



Description

- The chats/messages from customer touch points like Facebook Messenger, Slack, Skype, Web Chat, Mobile Apps hit IRA Logic engine
- Based on the type of incoming request, IRA Logic engine decides to pass the request to either Amazon Lex for NLP function or IRA Decision Making AI module for Context Mapping
- IRA Logic engine decides to integrate with 3rd party APIs based on the request type
- The architecture is designed to scale up automatically to accommodate more concurrent requests
- The IRA Management Portal is powered by Amazon Postgres RDS while the analytics run on Amazon Athena
- Redis acts as the caching layer for IRA.AI platform
- Integrations with Amazon Polly allows IRA.AI to exhibit Voice Bot capabilities
- IRA.AI can integrate with Google Translate for multi-language support