

An abstract graphic on the left side of the slide, consisting of a network of thin, light-blue lines and small circles, resembling a circuit board or a neural network diagram. The lines are vertical and horizontal, with some diagonal connections, and the circles are placed at various points along these lines.

SOLUTION ARCHITECTURE

PROJECT DESIGN PHASE - I

Team Details

- Project Name : Customer Care Registry
- Team Lead : Aadharsh S.M
- Team Members :

Bala Logesh M

Bathresh Bas B

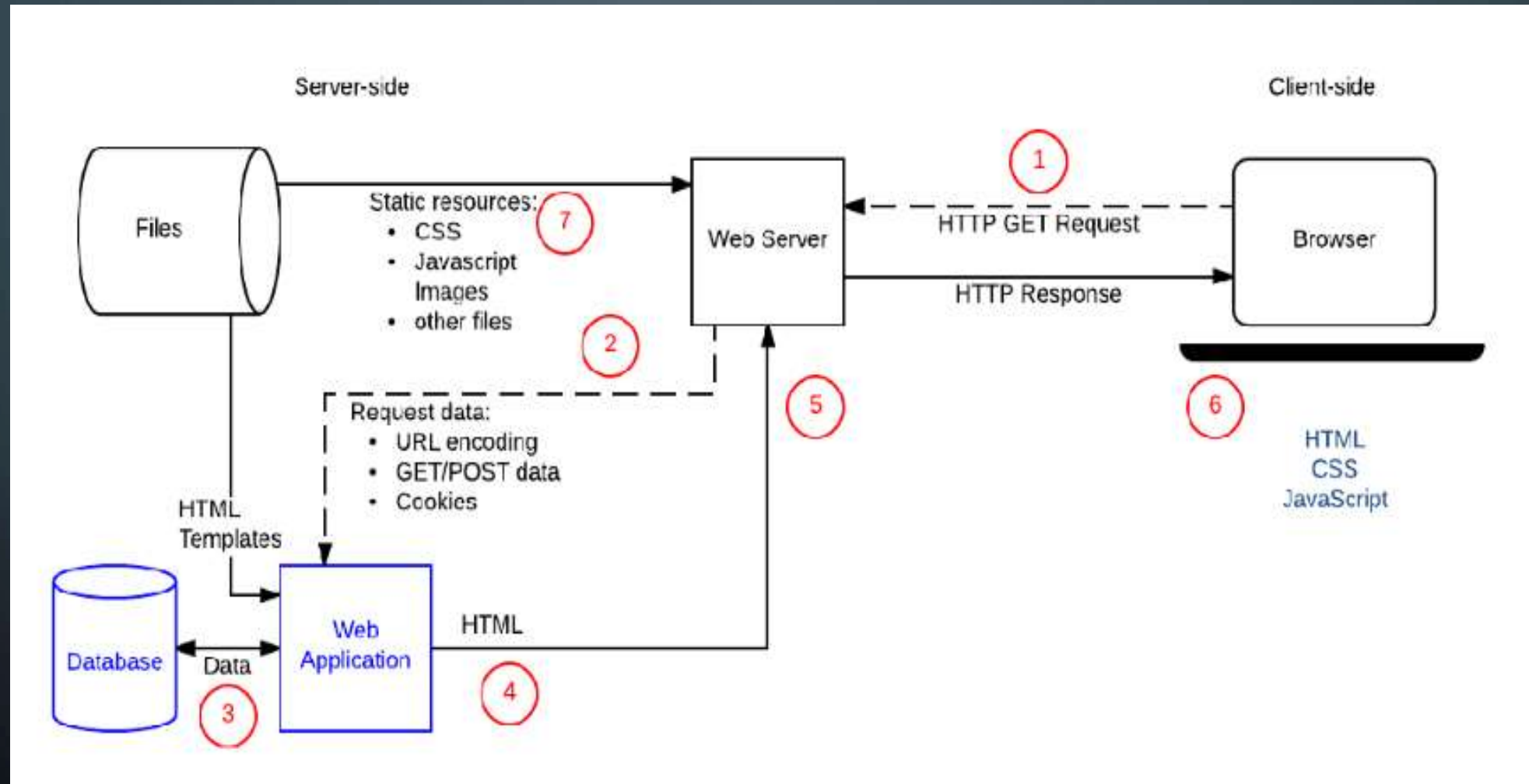
Dinesh M

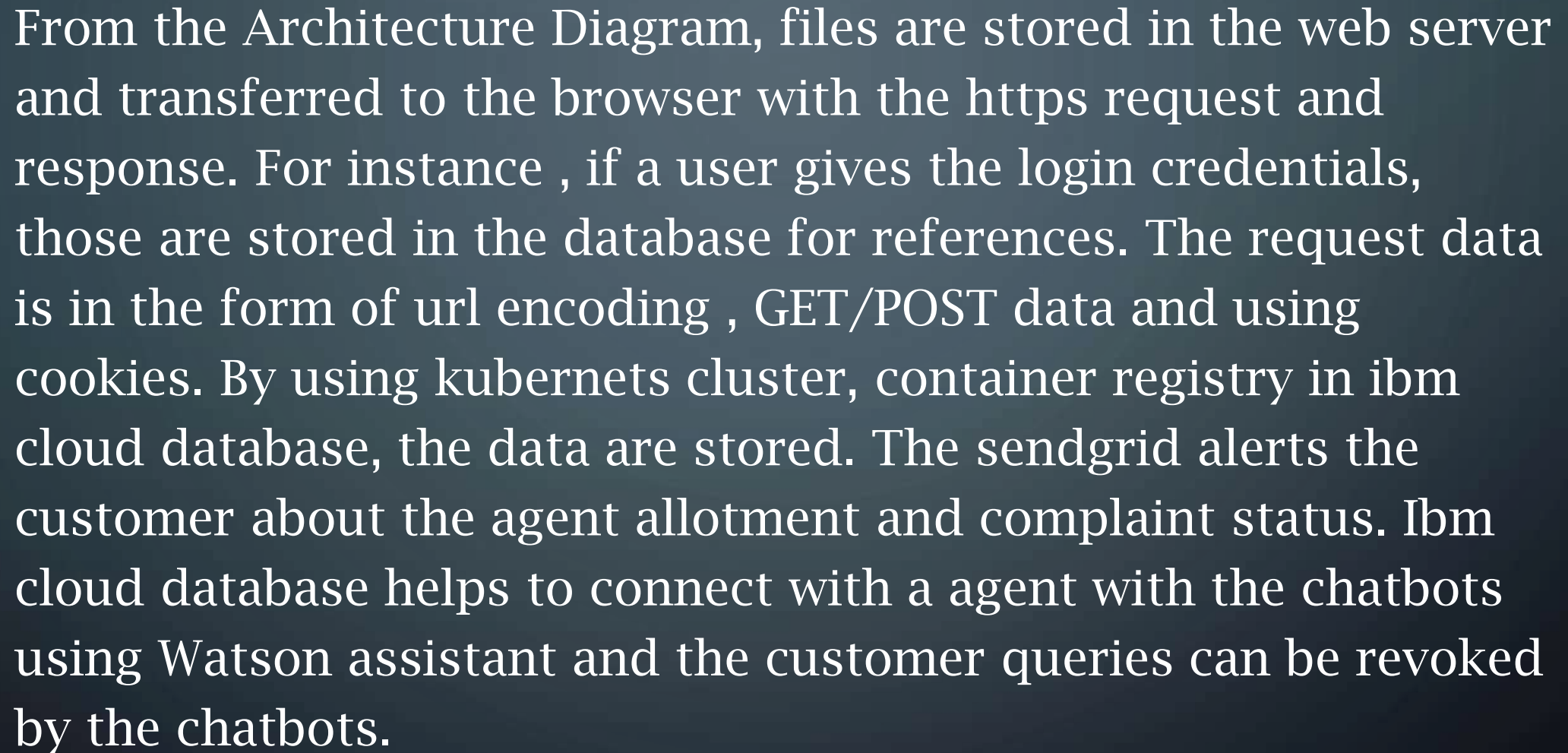
