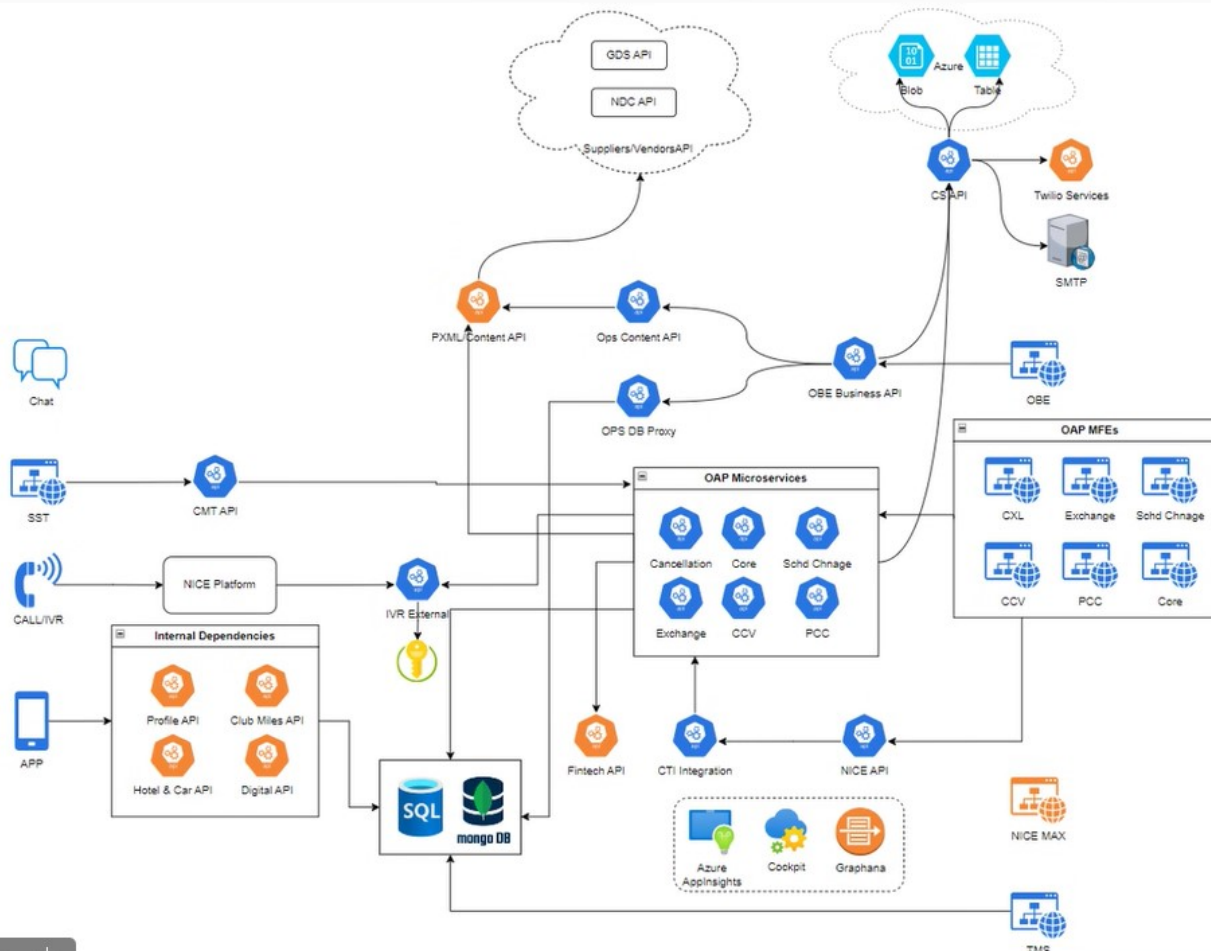


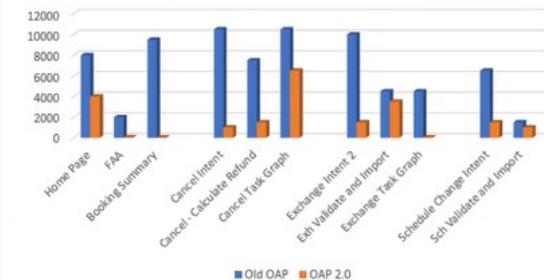
Agent Platform Architecture



Tech Initiatives & Impact Areas:

- Microservices & Micro-frontend architecture for OAP - Scalable, maintainable & resilient product.
- OAP release cycle time improved by 50%.
- Loosely coupled architecture & latest framework for all major apps.
- Boilerplate template for microservices – Faster development.
- Common logging framework using Elastic and Kibana as a NuGet package.
- Migration to Kubernetes – Saving infra cost, enabling scalability
- Improved unit testing code coverage, stable & secure products across agent platform.
- Responsive UX & common components library – Reusability, consistency, faster development.
- Performance improvements – Better user experience.
- Call transcription utility – WIP
- Usage of Generative AI (LLM) – WIP
- Ability to resume transaction across different channels using a common state model – WIP

Performance Improvement



■ Old OAP ■ OAP 2.0