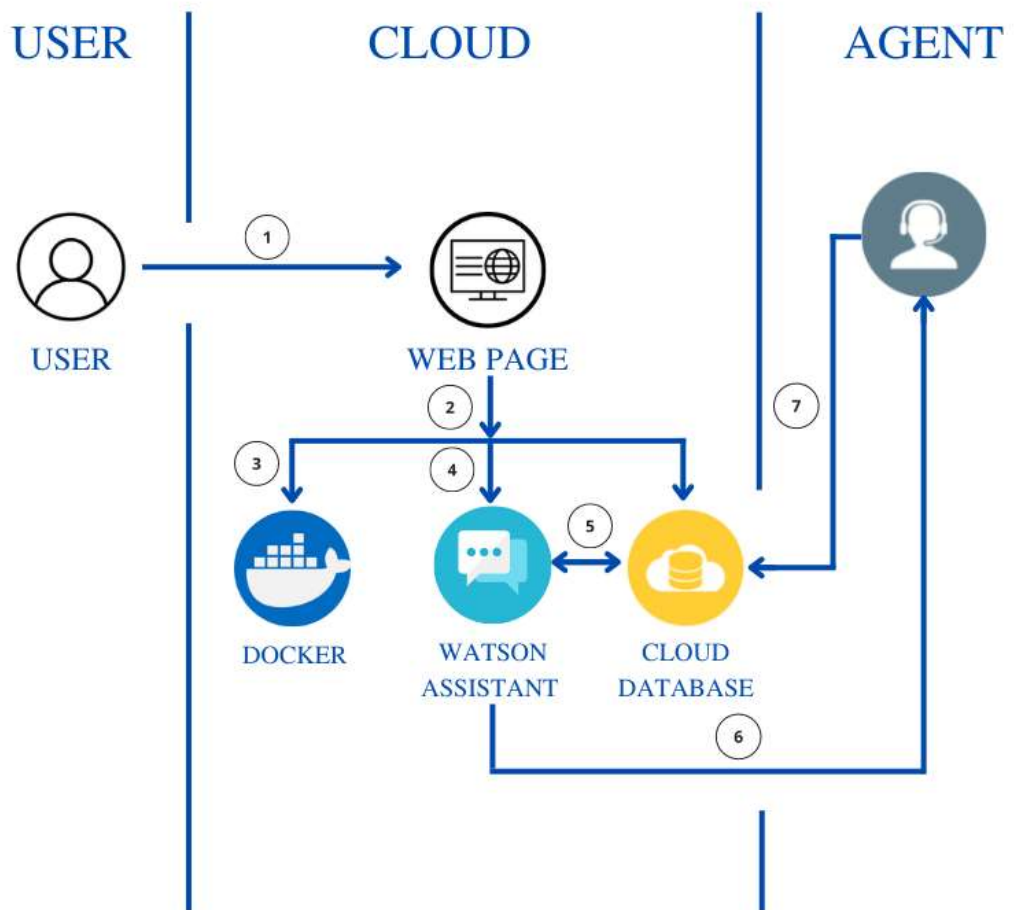


**Project Design Phase-II  
Technology Architecture**

Date	03 October 2022
Team ID	PNT2022TMID27825
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	4 Marks

**Technology Architecture Diagram:**



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

S.No	Component	Description	Technology
1.	Web Page Preview	A simple web page is presented to the user with a layout which has a chat bot in it. The queries of the user are entered in the chat bot.	HTML, CSS, JavaScript
2.	Application Logic-1	An input bar is provided that enables the user to type queries.	Python/Java
3.	Application Logic-2	Frequently asked questions are responded with a chatbot.	IBM Watson Assistant
4.	Application Logic-3	When custom queries are asked the chat bot redirects the user to the agent.	IBM Watson Assistant
5.	Cloud Database	Queries and answers to the queries are stored in the cloud and are accessed whenever a query is asked.	IBM DB 2
6.	File Storage	The required program files are stored in the file storage.	IBM Block Storage
7.	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration: Flask Application Cloud Server Configuration: IBM Cloud	Python Flask, IBM Cloud

**Table-2: Application Characteristics:**

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	List the open-source frameworks used	Python Flask, CSS Frameworks
2.	Security Implementations	General access control and the built-in security features of IBM Cloud are present.	IBM Watson Assistant, IBM DB 2
3.	Scalable Architecture	The architecture consists of three tiers, the client side, the web server	Client Side: Python Flask

		and the cloud server. Each of these can be scaled as per requirements.	Web Server: IBM Watson Assistant Cloud Server: IBM Cloud
4.	Availability	The website is available 24/7 on almost all devices that support an internet browser.	IBM Cloud, Python Flask
5.	Performance	Responds to several thousands of queries at the same time.	IBM Cloud