
DESTINATION BLOCKLIST RULES
Check message against blocklist rules
HTTP message request for operators
Operators delivery report
HTTP proxy service
AZURE VM - PO-DB1-HSP-1
COMMUNICATES WITH OPERATORS VIA HTTP
SMPP proxy service
AZURE VM - PO-DB1-SMPROX-1
COMMUNICATES WITH OPERATORS VIA SMPP
Moments
Moments web application
AZURE VM
RabbitMQ Service
AZURE VM
HANDLES STATE FOR MOMENTS (ONE GUIDE FOR FEATURE AND ACCOUNT)
Moments action
Moments Databases
AZURE SQL VM
ONE DB PER SERVICE.
STORES:
1) MOMENTS FLOWS CONFIGURATION
2) TECHNICAL DATA FOR EACH MOMENTS BACKEND SERVICE
3) MOMENTS BILLING DATA.
Flows configuration
Moments action
Getting info about person
CDP Product
INTEGRATION WITH INFOBIP CDP PRODUCT
Moments core service
AZURE VM
CORE SERVICE THAT HANDLES MOMENTS CORE LOGIC.
Moments external integration requests
External integrations service
AZURE VM
LLM related end-user requests
Tech data + Billing data
Infobip AI middleware
AZURE VM
Technical calls between backend services
Other Moments backend services (listed few of them)
Event Service
AZURE VM
HANDLES LOGIC FOR ALL "EVENT" BASED ELEMENTS
Moments Features
AZURE VM
HANDLES LOGIC FOR EACH FEATURE IN MOMENTS
Call API
AZURE VM
HANDLES "CALL API" ELEMENT LOGIC
Billing Service
AZURE VM
HANDLES LOGIC FOR BILLING + STORES BILLING DATA
Transfer handling to other product
Answers Product
INTEGRATION WITH INFOBIP ANSWERS PRODUCT
Azure Kubernetes - AI LLM service
MANAGED KUBERNETES
Transfer handling to other product
Conversations Product
INTEGRATION WITH INFOBIP CONVERSATIONS PRODUCT
Cache data
Cache data
Redis Service
AZURE VM
MOSTLY USED AS CACHE
Azure OpenAI
PRE-BUILT MODELS