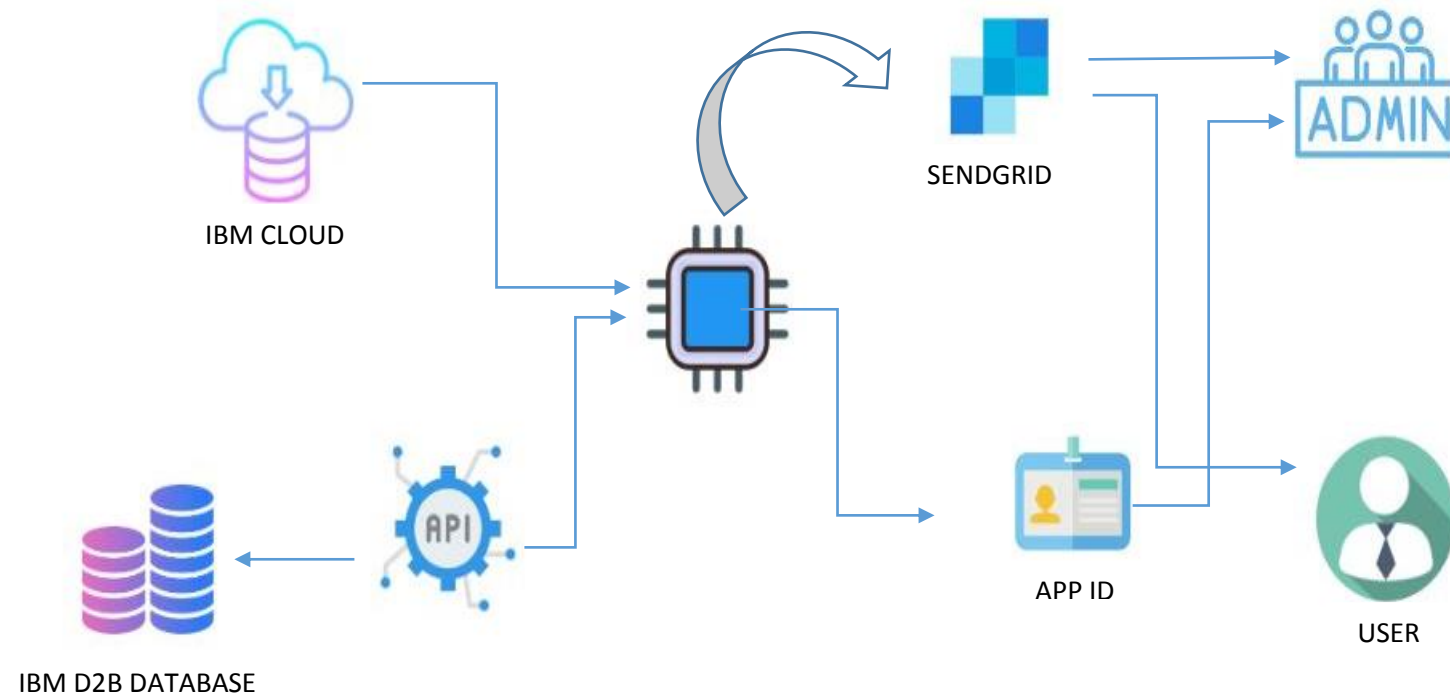**Project Design Phase-II**
Technology Stack

Team ID	PNT2022TMID04475
Project Name	Customer Care Registry

TECHNOLOGY ARCHITECTURE

IBM CLOUD

SENDGRID

ADMIN

IBM D2B DATABASE

APP ID

USER

Table-1: Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	How user interacts with application e.g. Web UI, Mobile App, Chabot 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
6.	Cloud Database	Database Service on Cloud	IBM DB2
7.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local File system
8.	Infrastructure	Application deployment	Local

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.	Anti-virus and firewalls
3.	Scalable Architecture	Justify the scalability of architecture (3 – tier, Micro-services)	Ability of an organization to perform well under an increased or expanding workload.
4.	Availability	Justify the availability of application (e.g. use of load balancers, distributed servers etc.)	Refers to a property of software that it is there and ready to carry out its task when you need it to be.
5.	Performance	Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc.	Measures how effective is a software system with respect to time constraints and allocation of resources.