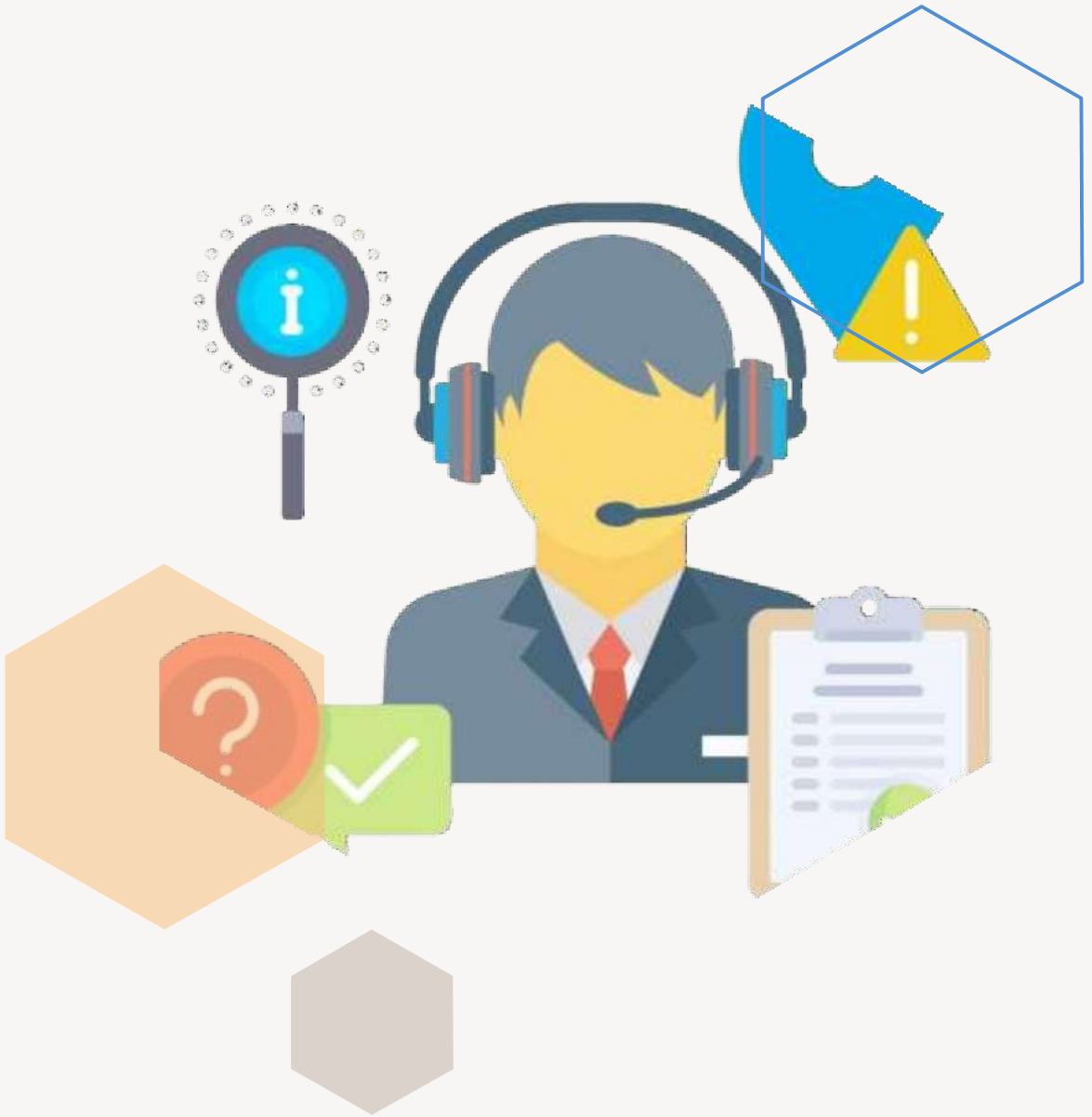
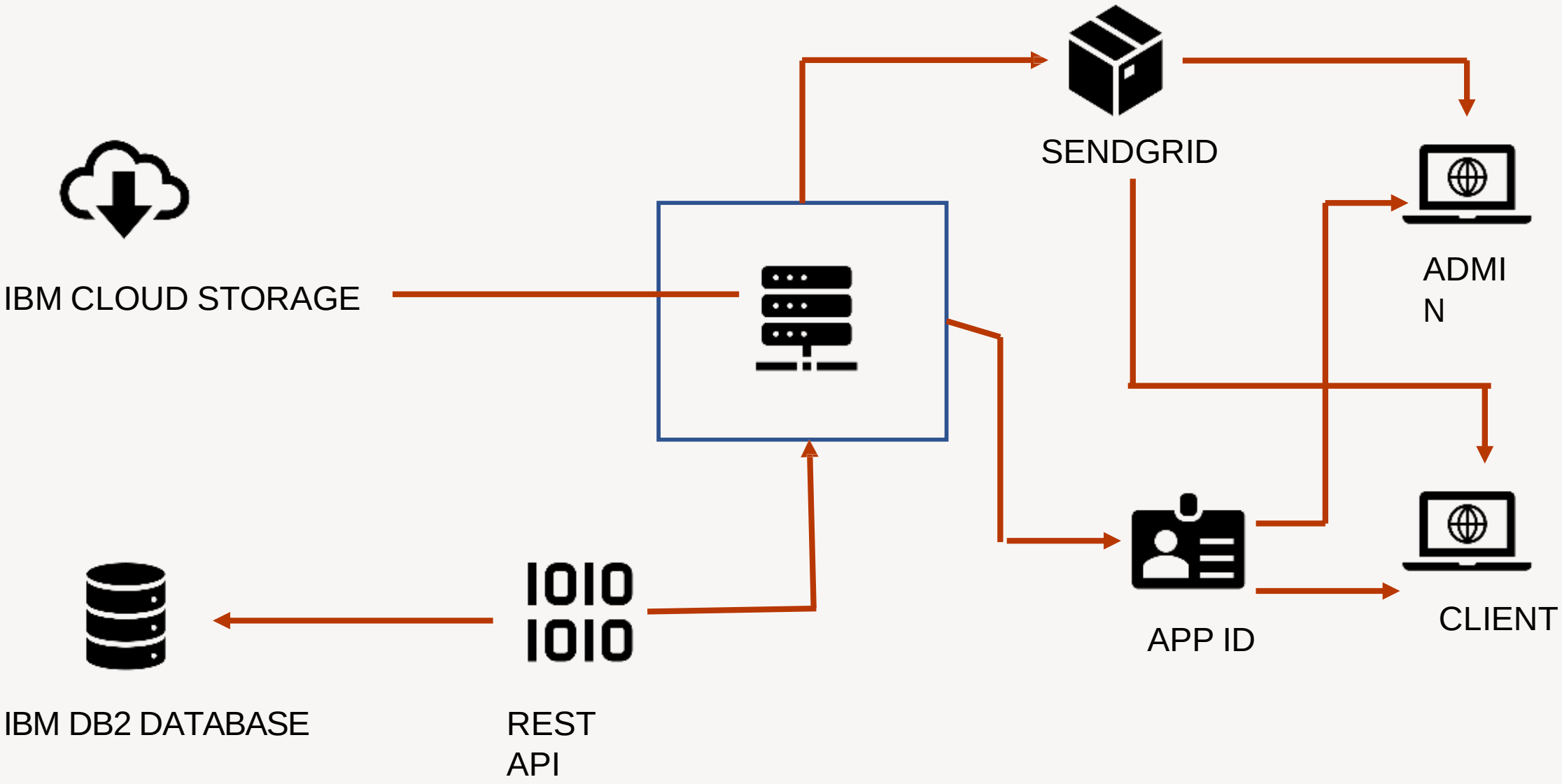
CUSTOMER CARE REGISTRY

TECHNOLOGY

ARCHITECTURE



TECHNOLOGY ARCHITECTURE



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.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.	**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 infrastructureto 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