



Make Your Business

Run.

Urva Connect Call and Message Architecture

Competent Groove Pvt. Ltd.

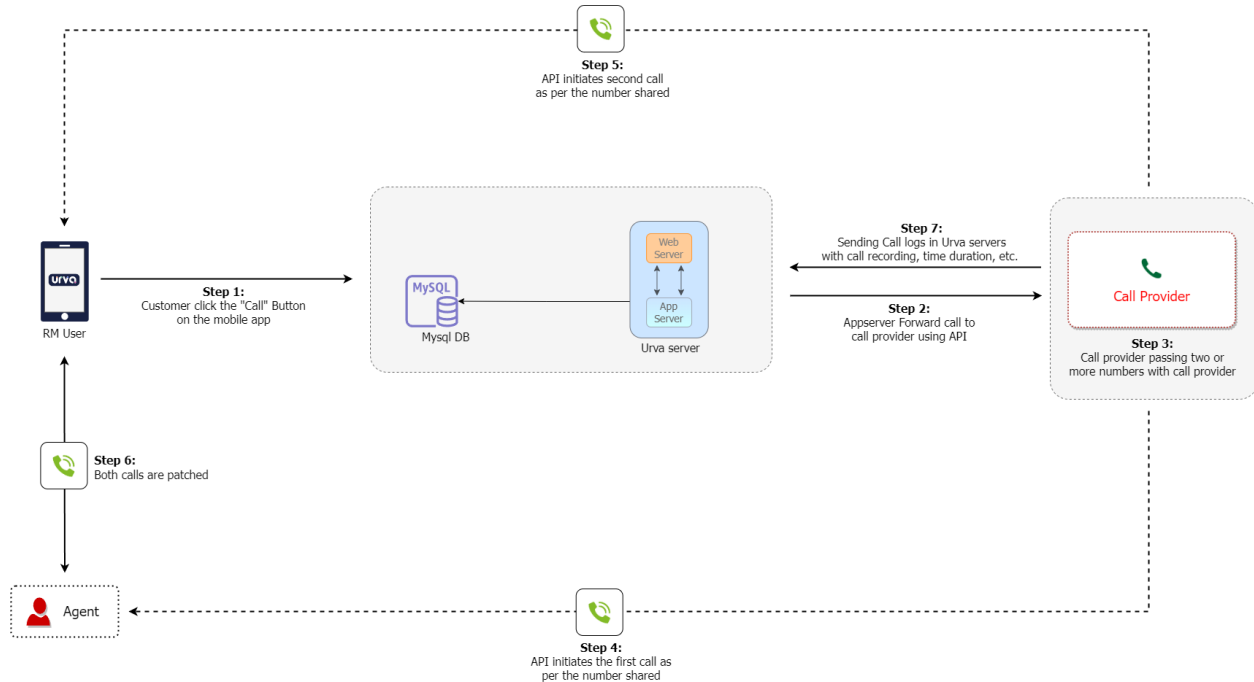
C-157 Phase 7, Industrial Area
Mohali, Punjab, INDIA



Updated By - Dhiraj Kumar
Updated Date - 26/04/2023
Reviewed By- Deepak Sharma
Reviewed Date -

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Voice Call Architecture -

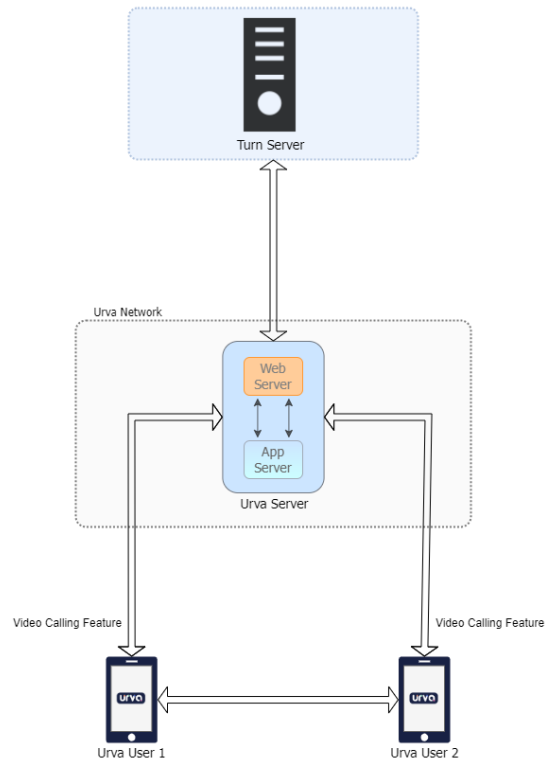


Call flow Steps -

1. RM User initialize a call using call button and sending request to appserver
2. Appserver forward call request to "Dialler Solution" using API.
3. Dialler Solution passing two numbers for agent or RM user
4. Dialler Solution initiates the first call to the Agent
5. Dialler Solution initiates a second call to the RM user when the Agent accepts a call request.
6. When RM user will accept the call request, Dialler Solution patch the both call and RM user and agent can talk with each other
7. When calls end the Dialler Solution sends call recordings, call number, call time duration to the appserver.
8. Appserver stored all the information to the database.