Hariharn K

Karthik M

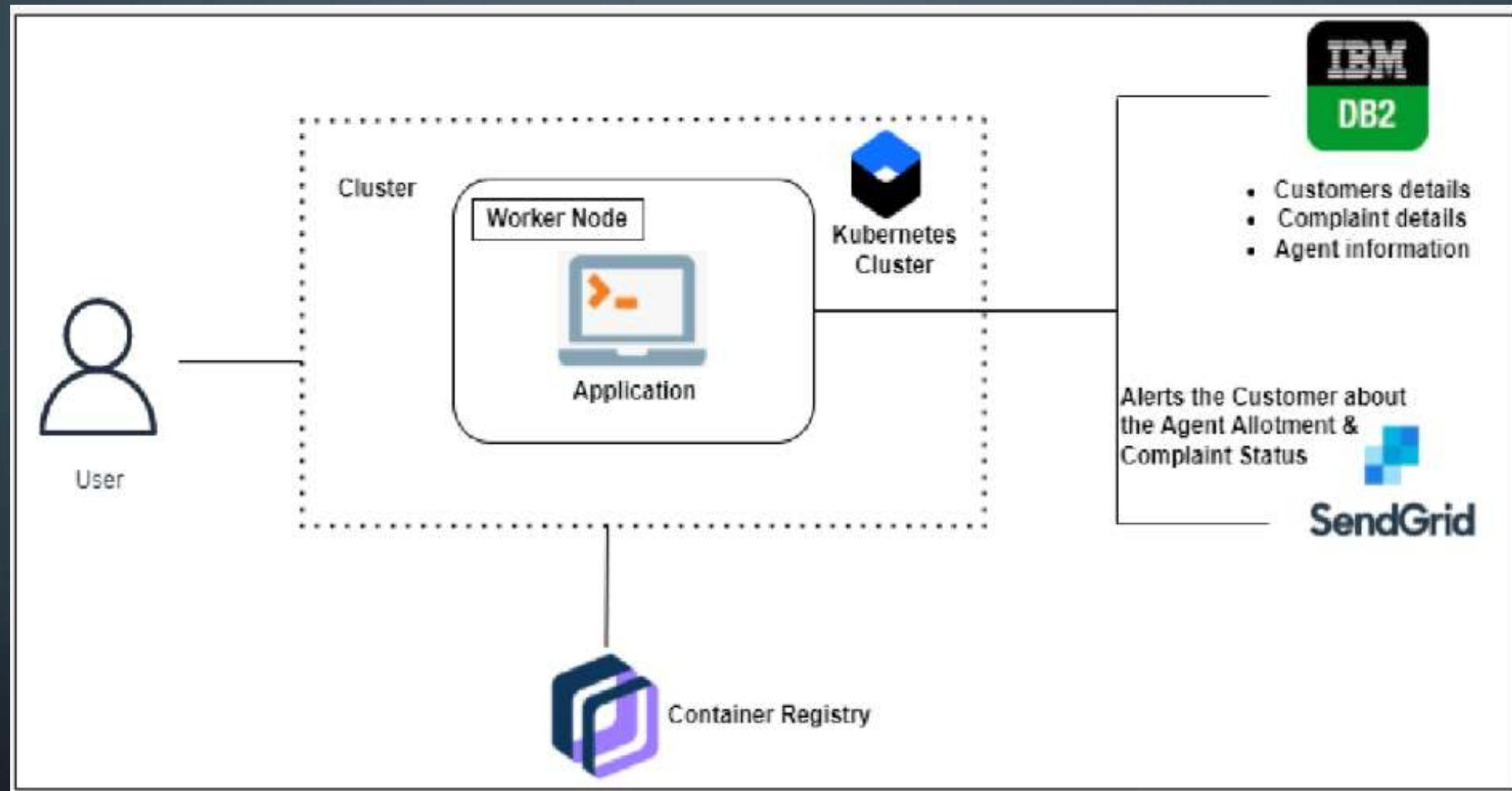
Department : Computer Science and Engineering

ARCHITECTURE :



The image features a dark blue background with decorative white circuit-like lines in the corners. These lines consist of small circles connected by straight lines, resembling a stylized network or data flow diagram. The lines are positioned in the top-left, top-right, bottom-left, and bottom-right corners, framing the central text.

From the Architecture Diagram, files are stored in the web server and transferred to the browser with the https request and response. For instance , if a user gives the login credentials, those are stored in the database for references. The request data is in the form of url encoding , GET/POST data and using cookies. By using kubernets cluster, container registry in ibm cloud database, the data are stored. The sendgrid alerts the customer about the agent allotment and complaint status. Ibm cloud database helps to connect with a agent with the chatbots using Watson assistant and the customer queries can be revoked by the chatbots.





THANK YOU.