

CUSTOMER CARE REGISTRY

FUNCTIONAL REQUIREMENT

TEAM INFO

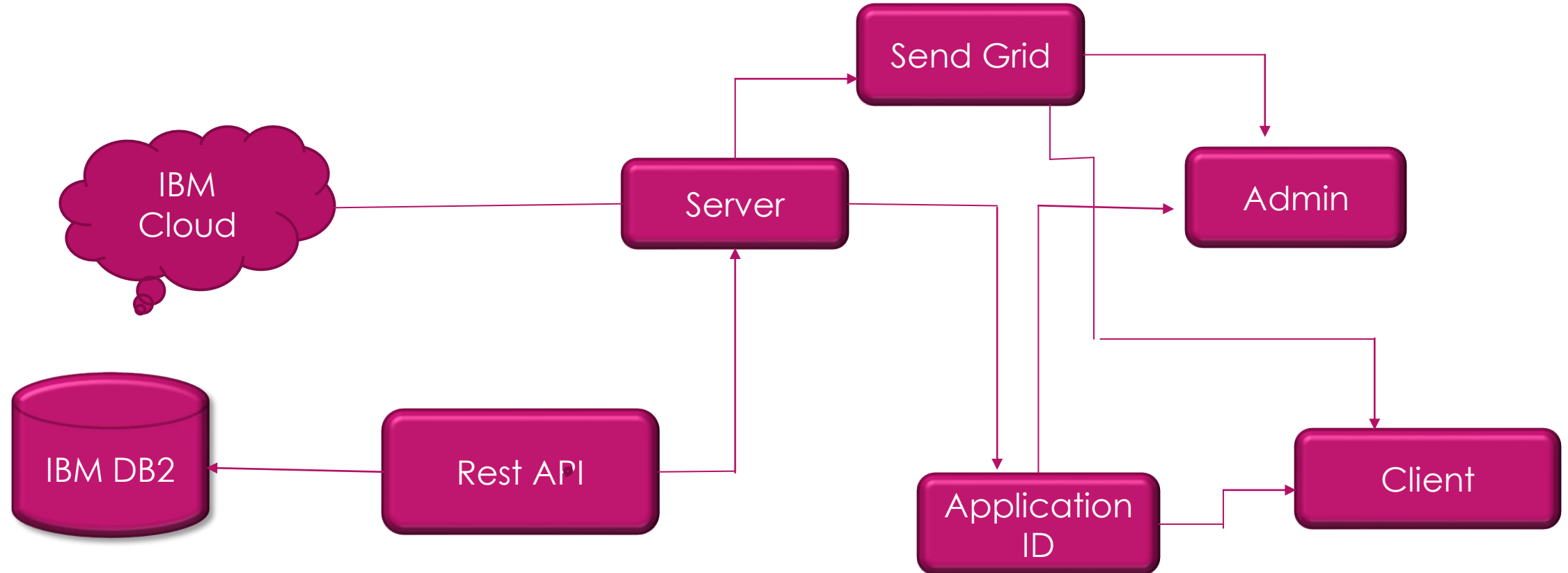
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TEAM ID: PNT2022TMID31329

COLLEGE NAME: DR NGP INSTITUTE OF TECHNOLOGY

DEPARTMENT: COMPUTER SCIENCE AND ENGINEERING

TECHNOLOGY ARCHITECTURE



Components and Technologies

S.No	Component	Description	Technology
01	User Interface	How user interacts with application e.g. Web UI, Mobile App, Chatbot etc.	HTML,CSS,JavaScript
02	Application Logic-01	Logic for a process in the application	Python
03	Application Logic-02	Logic for a process in the application	IBM Watson
04	Application Logic-03	Logic for a process in the application	IBM Watson Assistant

Components and Technologies

S.No	Component	Description	Technology
05	Database	Data Type, Configurations etc	MySQL
06	Cloud Database	Database Service on Cloud	IBM DB2, IBM Cloudant etc.
07	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem
08	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration: Cloud Server Configuration :	IBM Cloud Foundry, Kubernetes

Application Characteristics

S.No	Characteristics	Description	Technology
01	Open-Source Frameworks	List the open-source frameworks used	Python Flask
02	Security Implementations	List all the security / access controls implemented, use of firewalls etc	Encryption, Intrusion, firewalls
03	Scalable Architecture	Justify the scalability of architecture (3 – tier, Micro-services)	Virtual Machines
04	Availability	Justify the availability of application (e.g. use of load balancers, distributed servers etc.)	Microservices
05	Performance	Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc	CI/CD