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Video Call Architecture -

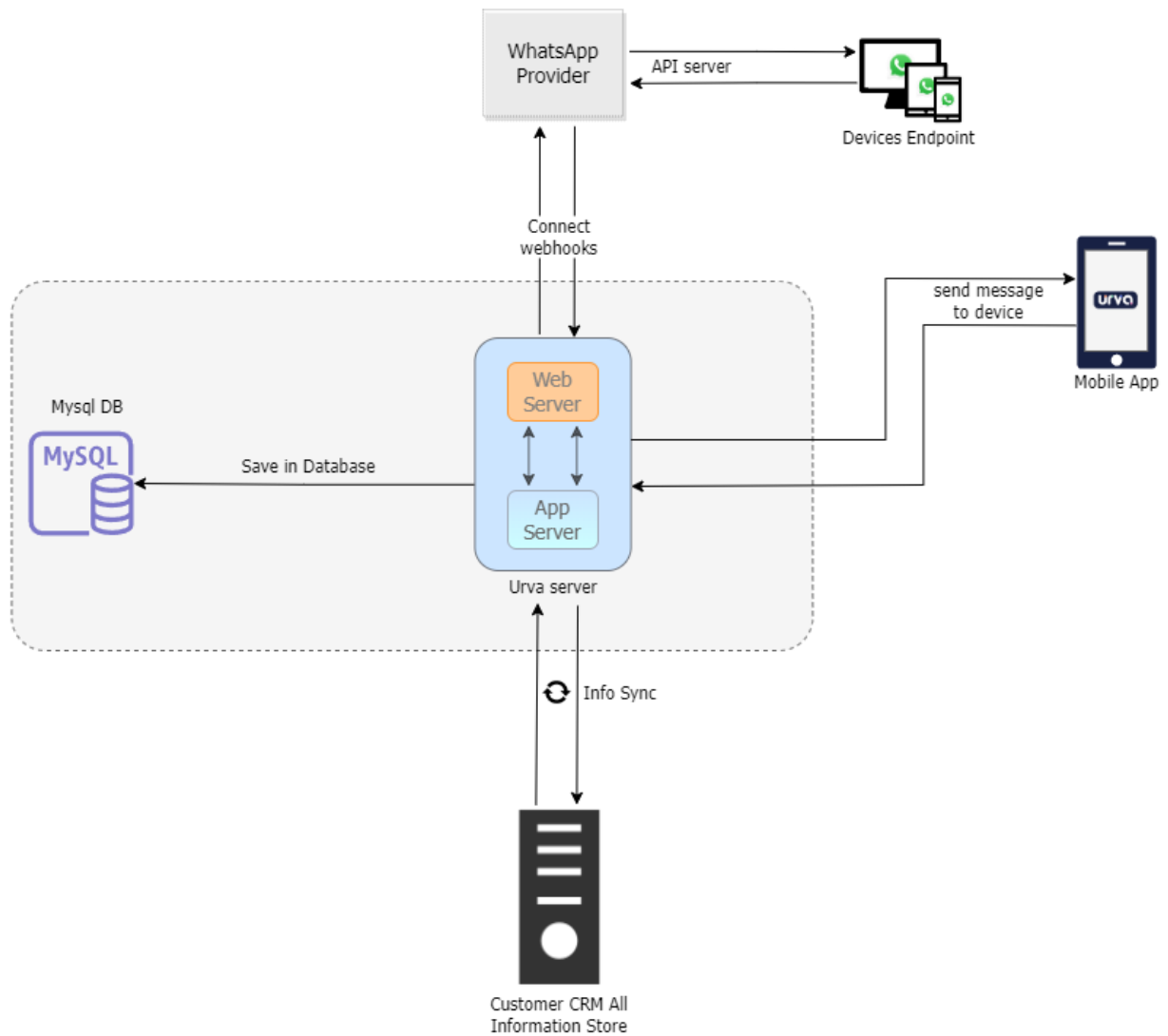


Call flow Steps -

1. RM User 1 initializes a call using a video call button and sends a request to appserver.
2. Appserver forward call request to Turn server
3. Turn server generates a video call link and sends it to the app server
4. Appserver send call link to RM user 2
5. When RM user will accept the call request using link, both RM user and agent can talk with each other

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WhatsApp Message flow architecture -



