

# CRM dashboards sourcing - Technical Documentation

## Architecture

<High-level architecture schema illustrating the components and their interactions>

## Data Flow

<Describe the Data Flow (e.g. data sources, extraction, transformations, data quality controls, data storage, visualization), Data Model and Data Mapping>

## Procedures

<Describe the manual procedures that may be needed to operate the application (e.g. start/pause/terminate/restart the app processes, manual data reload, encryption key rotation, renew passwords or other manual activities)>

## Scheduling

<Describe the scheduling in place (e.g. existing jobs, trigger time/event based, dependencies)>

## Monitoring

<Describe the monitoring checks to confirm the application is performing well (e.g. check the overall status, data quality controls, performance metrics like runtime/data volume/memory/disk/CPU, maintain and react to alerts/notifications)>

## SSL Certificates

<List out if any SSL source certificates to be added in the server with the contact details>

## Error Handling

<Describe how to handle errors (e.g. common errors and respective resolution, when to alert users)>

## Known Bugs

<List the existing bugs, its criticality, workarounds and resolution plan>

## Roadmap

<List past & future evolution for the application (including links to MED/FSD/TSD)>