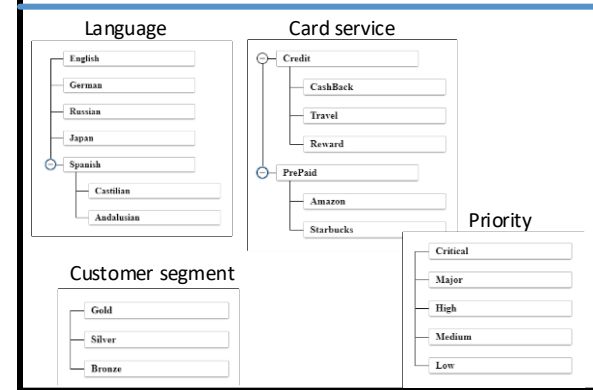
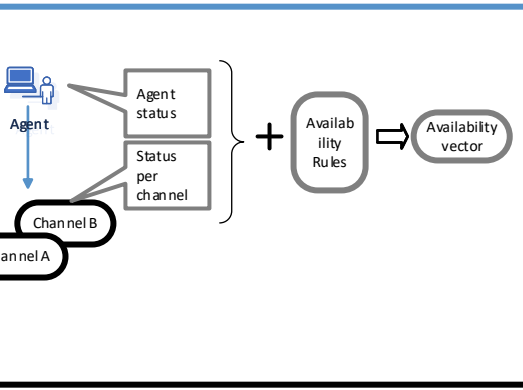


