# CUSTOMER CARE REGISTRY

PROJECT DESIGN PHASE -II

# TECHNOLOGY ARCHITECTURE

Team ID: PNT2022TMID20462

TECHNOLOGY ARCHITECTURE



IBM CLOUD STORAGE



SENDGRID

ADMI

N

APP ID

CLIENT



IBM DB2 DATABASE REST API

Technology Architecture 2

TECHNOLOGY ARCHITECTURE

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| --- | --- | --- | --- |
| **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 |
| 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. |

Technology Architecture 3

APPLICATION CHARACTERISTICS

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| --- | --- | --- | --- |
| **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, micro- Services) | **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**. |

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