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

Date	15 October 2022
Team ID	PNT2022TMID49581
Project Name	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
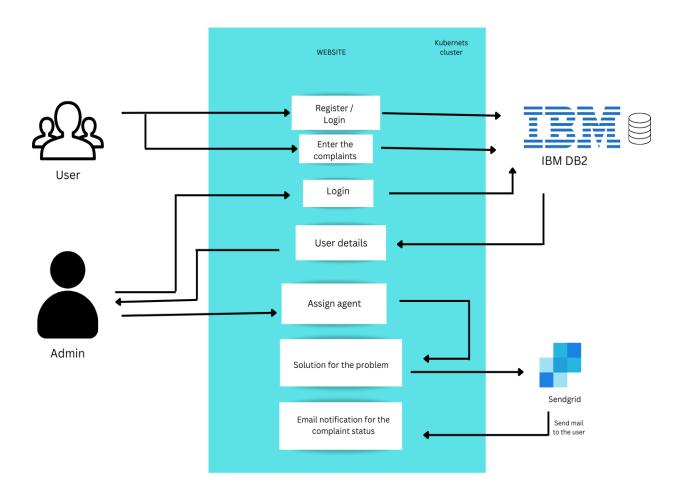
Table-1 : Components & Technologies:

S. No	Component	Description	Technology
1.	User Interface	User interact with the application using form, login, email notification	Python Flask, HTML, CSS
2.	Registration(user)	User register in the website	Python Flask, HTML, CSS,IBM DB2
3.	Enter the complaints	User enter the complaints in the website	Python Flask, HTML, CSS,IBM DB2
4.	Registration(Admin)	Admin register in the website	Python Flask, HTML, CSS,IBM DB2
5.	Assign Agent	Admin assign agents for each user	Python Flask, HTML, CSS,IBM DB2
6.	Solution for the complaint	Agent solve the problem and gives the satisfied solution	Python Flask, HTML, CSS,IBM DB2.
7.	Notification	Agent send the email notification about the status of the complaints	Python Flask, HTML, CSS,IBM DB2
8.	SendGrid	Send email for complaint status	SendGrid
9.	Cloud Database	Database service on cloud	IBM DB2
10.	Kubernetes cluster	Run Containerized application	IBM Kubernetes.

Table-2: Application Characteristics:

S. No.	Characteristics	Description	Technology
1.	Open-Source Frameworks	Docker is used for Open Source Framework	DOCKER
2.	Scalable Architecture	It connected with Scalable Architecture	IBM DB2
3.	Availability	This application is anytime accessible	Python FLASK
4.	Performance	Record resource requests and save Registered information. Availability of application	IBM DB2