

## **Project Design Phase-I Solution Architecture**

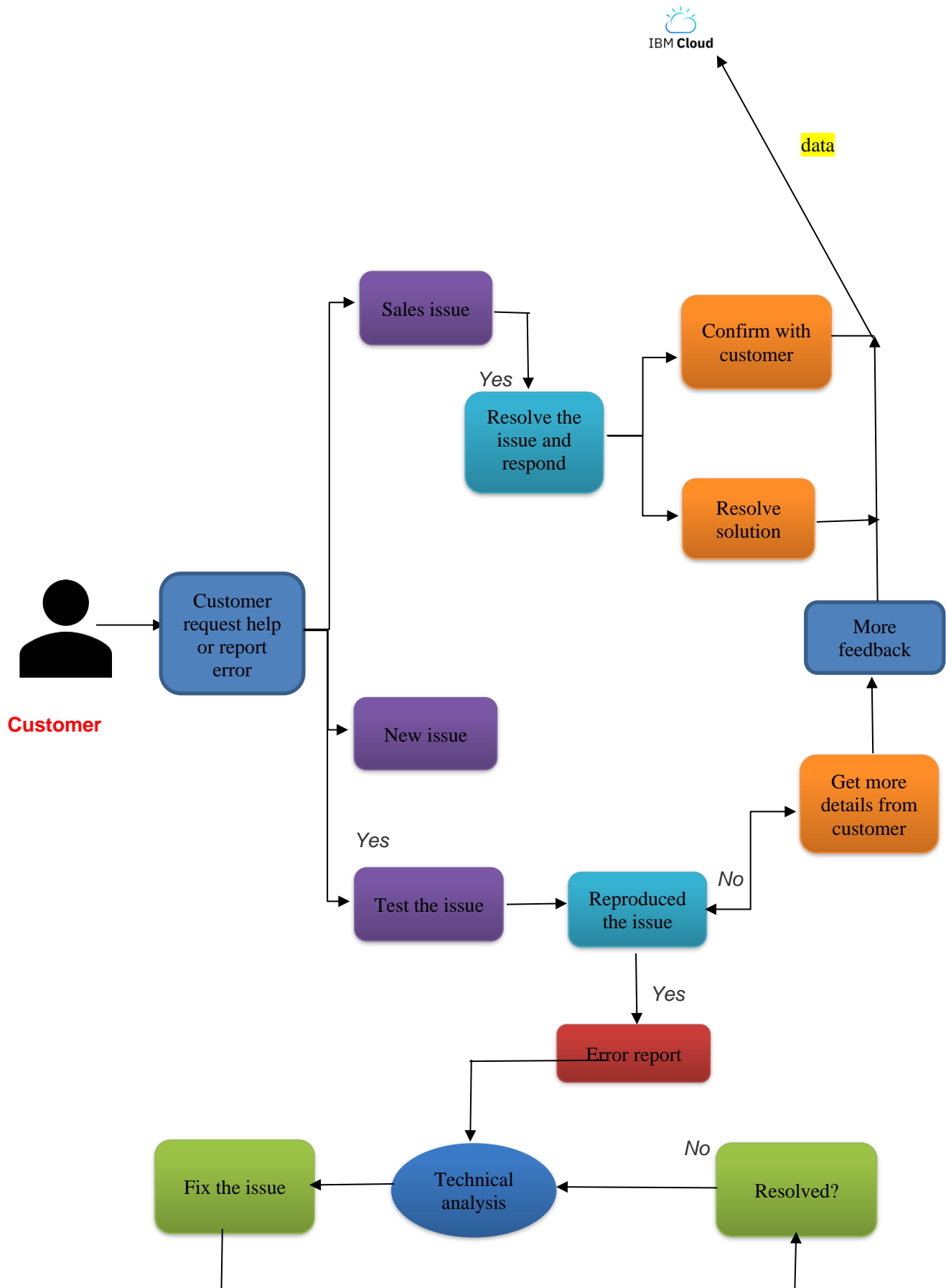
Date	19 September 2022
Team ID	PNT2022TMID27274
Project Name	Customer Care Registry
Maximum Marks	4 Marks

### **Solution Architecture:**

During the process of discovery and scoping, a Customer Solutions Architect works closely as a trusted advisor with top-level business stakeholders to create proposals and statements of work to meet our customer's needs.

1. Solution Architecture and User and Customer Experience Alan Mc Sweeney.
2. Identify the importance of including solution usability within solution architecture.
3. Identify approaches to measuring solution usability and the creation of a common measurement framework.
4. Solution Architecture – Taking the end to end View.
5. One of the core objectives and purposes of solution architecture is to understand the scope of the end-to-end solution in order to allow the true scope of the delivery to be estimated.

### **Solution Architecture Diagram:**



*figure 1: Architecture and data flow of the Personal expense tracker application*

**Reference:** [https://www.researchgate.net/publication/275406982\\_Customer\\_Care](https://www.researchgate.net/publication/275406982_Customer_Care)