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

Batch ID	B8-2A4E
Team ID	PNT2022TMID13787
Project Name	Project – Customer care Registry
Maximum Marks	4 Marks

USER

IBM CLOUD

ADMIN

TOLL FREE NUMBER

AUDIO RECORDING

WATSON SERVICES

SPEECH TO TEXT

LANGUAGE TRANSLATOR

KNOWLEDGE STUDIO

NATURAL LANGUAGE UNDERSTANDING

IBM DB2 ON CLOUD

APP UI

1

2

3

4

5

6
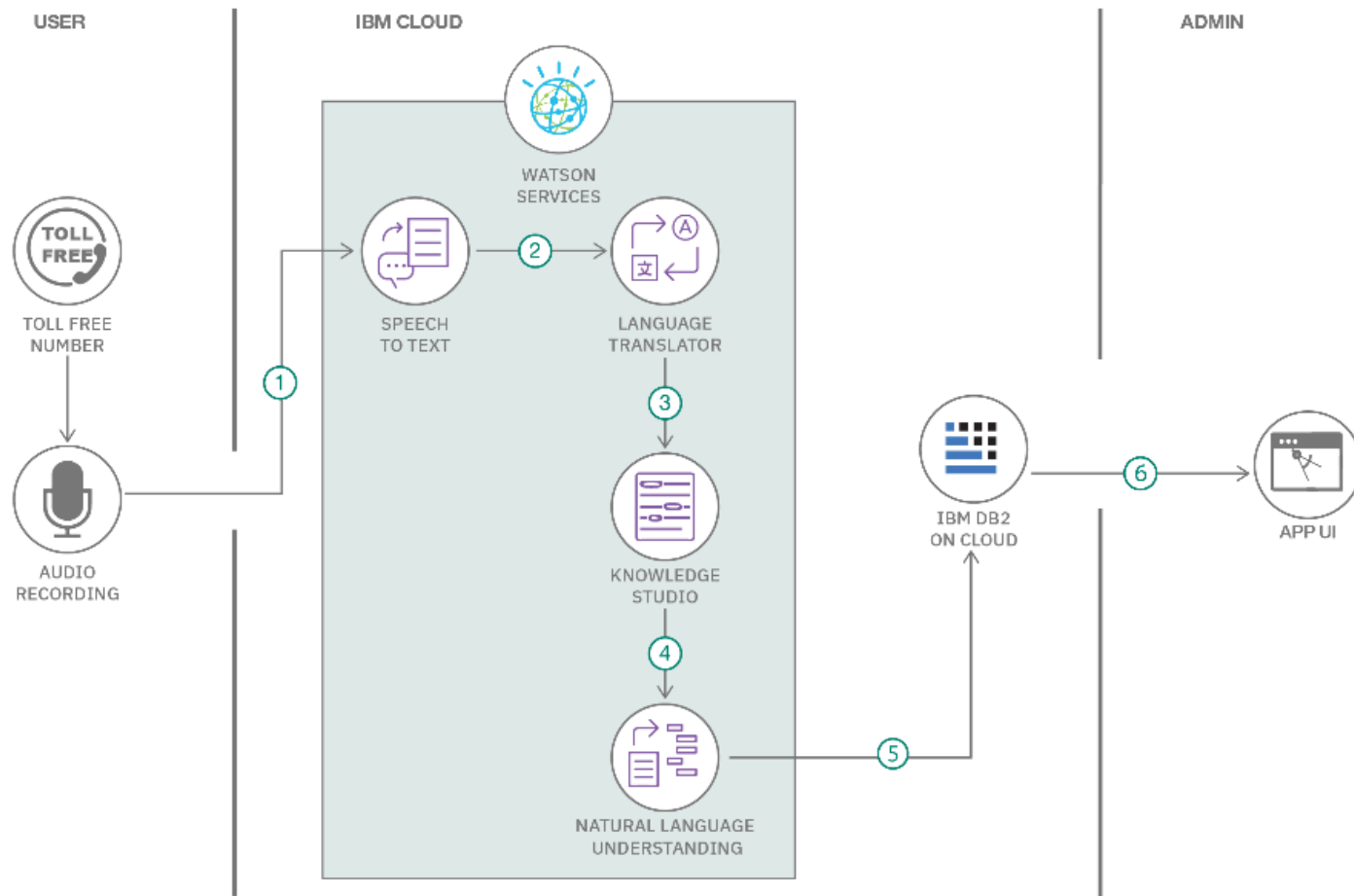
Table-1: Components & Technologies:

S. No	Component	Description	Technology
1.	User Interface	How user interacts with application e.g. Web UI, Mobile App, Chatbot etc.	HTML, CSS, JavaScript
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
4.	Application Logic-3	Logic for a process in the application	IBM Watson Assistant
5.	Database	Data Type, Configurations etc.	MySQL
6.	Cloud Database	Database Service on Cloud	IBM DB2, IBM Cloudant..
7.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem
8.	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration: Cloud Server Configuration:	IBM Cloud, Cloud Foundry, Kubernetes,

Table-2: 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. SHA-256, Encryptions, IAM Controls
3.	Scalable Architecture	Justify the scalability of architecture (3 – tier, Microservices)	Virtual Machines
4.	Availability	Justify the availability of application (e.g. use of load balancers, distributed servers etc.)	Microservices
5.	Performance	Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc.	CI/CD