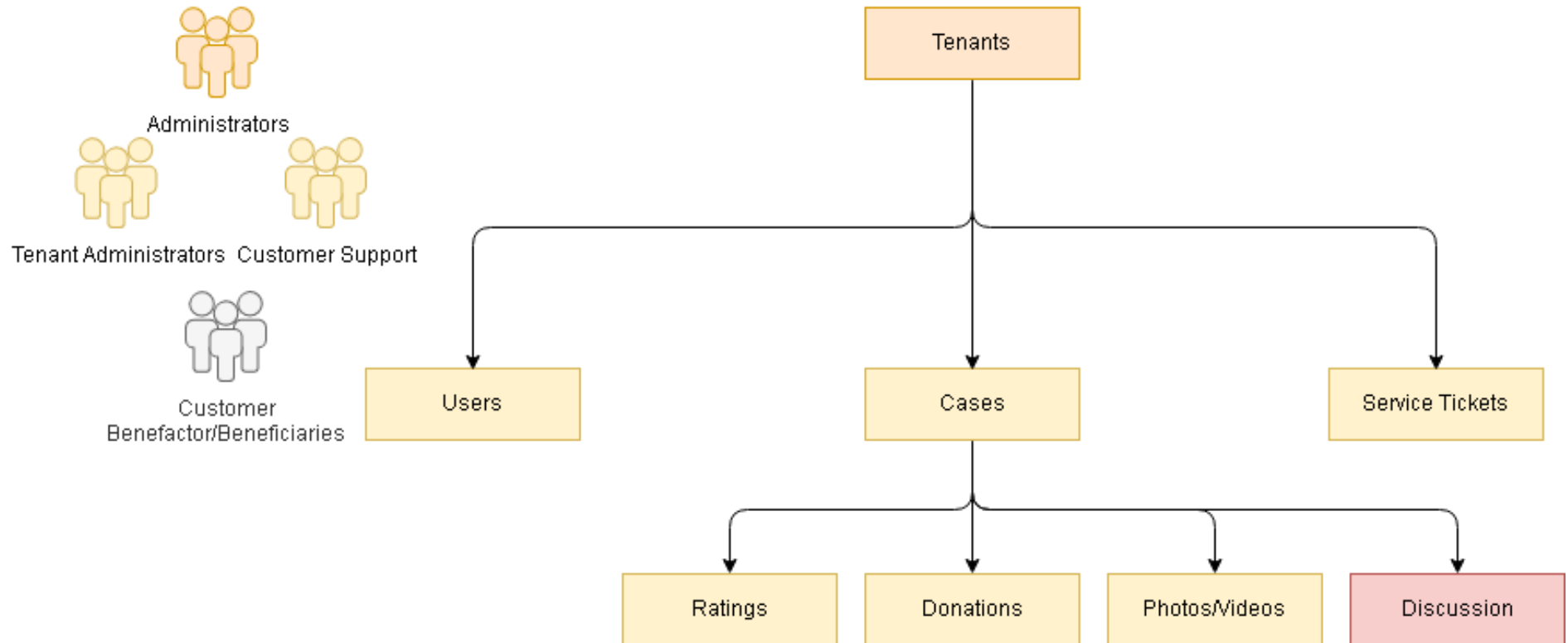
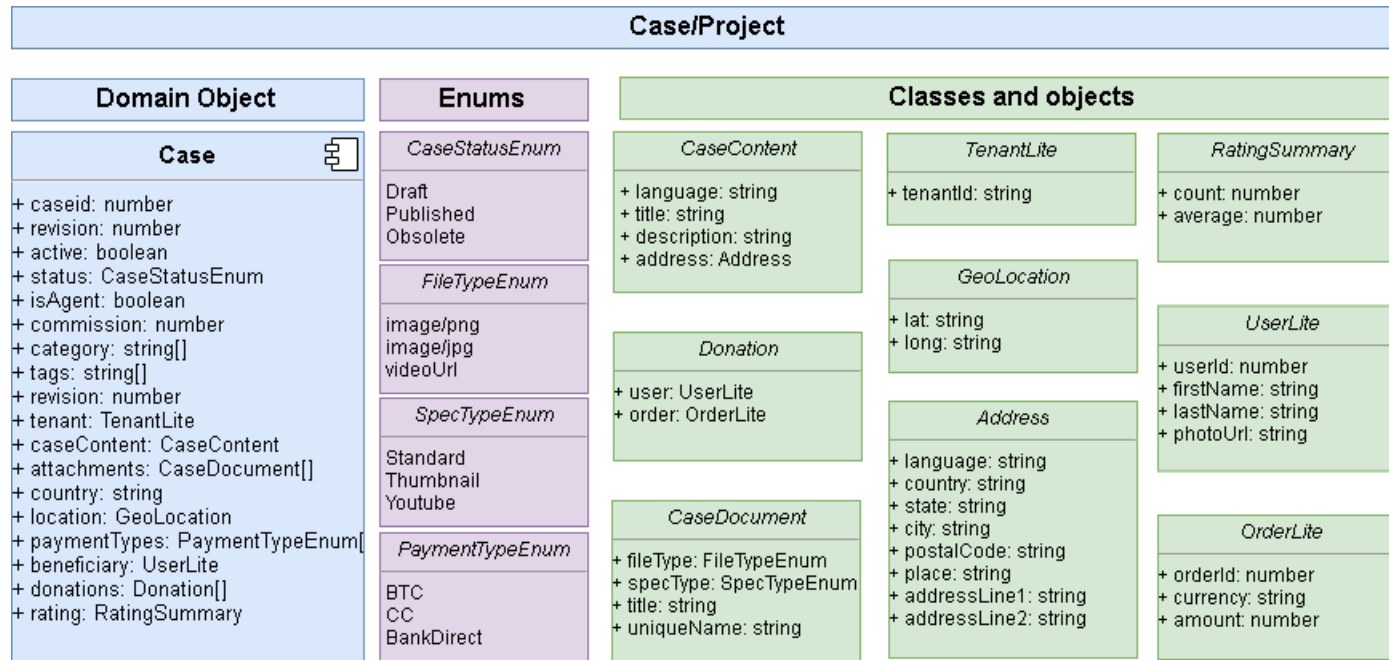


