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SUPPORT HUB AGGREGATION SYSTEM

Name here

INTRODUCTION

Support Aggregation Hub Overview:

- Backend service for managing CRM cases and customer complaints.
- Consolidates similar cases based on common denominators.

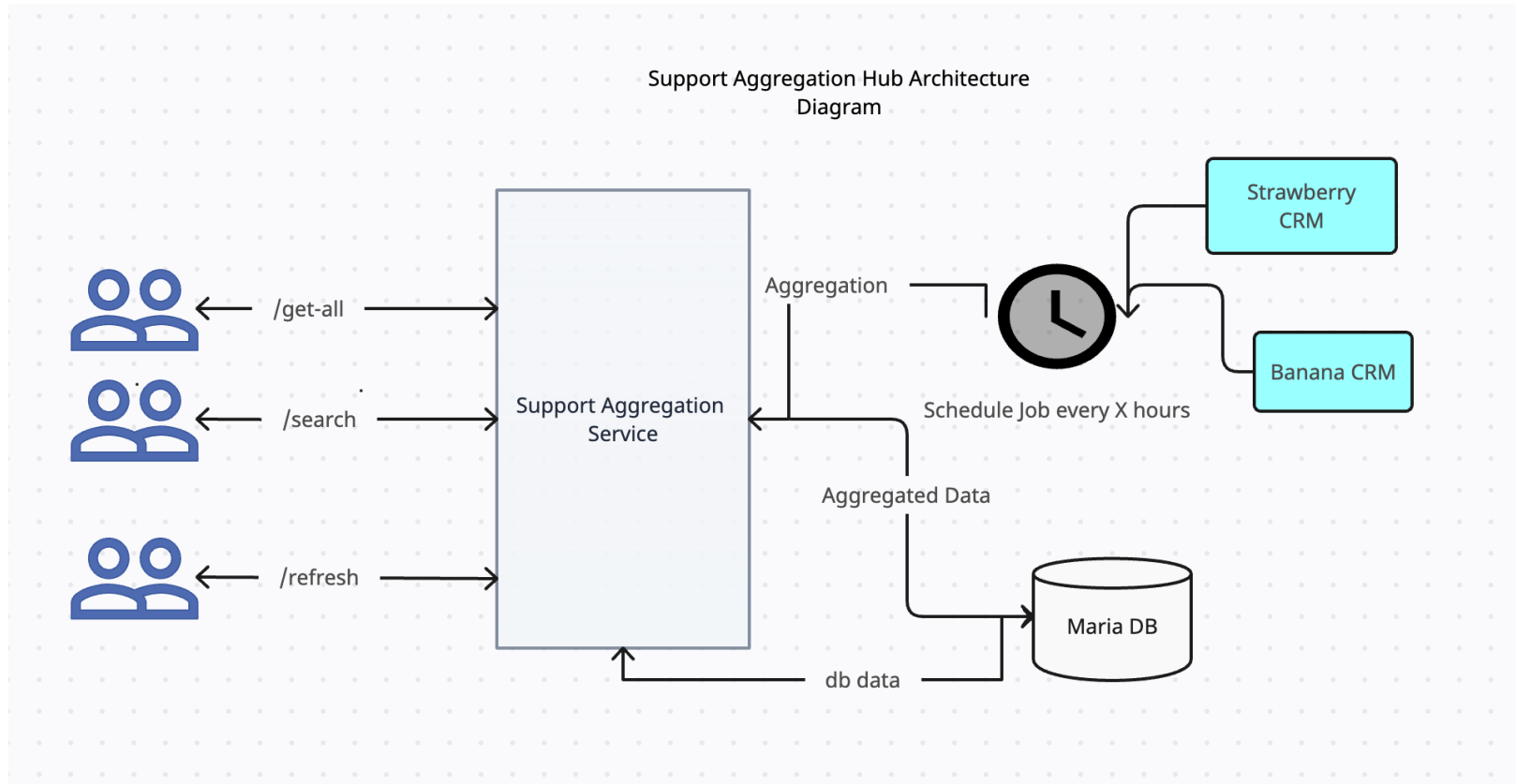
Purpose:

- Improve developer productivity and enhance customer response time.

Key Goals:

- Improve Developer Productivity
- Enhance Customer Response Time

SYSTEM DESIGN





KEY FUNCTIONALITIES

1.Consolidation:

- The Support Aggregation Hub consolidates CRM cases based on common denominators.
- This functionality ensures that engineers work on similar cases, avoiding duplication of effort.
- By consolidating cases, it improves customer response time and enhances developer productivity.

2.Data Refresh:

- The Support Aggregation Hub fetches CRM case data periodically to maintain fresh and up-to-date information.
- The data is fetched every X hours by default, with the initial value set to 4 (adjustable as per requirements).
- Regular data refreshes ensure the hub has the most recent information to handle customer complaints effectively.

KEY FUNCTIONALITIES CONT.

3. On-Demand Refresh:

- The service supports on-demand data refresh, triggered manually when the fetched CRM data is over 15 minutes old.
- Users can click the refresh button to update the information in real time.
- This functionality ensures users can access the latest and most accurate information when needed.

4. Filtering:

- The Support Aggregation Hub provides filtering capabilities to manage CRM cases efficiently.
- Users can search and filter cases based on specific parameters, such as Provider Name, Error code, and Case status.
- Filtering allows users to focus on specific subsets of cases and easily find the information they need.

API DETAILS

1.GET /get-all:

- This API retrieves all the aggregated cases from the MariaDB database.
- It returns the consolidated cases processed by the Support Aggregation Hub.

2.GET /search:

- This API allows searching for aggregated cases based on specific parameters.
- The following parameters can be passed:
 - provider: Filters cases associated with a particular provider.
 - errorCode: Filters cases with a specific error code.
 - status: Filters cases based on their status (open or closed).
- The API returns all the aggregated cases if none of the parameters are provided.

3.GET /refresh:

- This API triggers a refresh of the CRM API data.
- Upon calling this endpoint, the Support Aggregation Hub fetches data from the CRM systems (Banana and Strawberry) by calling their respective APIs.
- The fetched data is then updated in the MariaDB database, ensuring up-to-date information.



THANK YOU