CUSTOMER CARE REGISTRY

TECHNOLOGY

ARCHITECTURE

TEAM MEMBER

TEAM LEADER :PREETHI R

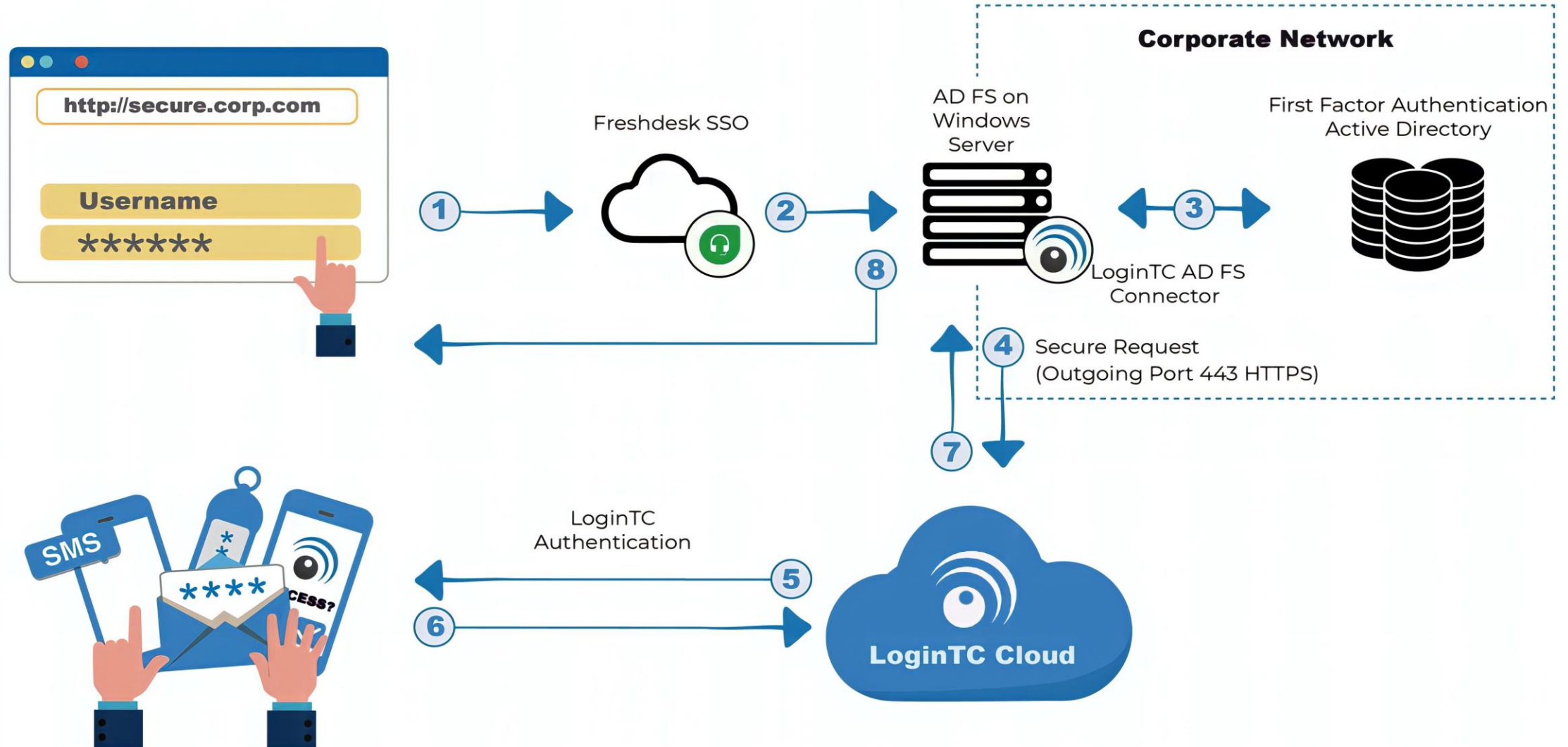**TEAM MEMBER 1 : RAMYA D**

TEAM MEMBER 2 :SATHIYAKALA S

TEAM MEMBER 3 SRI VARDHINI K

TEAM DETAILS:

Team No   **:** PNT2022TMID10774
College Name **:** IFET Collage Of Engineering
Department   **:** Electronics and Communication ngineering

TECHNOLOGY ARCHITECTURE

TECHNOLOGY ARCHITECTURE

S.No.	Components	Description	Technology
1.	User Interface	How user interacts with application e.g. Web UI, Mobile App, Chatbot etc.	HTML, CSS, JavaScript / Angular Js / ReactJs etc.
2.	Freshdesk SSO	Single Sign-On capability	Clouding Authentication
3.	AD FS on Windows Server	To provide users with single sign-on access to systems	Firewall
4.	Login AD FS TC Connector	Toenable active Directory Federation Services to add multi-factor authentication	Authentication
5.	HTTP	Data exchange on the Web and it is a client-server protoco	IP datagram

APPLICATION CHARACTERISTICS

S.No.	Characteristics	Description	Technology
1.	Open-source framework	List the open-source frameworks used	Python flask
2.	Security Implementation	List all the security / access controls implemented, use of firewalls etc.	e.g., encryption, intrusion detection software,antivirus, firewalls
3.	Scalable Architecture	Justify the scalability of architecture.	Supports higher workloads without any fundamental changes to it.
4.	Availability	Justify the availability of application.	High availability enables your IT infrastructure to continue functioning component
5.	Performance	Design consideration for the performance of the	Performance technology, therefore, that uses