## Multi tenancy data model

Any data in persistence will be stored isolated for a tenant eg: Users, Cases, Service tickets, documents, etc.



## 'Case' Data model discovery



Auth APIs

Login

Title	Login – Issue Token
Request Url	‘api/auth/issue’
Method	POST
Request Body:	{"userName": "string", "password": "string"}
Response Body:	{"access_token": "string", "refresh_token": "string"}

Renew Login

Title	Renew Login – Re-Issue Token
Request Url	‘api/auth/refresh’
Method	POST
Request Header:	"Authorization": " refresh_token"
Response Body:	{"access_token": "string", "refresh_token": "string"}

## Domain objects identified

Tenants	Users	Cases	Tickets
tenantId name businessName baseLanguage baseCurrency address: { country, state, city, place, addressLine1, pincode } location: { longitude, latitude } contacts:[{ctype, firstName, lastName, phone, email}] -authProviders: ["provider"] – <b>tenant specific</b> config -payConfig: ["config"] – <b>tenant specific</b> config	tenantId (optional if super admin) userId (email) email (unique) phone (unique) language – default from tenant basic: {firstName, lastName, profilePhoto , language} authProviders: [{ provider, userid,token,phash,psalt }] verification: { activated (default: true) emailVerified (default: true) phoneVerified (default: true)}	tenantId caseId revision isAgent active (latest revision will be active) content:[{ lang, title, description}] address: { country, state, city, place, addressLine1, pincode } location: { longitude, latitude } status (draft, published, obsolete) commission currency attachments: [ {fileType, imageType, videoType, title, uniqueName }] beneficiary: { userId, firstName, lastName } donations: [{ user: { userId, firstName, lastName }, order: { currency, amount } }] rating: {count, average} category: ["category name"] tags: ["tag name"]	tenantId ticketType caseid (optional) email phone title description attachments: [ {fileType, imageType, videoType, title, uniqueName } ]
Documents (n/a) – <b>file server</b>	Case Ratings	Case Orders	Case Transaction Log
tenantId docType refId refId2 fileType, imageType, videoType, title, uniqueName	tenantId caseId rating on comments user: { userId, firstName, lastName }	tenantId orderId caseId currency amount breakdown: { name, currency, amount } user: { userId, firstName, lastName } transactions: [{ currency, amount, trnReference, trnHash } ]	tenantId caseId order: {} trnInfo: {}
Token – claims	Case Discussion	Localization – tenant impact	Theme – tenant impact
tenantids role userid email name - firstName + lastName language , claims	N/A – Social media Specific to tenant – using appid	Tenant specific text – application title, tagline, etc.	Tenant specific styles – logo, background, color, font

Logical Diagrams (Components)