# Aspects of modern Contact Center architecture

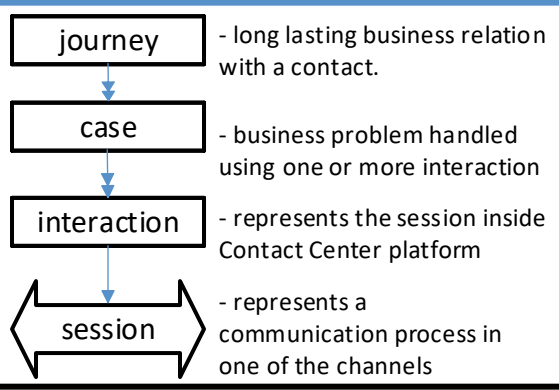
## Business Model



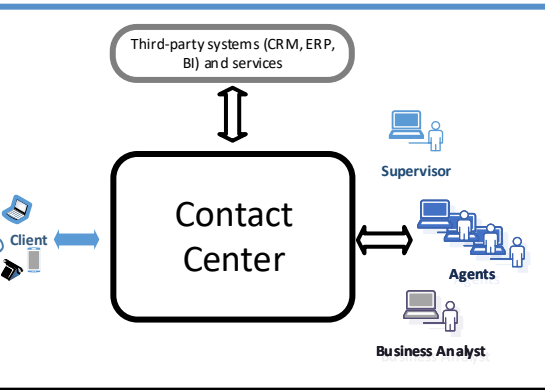
## Agent Model



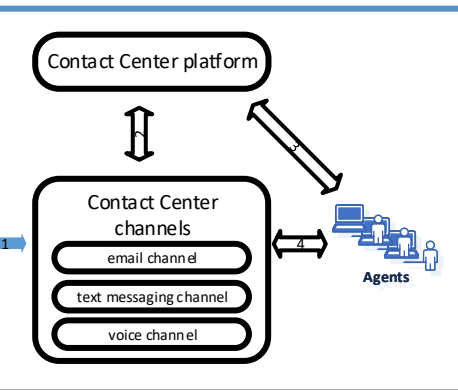
## Contact History



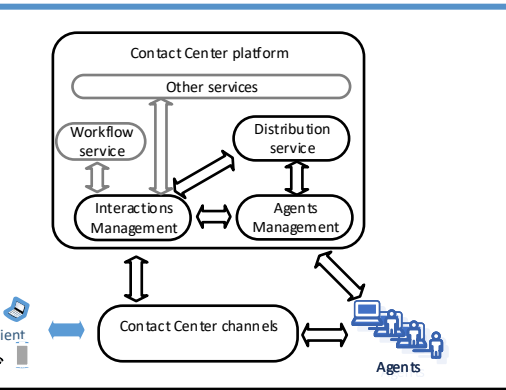
## Contact Center



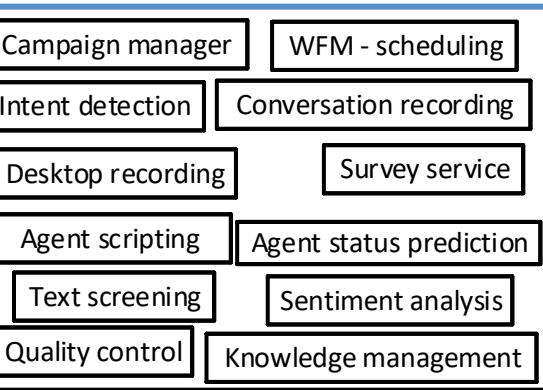
## Channels



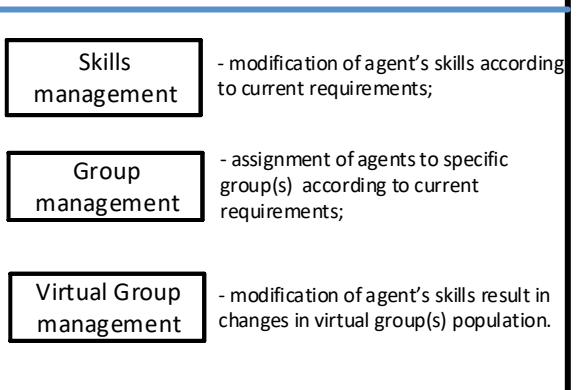
## CC platform



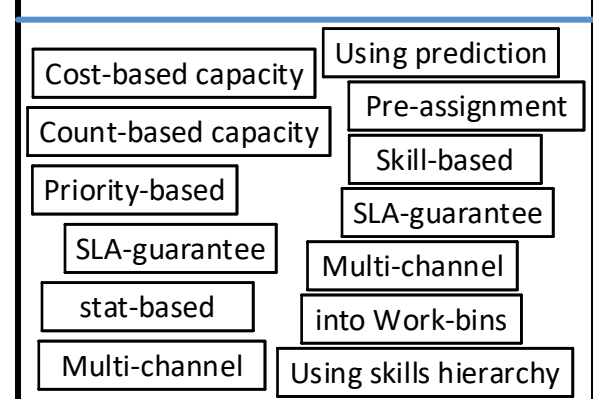
