

Project Design Phase - II

Technology Stack (Architecture & Stack)

Project Domain	Cloud Application Development
Project Title	Customer Care Registry
Team ID	PNT2022TMID03404
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Technology Stack:

The combination of technologies a company uses to build and run an application or project. It consists of programming languages, frameworks, a database, front-end tools, back-end tools and applications connected via APIs.

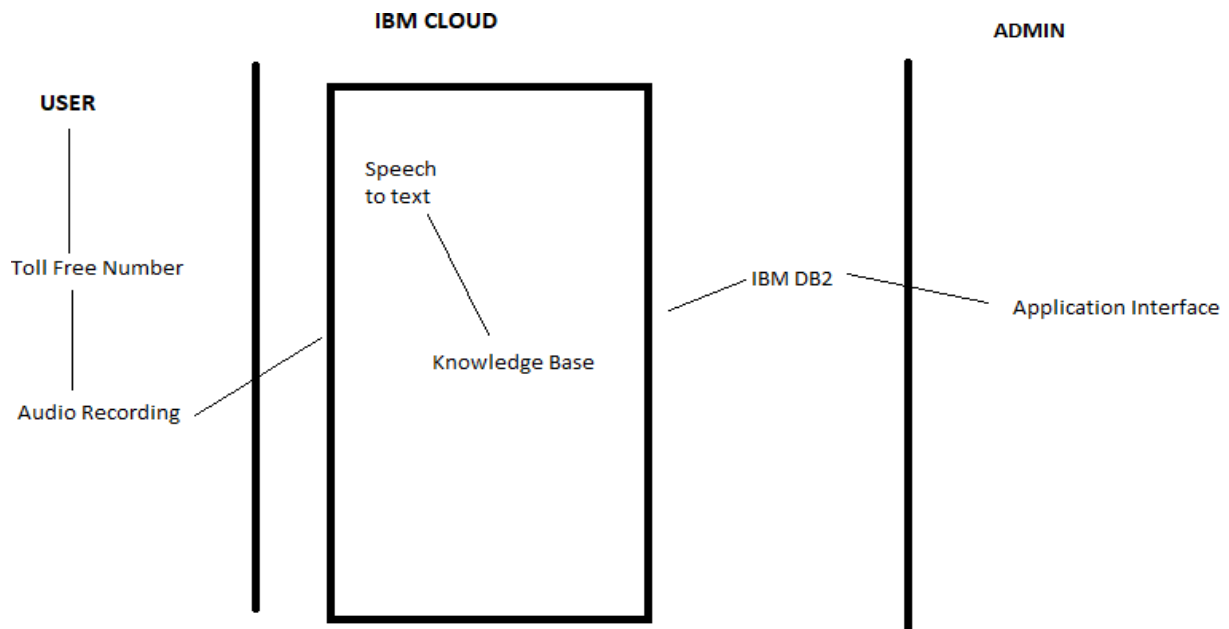


Table-1: Components & Technologies:

S. No	Component	Description	Technology
1.	User Interface	The user can get the required information from the website to communicate with the agent.	HTML, CSS, JavaScript
2.	Application Logic-1	The dynamic web pages can be created for frequent updates.	Flask
3.	Application Logic-2	This helps customer to contact 24/7 throughout the day.	IBM Watson Assistant
4.	Database	The data can be accessed using this technology.	MySQL
5.	Cloud Database	The information about the customer details have been stored.	IBM DB2, IBM Cloud.
6.	File Storage	Files can be stored.	IBM Lite Storage
7.	External API-1	It is used for the allotment of agent.	Docker
8.	Infrastructure (Cloud)	Application Deployment on Cloud	Kubernetes

Table-2: Application Characteristics:

S. No	Characteristics	Description	Technology
1.	Open-Source Frameworks	HTML, CSS, Flask have been used for framework	Flask
2.	Security Implementations	The security has been implemented with password and username.	Encryption, Decryption
3.	Scalable Architecture	The scalability is quantitative growth scale which shows the latency of transactions	Microservices
4.	Availability	It provides continuous and uninterrupted service to the end customer using redundant software.	Microservices
5.	Performance	It is based on the number of transactions per second and number of requests per second.	Microservices