

Legend

VPN

HTTPS

2 Way SSL & VPN

Generic

On Premise

3<sup>rd</sup> Party

Future component

Voltage Encryption  
(does not natively support unicode)

Data Stored in DynamoDB by Pathfinder

Customer Data

• Contact List

• Device – make/model

• EnrollmentID

• Contact Data

• EndCallReason

• SubReason

• StartDate

• EndDate

• ContactID

• Notes \*

Technician Data

• ID

• Note

• LastUpdateDate

• Text \*

• Configuration Data

• ConfigID

• Data

• Client

• ID

• Name

Callback Data

• AppointmentDateTime

• CallbackNumber \*

• CallbackReason

• ID & Name

• Customer Name \*

• EnrollmentID

• TechnicianID

• Status

\* Encrypted by Voltage

Permissions/Roles on AWS Components

TBD – Detail permissions/roles for Docker containers

TBD – Detail permissions/roles for Dynamo tables/objects

TBD