## Platform services



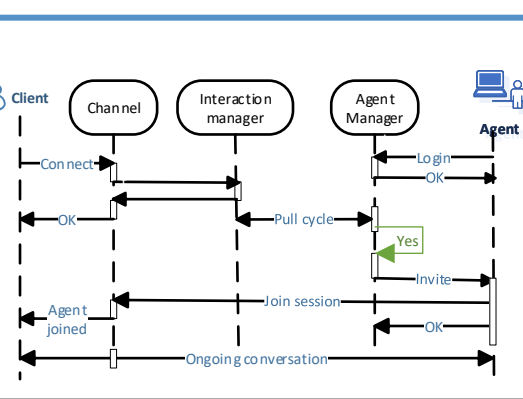
## Resource management



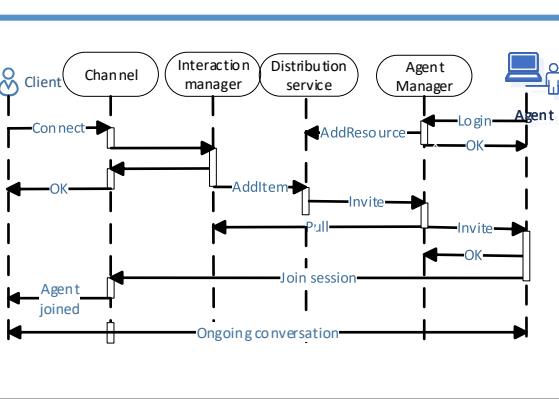
## Distribution



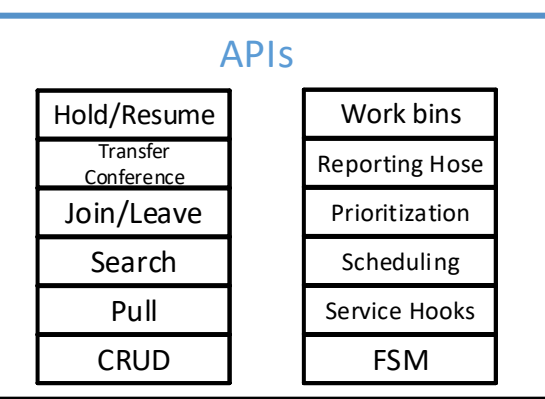
## Pull mode



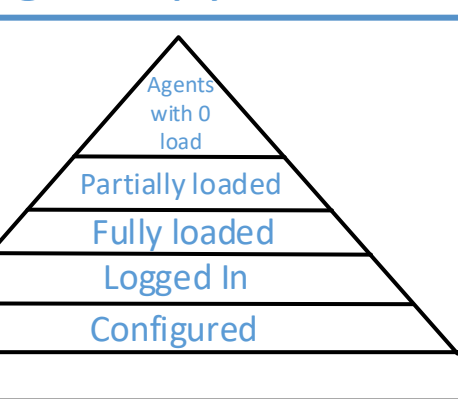
## Push mode



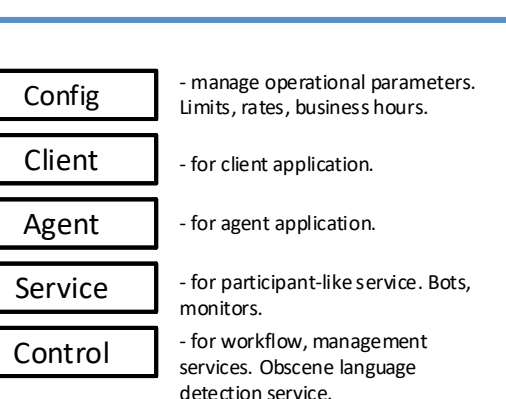
## Interaction management



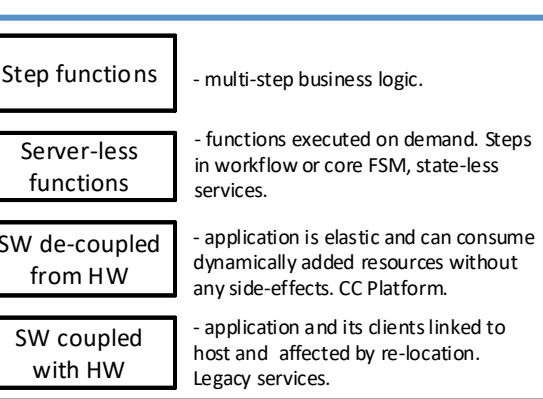
## Agents pyramid



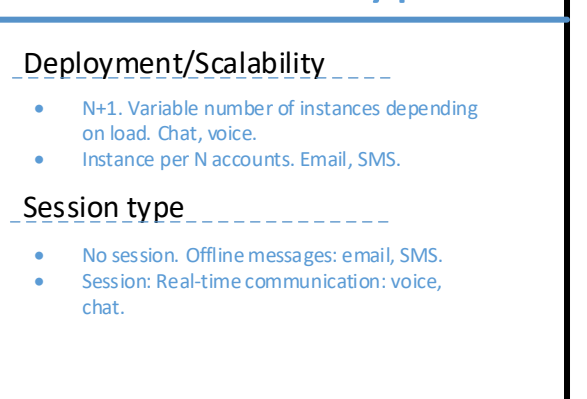
## Channel APIs



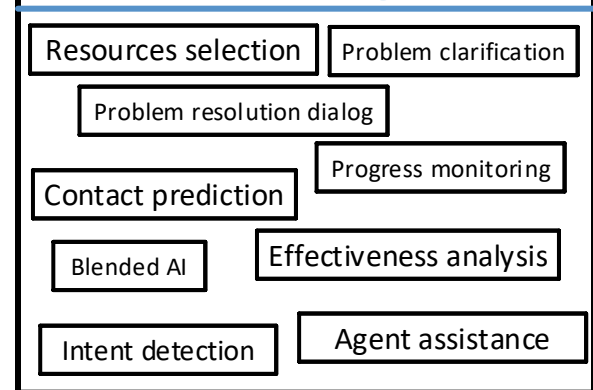
