10 CORE MODULES -------- INTERCONNECTED

SECURITY (Cross-connect)

TELEPHONY GATEWAY MODULE

ASR **STT**

NLU

1 Audio

2 Text

3 Intent/Entities/Urgency etc.

Output Audio

7 Transfers

8

TTS

HUMAN ESCALATION

Response Text

6

6 (if connected) Recieves context etc.

DIALOGUE MANAGER (Orchestrator)

4 Static

Real Time Data

KB **DB**

5 Logs

LOGGING & ANALYTICS (Monitoring)

API's