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

Date	03 October 2022
Team ID	PNT2022TMID02641
Project Name	Project – Customer Care Registry
Maximum Marks	4 Marks

Technical Architecture:
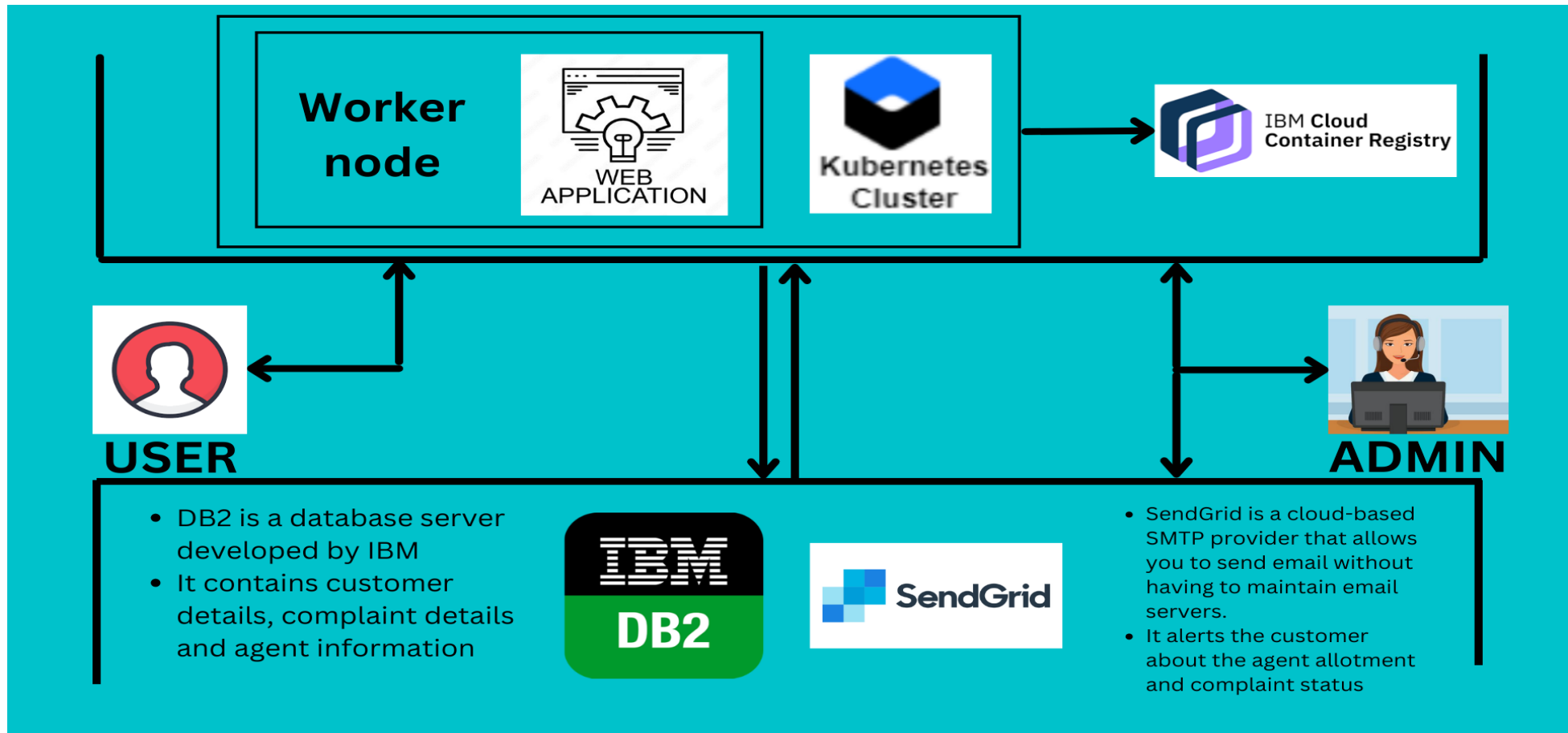
Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	How user interacts with application e.g. Web UI, Mobile App, Chatbot etc.	HTML, CSS, JavaScript / Angular Js / React Js etc.
2.	Application Logic-1	Logic for a process in the application	Java / Python
3.	Application Logic-2	Logic for a process in the application	IBM Watson STT service
4.	Application Logic-3	Logic for a process in the application	IBM Watson Assistant
5.	Database	Data Type, Configurations etc.	MySQL, NoSQL, etc.
6.	Cloud Database	Database Service on Cloud	IBM DB2, IBM Cloudant etc.
7.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem
8.	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	List the open-source frameworks used	Python flask.
2.	Security Implementations	List all the security / access controls implemented, use of firewalls etc.	High end security to track of login authentication by using encryptions and antivirus for firewall security.
3.	Scalable Architecture	Justify the scalability of architecture (3 – tier, Micro-services)	The scalability of the application depends on the micro services used in the web application.

S.No	Characteristics	Description	Technology
4.	Availability	Justify the availability of application (e.g. use of load balancers, distributed servers etc.)	Increase in user's request results in increase in allotment of agent therefore availability of storage space in distributed server is managed efficiently.
5.	Performance	Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc.	The performance of application is purely based on the number of requests per sec given by the user and the use of cache also depends on the usability of the application.