## Server-less usage



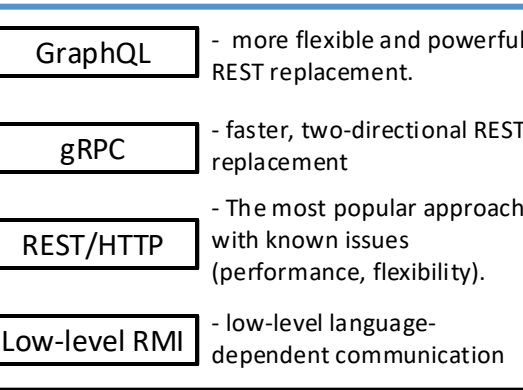
## Channel's types



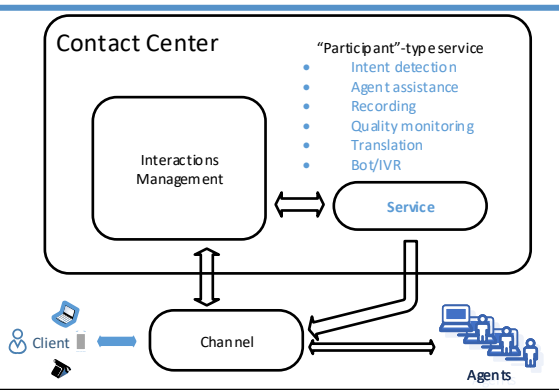
## AI usage



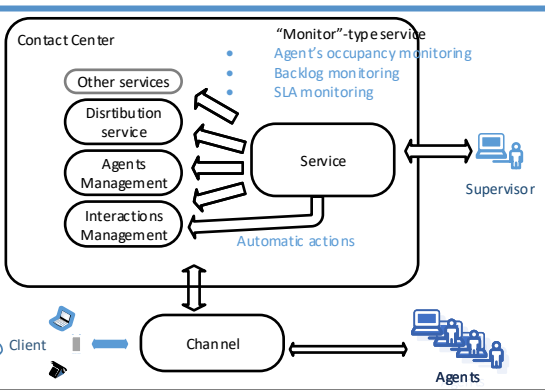
## Protocols



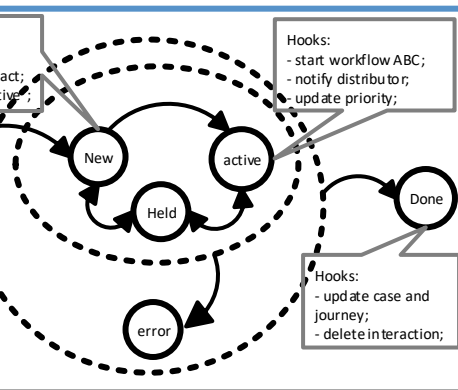
## Service-participant



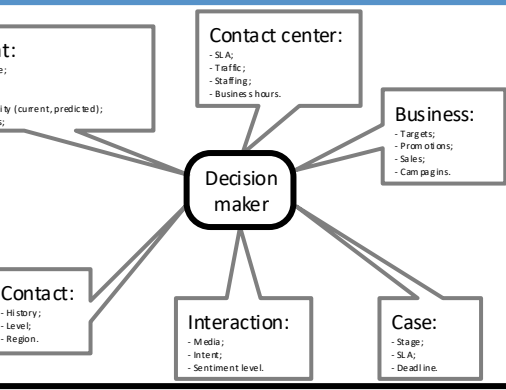
## Service-monitor



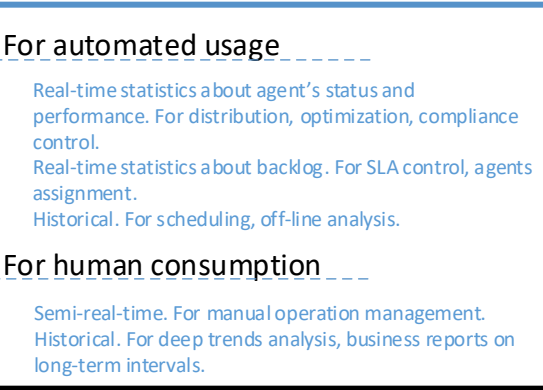
## FSM



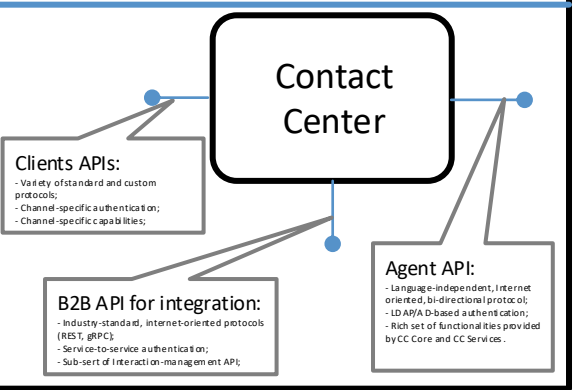
## Decisions context



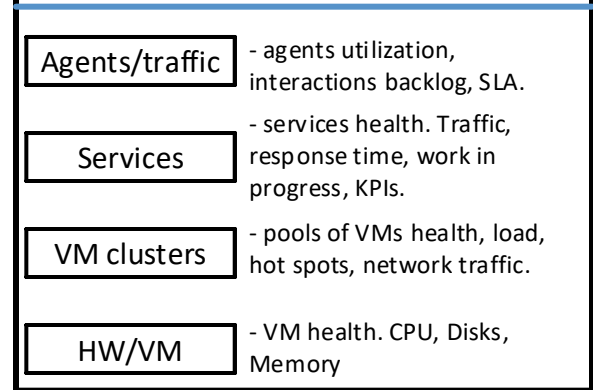
