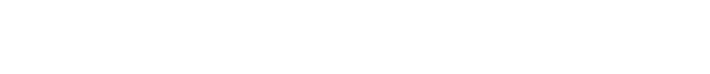
**CUSTOMER CARE** **REGISTRY**

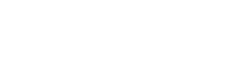
TECHNOLOGY ARCHITECTURE :

|  |  |
| --- | --- |
| Date | 21 October 2022 |
| Team ID | PNT2022TMID37600 |
| Project Name | Customer Care Registry |
| Maximum Marks | 4 Marks |
| Team Members | D.Lokesh Reddy  CH.Santhosh Reddy  E.M.Anjunath Goud  k.krishna kishore |

**TECHNOLOGY ARCHITECTURE**



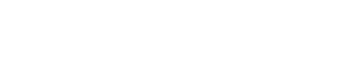
IBM CLOUD STORAGE



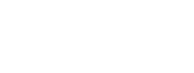
IBM DB



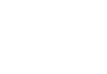
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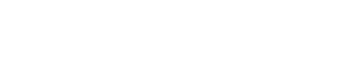
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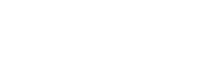
REST



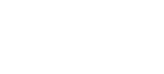
API



SENDGRID



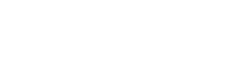
APP ID



ADMI



N



CLIENT

**TECHNOLOGY ARCHITECTURE**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **COMPONENT** | **DESCRIPTION** | **TECHNOLOGY** |
| 1. | User Interface | How user interacts with application e.g. Web UI, Mobile App, Chatbot etc. | HTML, CSS, JavaScript / Angular Js / React Js etc. |
| 2. | Application Logic-1 | Logic for a process in the application | 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 etc |
| 6. | Cloud Database | Database Service on Cloud | IBM DB2, IBM Cloudant etc. |
| 7. | File Storage | File storage requirements | IBM Block Storage or Other Storage Service or Local Filesystem |
| 11. | Infrastructure (Server / Cloud) | Application Deployment on Local System / Cloud Local Server Configuration:  Cloud Server Configuration : | Local, Cloud Foundry, Kubernetes, etc. |

APPLICATION CHARACTERISTICS

|  |  |  |  |
| --- | --- | --- | --- |
| **S.N o** | **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. | **e.g., encryption, intrusion detection software, antivirus, firewalls** |
| 3. | Scalable Architecture | Justify the scalability of architecture (3 – tier, Microservices) | **supports higher workloads without any fundamental changes to it**. |
| 4. | Availability | Justify the availability of application (e.g. use of load balancers, distributed servers etc.) | High availability **enables your IT infrastructure to continue functioning even when some of its components fail**. |

|  |  |  |  |
| --- | --- | --- | --- |
| 5. | Performance | Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN’s) etc. | Performance technology, therefore, is **a field of practice that uses various tools, processes, and ideas in a scientific, systematic manner to improve the desired outcomes of individuals and organizations**. |

**Thank you**