WhatsApp Chat flow Steps - Urva chat app integrated with whatsapp messenger

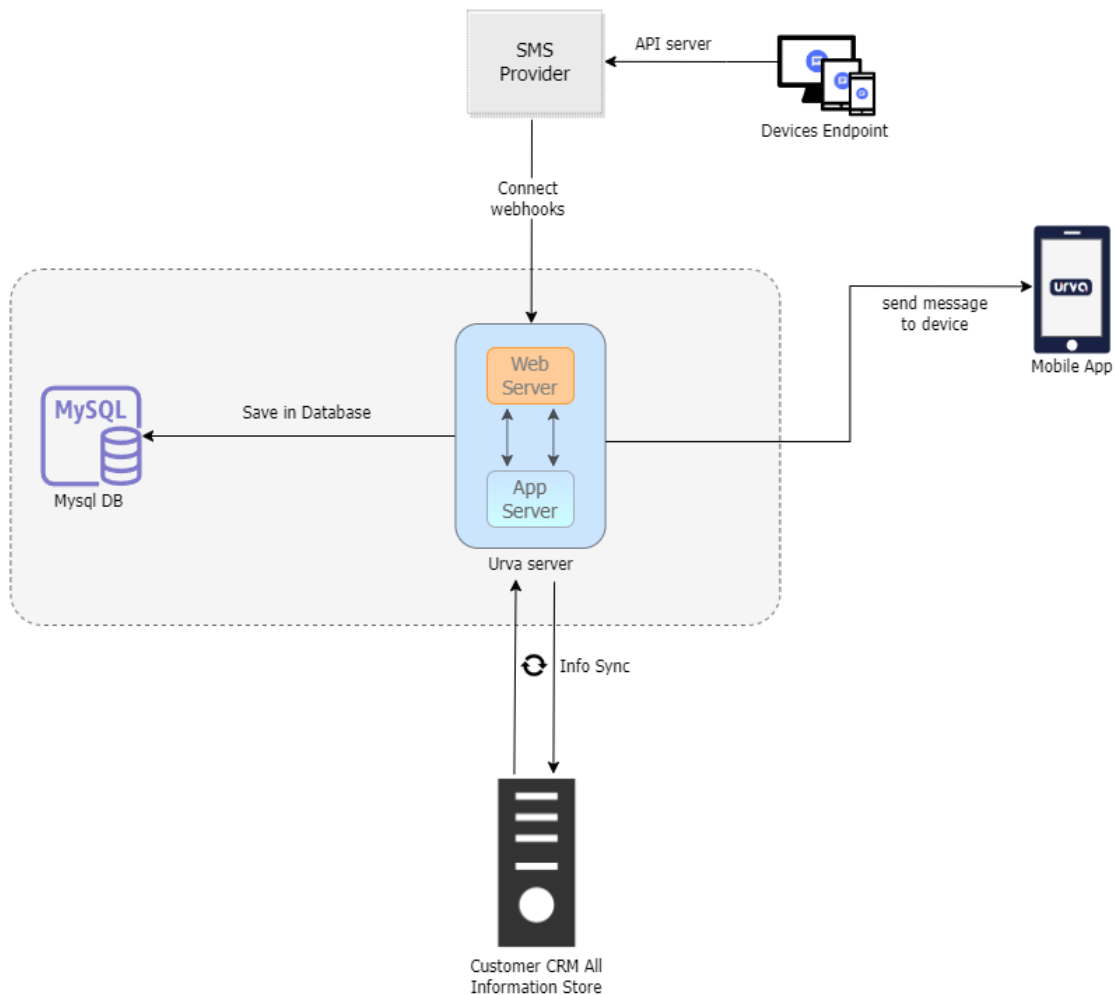
1. Customer send message in WhatsApp
2. Whatsapp forward that message to whatsapp provider

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3. Whatsapp provider send client message to web server through the webhook
4. Web Server forward message to appserver
5. Appserver processes that message and saves message content and logs in Mysql.
6. Appserver send message to Urva connect on live socket
7. RM can reply on Urva connect
8. Urva connect sends messages to the web server.
9. Web Server forward that message to appserver.
10. Appserver processes that message and saves message content logs in Mysql.
11. Appserver sends message to whatsapp provider.
12. Whatsapp provider sends message to customer whatsapp
13. All the required information can sync to CRM

Run.

SMS Message flow architecture -



SMS Chat flow Steps - Urva chat app integrated with SMS messenger

1. Customers send messages by SMS.
2. SMS forwarded to the SMS provider.
3. SMS provider send client message to web server through the webhook
4. Web Server forward message to appserver
5. Appserver processes that message and saves message content and logs in Mysql.
6. Appserver send message to Urva connect on live socket
7. All the required information can sync to CRM.