

Project Design Phase-II
Technology Stack (Architecture & Stack)

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|---------------|------------------------|
| Date | 14 October 2022 |
| Team ID | PNT2022TMID36073 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |

Technical Architecture:

The Deliverable shall include the architectural diagram as below and the information as per the table1 & table 2

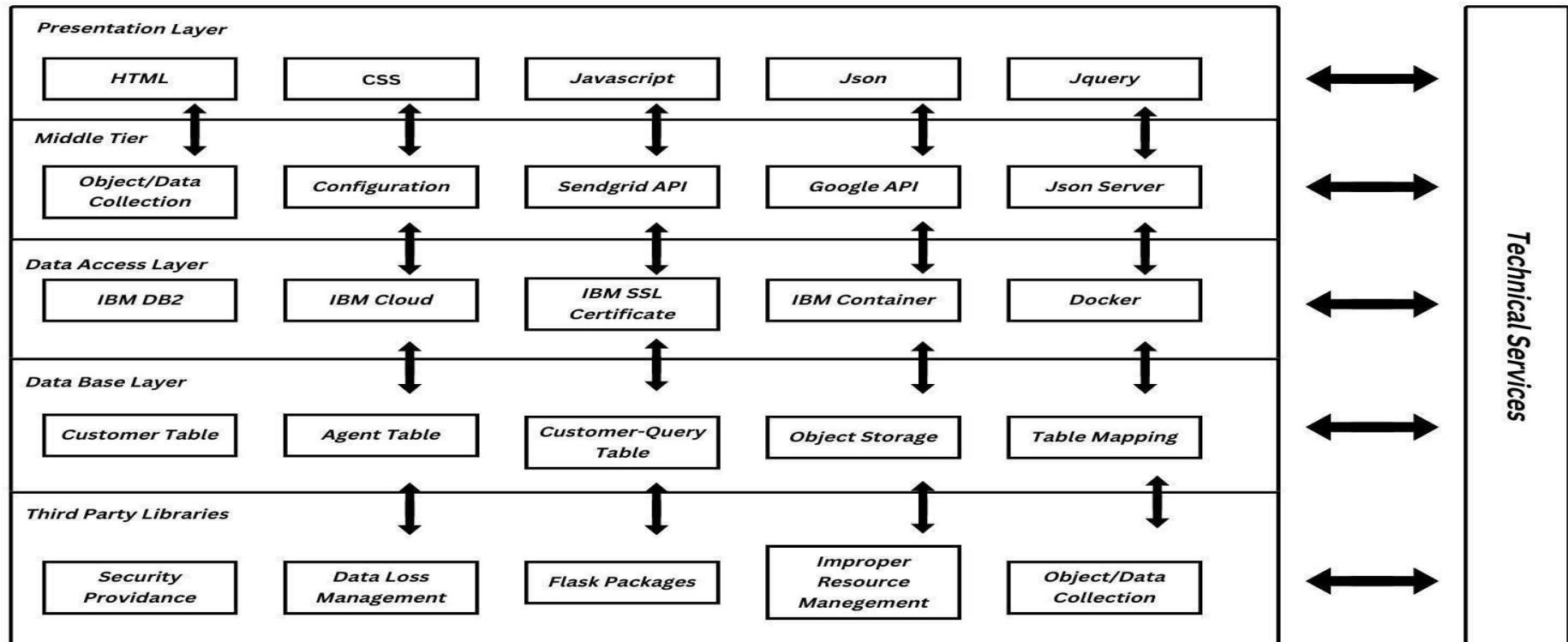


Table-1 : Components & Technologies:

| S.No | Component | Description | Technology |
|------|---------------------|--|------------------------------------|
| 1. | User Interface | Similarly Like Chatbot,Web UI and etc... | HTML, CSS, JavaScript ,Json,Jquery |
| 2. | Application Logic-1 | It helps to perform the Entire Functions and Tasks in the Application. | Python |
| 3. | Application Logic-2 | Providing the Virtual Assistant for Customer Queries | IBM Watson Assistant |

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|----|---------------------------------|---|--------------------------------------|
| 4. | Database | Data from config. json is used to configure virtual machine. After that JSON syntax is valid. | JSON |
| 5. | Cloud Database | Database Service on Cloud | IBM DB2 |
| 6. | File Storage | File storage requirements | IBM Block Storage and Object Storage |
| 7. | Infrastructure (Server / Cloud) | Application Deployment on Local System / Cloud Local Server Configuration:Local Server Cloud Server Configuration : Online Server | Docker and Kubernetes |

Table-2: Application Characteristics:

| S.No | Characteristics | Description | Technology |
|------|--------------------------|--|-----------------------|
| 1. | Open-Source Frameworks | Flask-Python Framework | Flask -Python |
| 2. | Security Implementations | Digital Certificate SSL Secuirty | IBM Cloud and IBM DB2 |
| 3. | Scalable Architecture | Sendgrid API and Json Server | IBM Object Storage |
| 4. | Availability | Large Number of Customer Utilize | IBM Kubernetes |
| 5. | Performance | Fast Recovering Data From IBM DB2 and flexible request and response from Cloud | IBM Cloud |