Level 2 C4-Container Diagram for SysOps Squad System

Type	
	person
	external person
	system
	external system

Expert
[Person]

Customer-facing technology Expert

Customer
[Person]

Penultimate Electronics Customer

Notification System
[Software System]

System to send Email and SMS

Payment Gateway
[Software System]

Third Party Payment Service Provider

[Uses]

Uses
[HTTPS]

Send Notification
[SMTP]

Payment Processing
[HTTPS]

[Uses]

Mobile Application
[Container: React Native]

Used to view problem tickets assigned to an Expert
Access Knowledge base for search exisitng solutions.
Update Ticket status upon resolution

Web Application
[Container: ReactJS]

Provides all SysOps Squad functionalities to users based on their role via web browser over internet

Reporting Engine
[Container: JasperReports]

Generates and view Financial and Analytical Reports

Invoke services
[REST]

Invoke services
[REST]

Fetch Repoorting Data
[JDBC]

API Application
[Container: Reactive Spring]

Exposed SysOps System Backend APIs implenting business logic

Database
[Container: Oracle]

Used as a Storage to persist all Users and Cusotmers data

Uses
[HTTPS]

Persist/Retrieve Data
[JDBC]

Generate Business Events
[AMQP]

Event Manager
[Container: Messiging Queue]

Processed business events asynchronoulsy

SysOps Squad System
[Software System]

Uses
[HTTPS]

Uses
[HTTPS]

Uses
[HTTPS]

System Manager
[Person]

Manages and keeps track of ticket operations and reports

Call Center Agent
[Person]

SysOps Squad System Call Cener Agent

Administrator
[Person]

Sysop Squad System Administrator