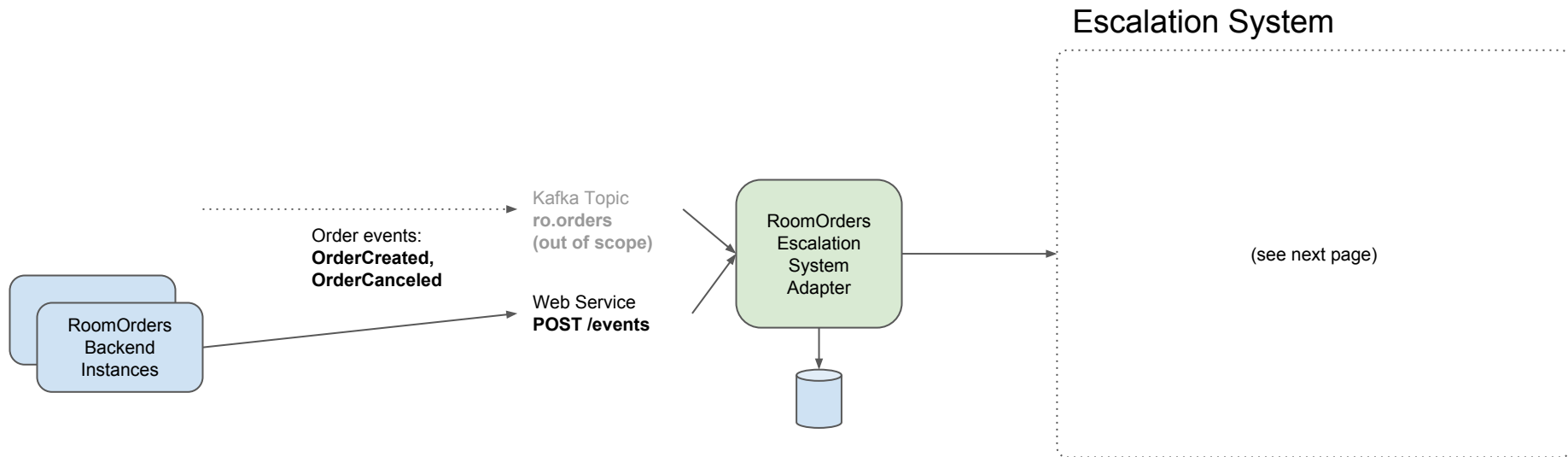# RoomOrders Escalation System Adapter

Escalation System

RoomOrders Backend Instances

Order events:
**OrderCreated,
OrderCanceled**

Kafka Topic
**ro.orders
(out of scope)**

Web Service
POST /events

RoomOrders
Escalation
System
Adapter

(see next page)

Escalation System

This is not event-based but a simple async request-response communication.

RoomOrders Escalation System Adapter

Kafka Topic **imesc.requests** (start, stop)

Kafka Input

Database

Activator

Kafka Topic **imesc.phone-call-requests**

Kafka Topic **imesc.phone-call-results**

Phone Call Notifier

AMI to Asterisk

Kafka Topic **imesc.email-requests**

Kafka Topic **imesc.email-results**

Email Notifier (out of scope)

Amazon SES