## Reporting/analytics



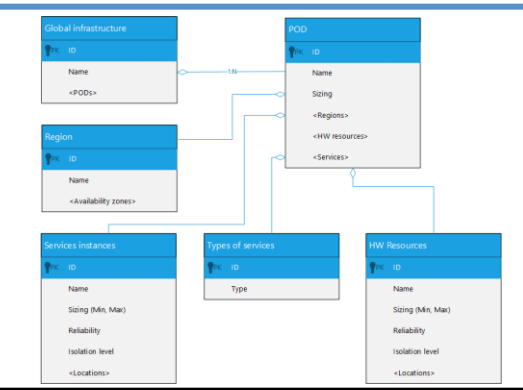
## Contact center APIs



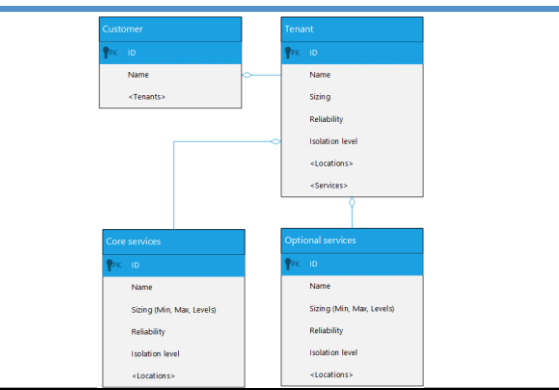
## Monitoring



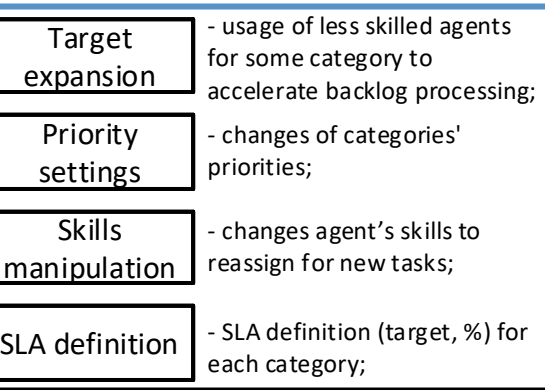
## Infrastructure



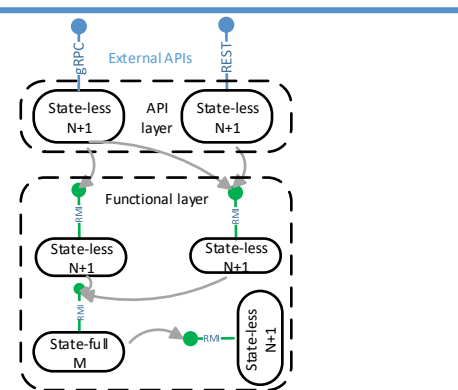
## Customer



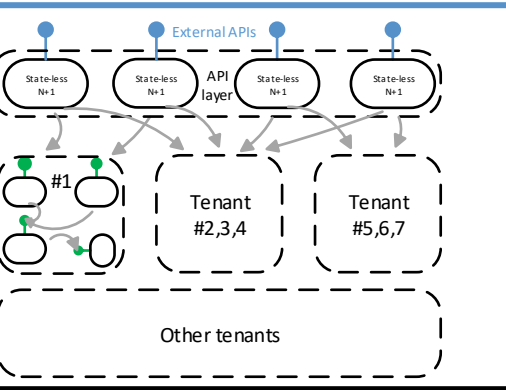
## Operational management



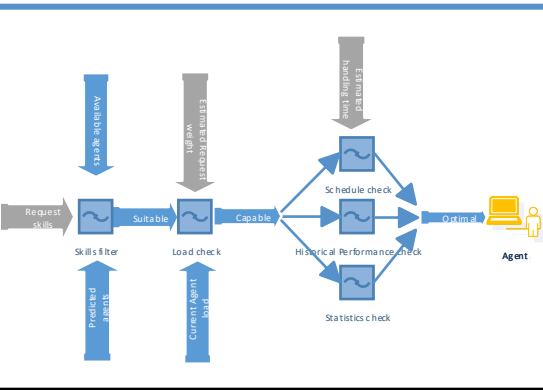
## Service - internals



## Service tenancy



## Resource selection



## Interaction selection

