

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

Date	26 October 2022
Team ID	PNT2022TMID06760
Project Name	Project – 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

Example: Order processing during pandemics for offline mode

Reference: <https://developer.ibm.com/patterns/ai-powered-backend-system-for-order-processing-during-pandemics/>

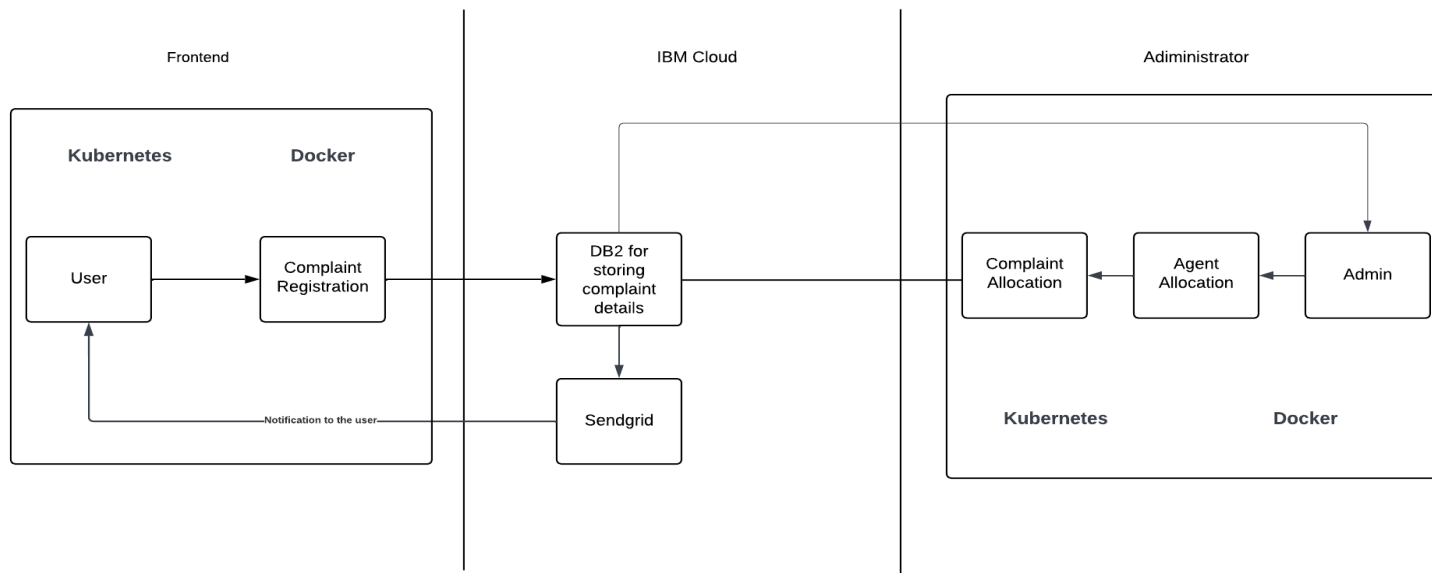


Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	The user interacts with application e.g. Web UI, Mobile App.	HTML, CSS, JavaScript, Flask, Python
2.	Account Registration	The users can able to create their account	Flask Application, Docker, Kubernetes
3.	Account Login	The user can able to login to the account	Flask Application, Docker, Kubernetes
4.	Complaint Registration	The user can able to register their complaints	Flask Application, Docker, Kubernetes
5.	Admin Login	The Admin can able to login to the account	Flask Application, Docker, Kubernetes, IBM DB2
6.	Agent Creation	Admin can able to create the agent	Flask Application, Docker, Kubernetes, IBM DB2
7.	Task Allocation	The agent can able to work on the solution	Flask Application, Docker, Kubernetes, IBM DB2
8.	Database	Data Type, Configurations	MySQL
9.	Cloud Database	IBM Cloud	IBM DB2
10.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	Flask, Kubernetes, Docker	Flask, Kubernetes, Docker
2.	Security Implementations	Only authenticated users can able login to the Application	IBM DB2
3.	Scalable Architecture	3-Tier architecture Presentation tier, Data tier, Application tier	Flask, HTML, CSS, Python, IBM Cloud
4.	Availability	This application can be available to the user 24/7.	Cloud Deployment

S.No	Characteristics	Description	Technology
5.	Performance	A maximum of 500 to 2000 can access the application simultaneously	Kubernetes, Docker, IBM Object storage

References:

<https://c4model.com/>

<https://developer.ibm.com/patterns/online-order-processing-system-during-pandemic/>

<https://www.ibm.com/cloud/architecture>

<https://aws.amazon.com/architecture>

<https://medium.com/the-internal-startup/how-to-draw-useful-technical-architecture-diagrams-2d20c9fda90d>