

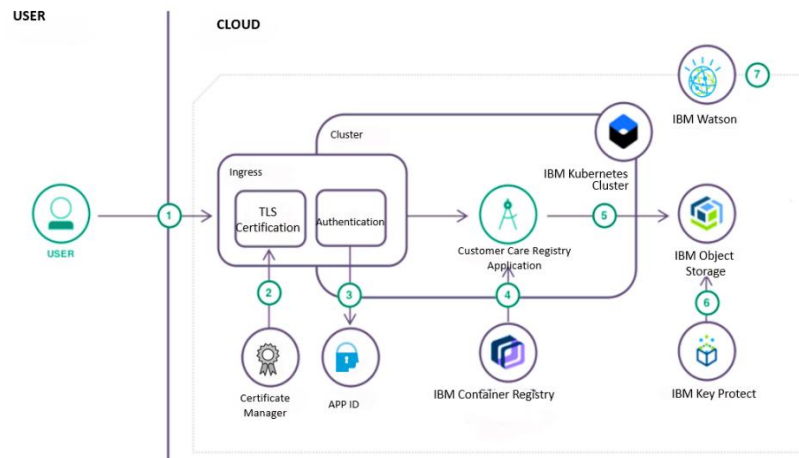
Project Design Phase-II Technology Stack (Architecture & Stack)

Date	17 October 2022
Team ID	PNT2022TMID29808
Project Name	Project -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

Example: Customer Support System



Guidelines:

1. Solution is send through email
2. Data will be stored in IBM cloud object Storage
3. Chatbots will be used
4. IBM DB2 is used

Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	All the data in Mobile App	HTML, CSS, JavaScript
2.	Application Logic-1	Upload the data in IBM Watson	Email
3.	Application Logic-2	Prepare the Solution	IBM Watson STT service
4.	Application Logic-3	Deliver the Solution	IBM Watson Assistant
5.	Database	Present data	MySQL,PySQLEtc.
6.	Cloud Database	Database Service on Cloud	IBM DB2, IBM Cloudant etc.
7.	File Storage	Dashboard	IBM Block Storage
8.	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration:App Cloud Server Configuration :IBM Cloud	Python, Flask, Kubernetes

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	It is classified as a microframework because it does not require particular tools or libraries.It has no database abstraction layer, form validation, or any other components where pre-existing third-party libraries provide common functions.	Python Flask Microframework
2.	Security Implementations	Including administrative controls, physical security, logical controls, organizational standards	e.g. firewalls. authentication and authorization encryption,data masking

S.No	Characteristics	Description	Technology
3.	Scalable Architecture	24/7 customer support means customers can get help and find answers to questions as soon as they come up—24/7 and in real-time.	Chatbot
4.	Availability	This ensures that all of its User and agent related data is available to the end-users at any time of the day, whenever and wherever required.	Chatbot
5.	Performance	Customers can rate companies with a high customer experience score (i.e. 10/10).	Google forms