

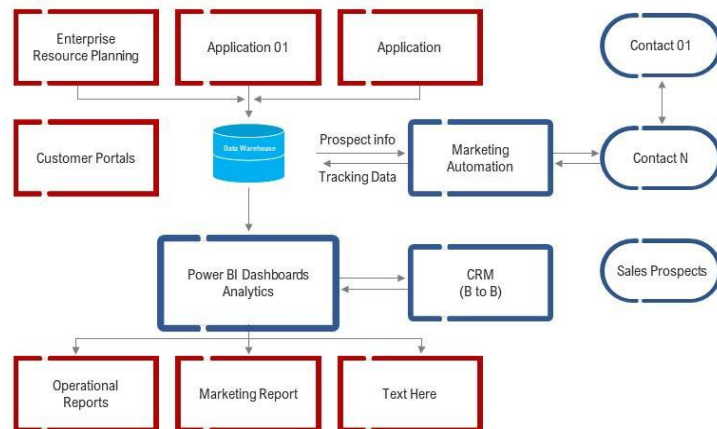
## Project Design Phase-II Technology Stack (Architecture & Stack)

Date	14 October 2022
Team ID	PNT2022TMID53532
Project Name	Customer Care Registry
Maximum Marks	4 Marks

### Technical Architecture:

#### CRM Architecture with Organizational Information Flow

This slide is 100% editable. Adapt it to your needs and capture your audience's attention.



#### Guidelines:

1. As shortly once the user has the complaints to raise then the user need to raise the issue with detailed description
2. After a specified period of time, the administrator will look into the issue and he try to solve the issue by assigning the complaints to someone
3. User interacts with the application using website UI (HTML, CSS, JavaScript, React, etc.)
4. Once the issue has been solved , then user will be intimated by using email, message, etc.

**Table-1 : Components & Technologies:**

S.No	Component	Description	Technology
1.	User Interface	User interacts with the application using website UI, which is used to get the various user needed various user information details from the website UI	HTML, CSS, JavaScript ,Angular Js , React Js etc.
2.	Application Logic-1	This logic depends on the extracting the needed contents into the dataset.	Java / Python
3.	Application Logic-2	This logic depends on the training the dataset to get the accuracy by predicting the value.	IBM Watson STT service
4.	Database	Data Type, Configurations etc.	MySQL, NoSQL, etc.
5.	Cloud Database	Database Service on Cloud	IBM DB2, IBM Cloudant etc.
6.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem
7.	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration: Cloud Server Configuration :	Local, Cloud Foundry, Kubernetes, etc.

**Table-2: Application Characteristics:**

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	A software for which the original source code is made freely available and may be redistributed and modified according to the requirement of the user.	OS ticket
2.	Security Implementations	IBM Cognos Application Firewall provides security features that are in addition to many of the components identified in the recommended security framework. Firewall architecture is based on a shared	Technology used in the security are Azure SQL and Azure Cosmos DB to deliver highly scalable customer service and ERP applications that work with structured and unstructured data.

S.No	Characteristics	Description	Technology
		library that can be easily updated when new security threats are identified.	
3.	Scalable Architecture	A scalable architecture refers to a system, network, or process that is designed to handle a workload that may change in scope. Which means the architecture can natively handle such growth, or that enlarging the architecture to handle growth is a trivial part of the original design	Technology used in the architecture is that with the Python and the IBM Cognos.
4.	Availability	Service availability is simply the measure of the service being available and accessible to the customers during the time you promised to keep the service available.	Technology used in the architecture is that with the Python and the IBM Cognos.
5.	Performance	This is a fundamental step if we need to achieve the greatest benefit with the least amount of work. Designing for capacity means determining the hardware needed for your system to perform well under its anticipated workload.	Technology used in the architecture is that with the Python and the IBM Cognos.