Project Design Phase-I
Solution Architecture

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Team ID	NM2023TMID10705
Project Name	**Project - The Issue Tracker: A Reliable Complaint Management System for Improved Customer Service**

Solution Architecture:

In this diagram, we can see that the system is deployed on a Kubernetes cluster, which provides scalability, reliability, and ease of management. The Flask framework is used as the frontend to provide a user-friendly interface for both customers and agents.

The system uses IBM Db2 to store user data, such as customer profiles and complaint history. Object Storage is used to store processed files, such as customer images or documents related to the complaint.

The system has two types of users: customers and agents. Customers can register and create complaints, which are then assigned to agents by an admin user. Agents can view the complaints assigned to them and take action to resolve them.

To ensure high availability and scalability, the system is deployed in a Kubernetes cluster with multiple replicas of each component. The system is also monitored and managed by Kubernetes, ensuring that it stays up and running even in the event of a failure.

Overall, this architecture provides a reliable and scalable solution for managing customer complaints, improving customer service and satisfaction.

Solution Architecture Diagram: