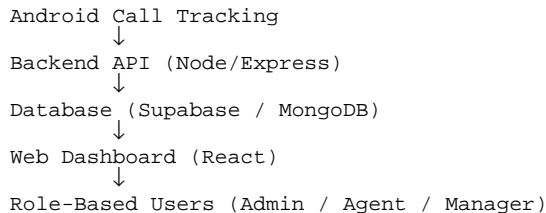


CALLpro CRM - Production SaaS Flow Analysis & Architecture Report

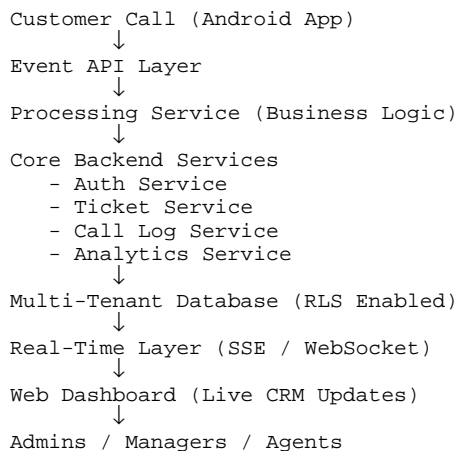
1. Current System Flow (Actual)



2. Key Problems Identified in Current Flow

• Backend logic missing for several features (SLA, Auto Lead Assignment, Notifications) • UI-heavy architecture with stub APIs (404 responses) • No cron jobs for SLA calculation • Real-time layer (SSE/WebSocket) not fully implemented • Partial feature scaffolding without end-to-end backend execution

3. Correct Production SaaS Flow (Recommended)



4. Critical Backend Gaps (From Project Analysis)

• SLA Tracking: UI exists but no backend calculation logic • Real-Time Notifications: Client ready but no server event engine • Auto Lead Assignment: Model exists but no assignment algorithm • Audit Logs: UI ready, backend not implemented • Analytics APIs returning 404 (stub endpoints)

5. Priority Fix Roadmap (Production Ready)

Phase 1 (Critical): 1. Implement SLA cron job & breach alerts 2. Enable SSE/WebSocket real-time event streaming 3. Build analytics aggregation APIs 4. Complete authentication lifecycle (/auth/me + refresh) Phase 2 (SaaS Optimization): 5. Auto lead assignment engine (round-robin) 6. Notification service with event queue 7. Audit logging system 8. Offline sync queue for Android agents

6. Final Verdict

The architecture of CALLpro is strong and scalable (Android + Backend + Multi-Tenant DB + Dashboard). However, the operational flow is incomplete due to missing backend logic and stubbed features. To achieve production SaaS readiness, focus should shift from UI development to backend service completion and real-time infrastructure.