SOLUTION ARCHITECTURE

PROJECT DESIGN PHASE - I

Team Details

- Project Name : Customer Care Registry
- Team Lead : Aadharsh S.M
- Team ID : PNT2022TMID43979
- Team Members :
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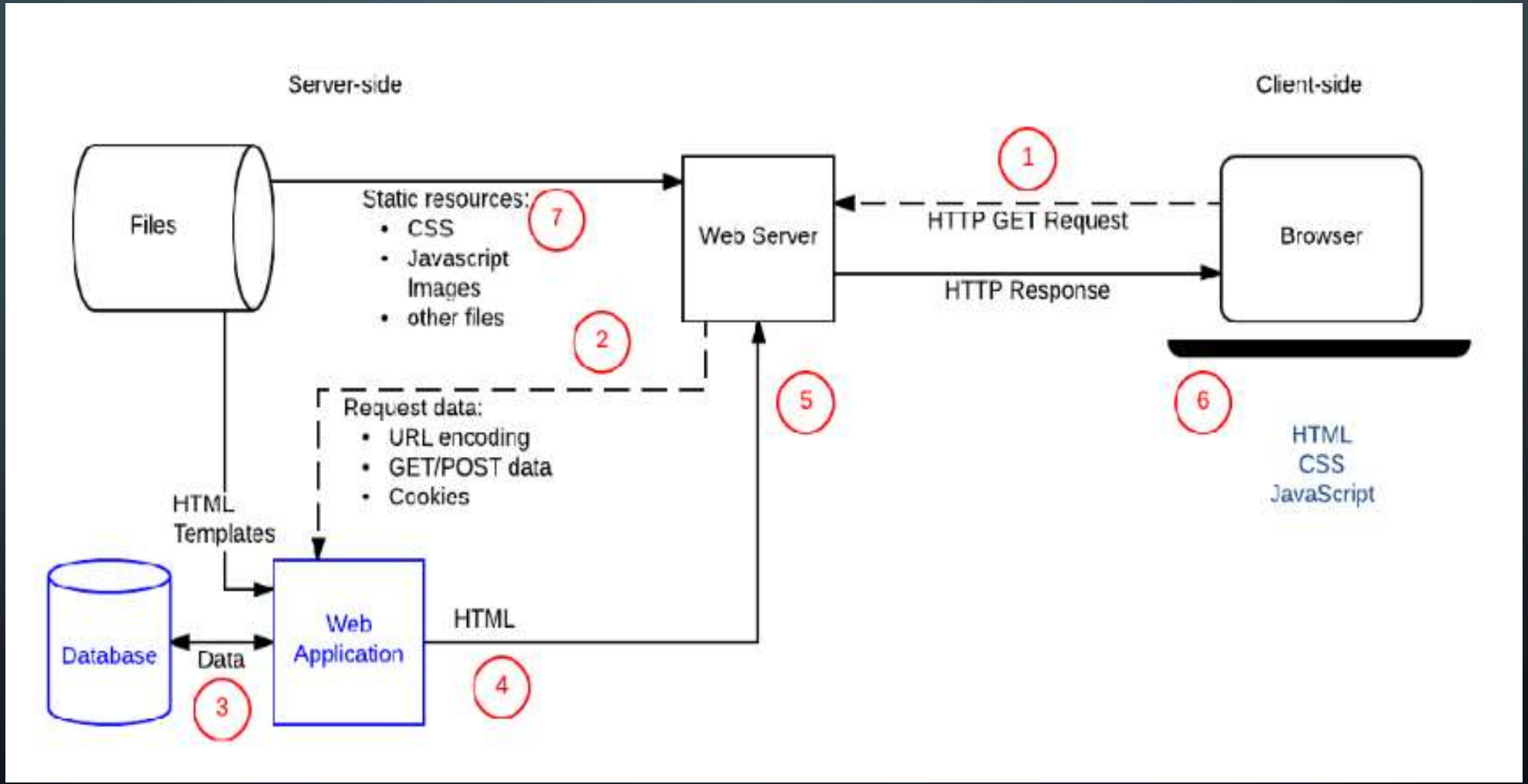
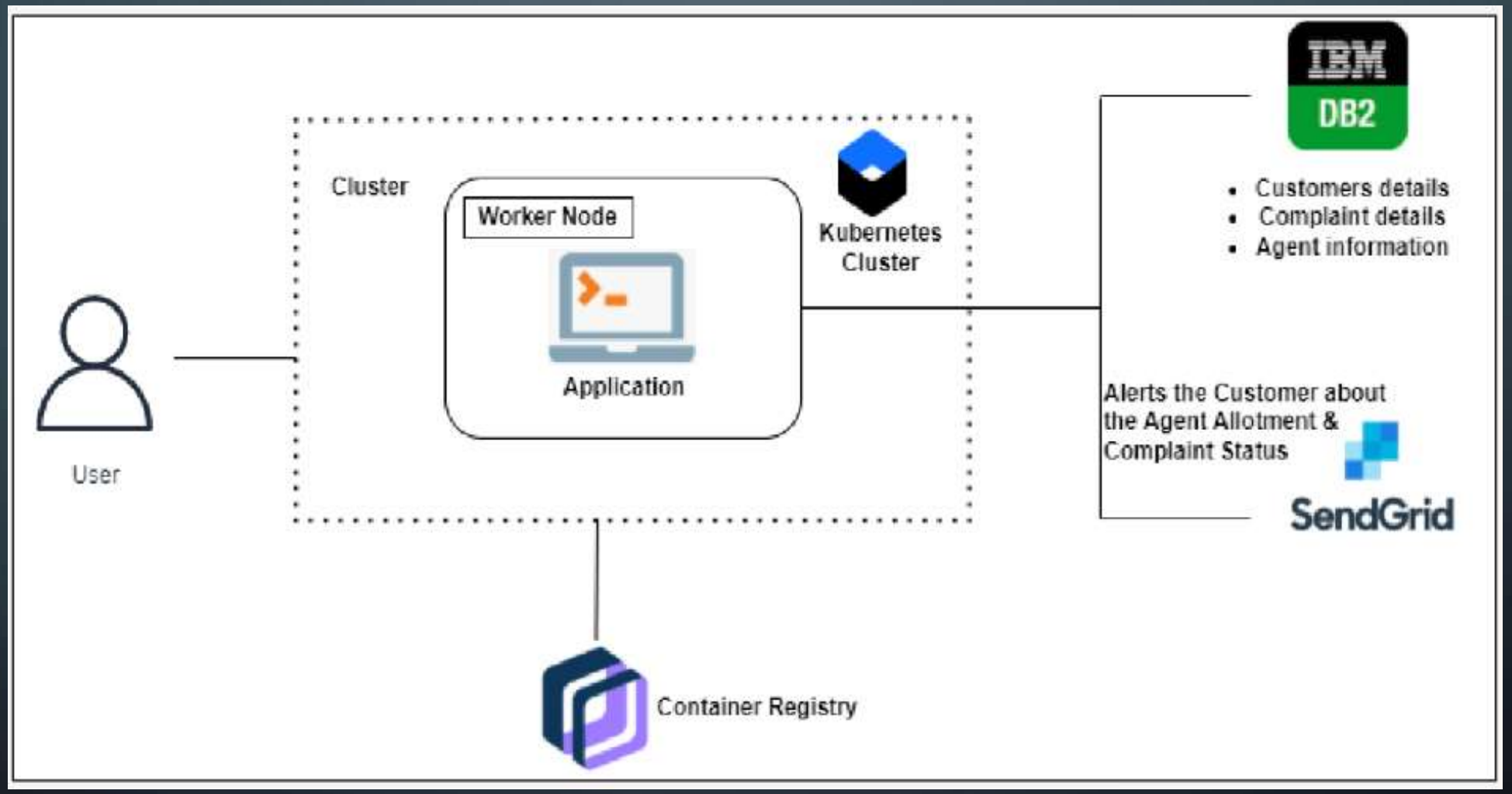
Department : Computer Science and Engineering

College : VSB College Of Engineering Technical Campus

ARCHITECTURE :



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.


Cluster
Worker Node
Application
Kubernetes Cluster
User
IBM
DB2
Customers details
Complaint details
Agent information
Alerts the Customer about the Agent Allotment & Complaint Status
SendGrid
Container Registry

THANK YOU.