Store job record

Update job with assigned technician

Database
(AWS DynamoDB)

Clustomer Interaction Layer
(Web Form / Cha)
AWS \$3+35 Frontend

AWS \$3+55 Frontend

AWS \$3+55 Frontend

Display confirmation to customer

Store job record

Update job with assigned technician

Trigger assignment logic
(FastAPI)

Trigger assignment logic
(Skill, Location, Workload, Time Availability)

Return assigned tech details

Booking request (NL text)

Display confirmation to customer