

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

Date	10 October 2022
Team ID	PNT2022TMID53529
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

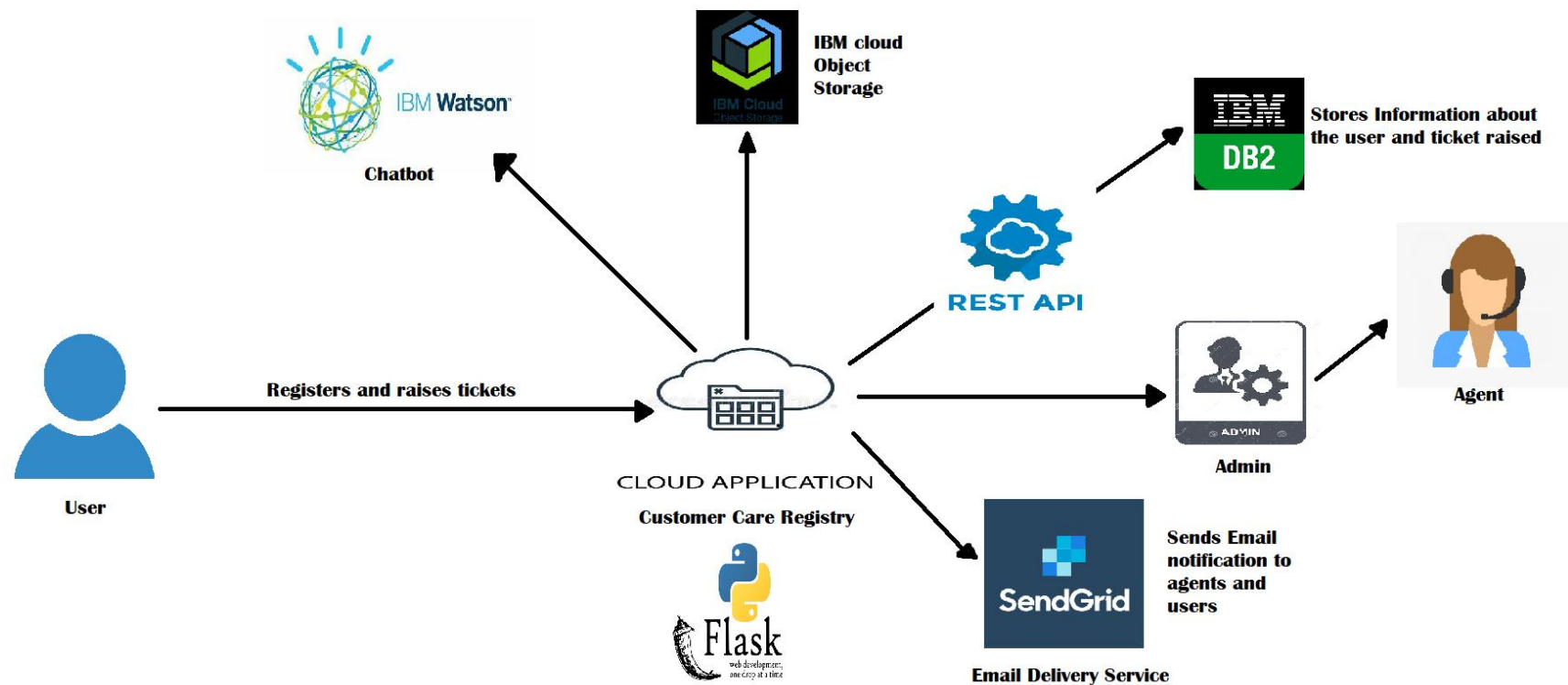


Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	User registers and logins using register and login page. User can access their information, raise ticket and check the progress in dashboard page. Basic information about the customer care registry can be seen in Home Page.	HTML, CSS, JavaScript, Bootstrap
2.	Application Logic-1	User credentials authentication	Python
3.	Application Logic-2	Chatbot support	IBM Watson Assistant
4.	Database	Data Type, Configurations etc.	MySQL, NoSQL, etc.
5.	Cloud Database	Database Service on Cloud	IBM DB2
6.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem
7.	External API-1	Email Delivery Service	SendGrid
8.	Infrastructure (Server / Cloud)	Application Deployment on Cloud Local Server Configuration	Docker, Cloud Foundry, Kubernetes, etc.

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	Flask - Flask is a web framework that provides libraries to build lightweight web applications in python.	Python Flask
2.	Security Implementations	Secures password and other sensitive information	Encryption
3.	Scalable Architecture	Cloud based application which supports scalability	Supports heavier workloads without any fundamental changes
4.	Availability	The application is highly available	Load balancers
5.	Performance	Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc.	It is highly available and scalable and usage of load balancer can enhance the performance of the application