High Level Architecture

DeepLens performs face detection.

Lambda function stores face image in S3

S3 calls lambda function to recognize face image.

Amazon recognition service uses existing customer images to identify new/existing customer

Lambda functions uses Amazon recognition service to identify the customer

New Customer?

No

Yes

Get existing customer information from DynamoDB

DynamoDB stores information about existing customers.

Call relevant Appian services using WebAPIs.

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Upload **New** Customer Image to S3 bucket

Call SNS Topic to send SMS and assign Appian task to customer service personnel

Sends SMS to the customer service personnel

Appian

Customer Record

Customer Visit Record

Task Queue

Process Server

MySQL

iTG