

Containers (jtel Container Stack)

Containerized Application Components

This table shows a list of the available containers in the jtel Container Stack.

Category	Container	Function	Comments
DevOps	acd-task-runner	Stack startup	The acd-task-runner is responsible for: <ul style="list-style-type: none">• Making sure the file system is ready, installing a new file system for a new installation or retrieving new files for an existing installation when it is updated• Making sure the database is ready, installing a clean database for a new installation or retrieving and executing update scripts for an existing installation when it is updated• Performing tasks such as file system maintenance and database record deletion according to the retention policies setup on the customer system• Making the daily system backup and uploading this either to the azure WORM storage (jtel Cloud SaaS Infrastructure) or the customers SMB or NFS (On Premise installation)
DevOps	acd-vscode	Visual Code Server	Provides file system access for service personell
Database	acd.dbm	Database Master	The master database container.
Database	acd-dbs	Database Slave	The slave database container.
Web Access	acd-haproxy	Reverse Web Proxy Server	The proxy server providing the https certificate and https offloading and load balancing / routing to the webservers and other https servers in the instance.
Web Access	acd-web-1 ... acd-web-N	Webservers Portal Versions up to 3.xx	The webservers for portal versions 3.xx
Web Access	acd-portal	Webservers Portal Versions from 4.xx	The webserver for portal version 4.xx
Telephony	acd-fs1	FreeSWITCH Telephony Stack	This contains the SIP and RTP handling stack for the system: <ul style="list-style-type: none">• Uses a modified FreeSWITCH version with some jtel specific code in the core• Contains jtel specific modules providing ASR and TTS functionality• Uses a jtel specific configuration with a very simple dialplan which allows the jtel Blazar application server to make all call handling and routing decisions
Telephony and Application	acd-tel1	jtel Blazar Application Server	This contains the application server software which: <ul style="list-style-type: none">• Controls the FreeSWITCH (acd-fs1) instance handling all incoming and outgoing calls• Runs several background processes such as reporting subscriptions, sending emails, uploading files to FTP servers
Application	acd-pres	Presence Connector and Aggregator	This container is responsible for monitoring extensions, users and presence in connected voice infrastructure: <ul style="list-style-type: none">• Microsoft Teams Connector• NFON Connector• WellCOM Connector• Cisco Connector
Application	acd-chat	Chat Server	The chat server application container providing web-chat and LLM chat functionality.
Application	acd-imap-mail-daemon	E-Mail Connector	The email connector application which retrieves emails from IMAP(S) and Office 365 / Exchange mailboxes.

Application	acd-connector-innovaphone	Innovaphone Connector	Provides monitoring, presence and control functions for the Innovaphone PBX System.
AI and Bots	acd-ai-pipeline-bot	AI Pipeline	Provides routing and pipelines to AI components in the infrastructure.
AI and Bots	acd-summary-bot	Call Summarization	Provides call summarization services using LLM
AI and Bots	acd-sentiment-bot	Sentiment Analysis	Provides sentiment analysis using a custom model
AI and Bots	acd-ragbot	Retrieval Augmented Generation Bot and Vector Database	Provides a vector database and query endpoint for knowledge base documents and data used in the AI pipelines of the system.
API	acd-rest	REST API	Provides the jtel REST API endpoints.
Monitoring	acd-dbm-exporter	Database Monitoring	Monitors the database master and provides information to the central jtel monitoring and alarming system on the health and state of the database.
Monitoring	node_exporter	Host Monitoring	Monitors the host system and provides performance metrics including: <ul style="list-style-type: none"> • CPU • RAM • disk and filesystem • network • hardware statistics • process statistics to the central jtel monitoring and alarming system.
Monitoring	cadvisor	Container Monitoring	Monitors the containers in the stack and provides performance metrics per container including: <ul style="list-style-type: none"> • CPU • RAM • disk i/o • network to the central jtel monitoring and alarming system.
Monitoring	docker_state_exporter	Container Orchestration Monitoring	Monitors the state of docker objects: <ul style="list-style-type: none"> • Containers • Images • Volumes • Networks providing the following metrics: <ul style="list-style-type: none"> • Running • Stopped • Restarted • Labels and Exit Codes focusing on what exists and in what state and providing this information the the central jtel monitoring and alarming system.
Identity Management	oauth2-proxy	Identity Management and SSO	Provides single sign on capability to the following management containers using Entra ID: <ul style="list-style-type: none"> • Visual Code Server • haproxy web front end

Not Containerizable Application Components

The following software components are not containerizable and must be run on a dedicated Windows VM in environments which require them:

Category	Application	Function	Comments
Application	TAPI Monitor	Presence Connector and Aggregator for Legacy PBX Systems	TAPI is a legacy interface for monitoring and controlling old PBX systems and is only provided in a windows environment. Running the TAPI monitor application requires a dedicated windows machine to provide this functionality.