

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

Date	25 October 2022
Team ID	PNT2022TMID50578
Project Name	Customer care registry
Maximum Marks	4 Marks

Technical Architecture:

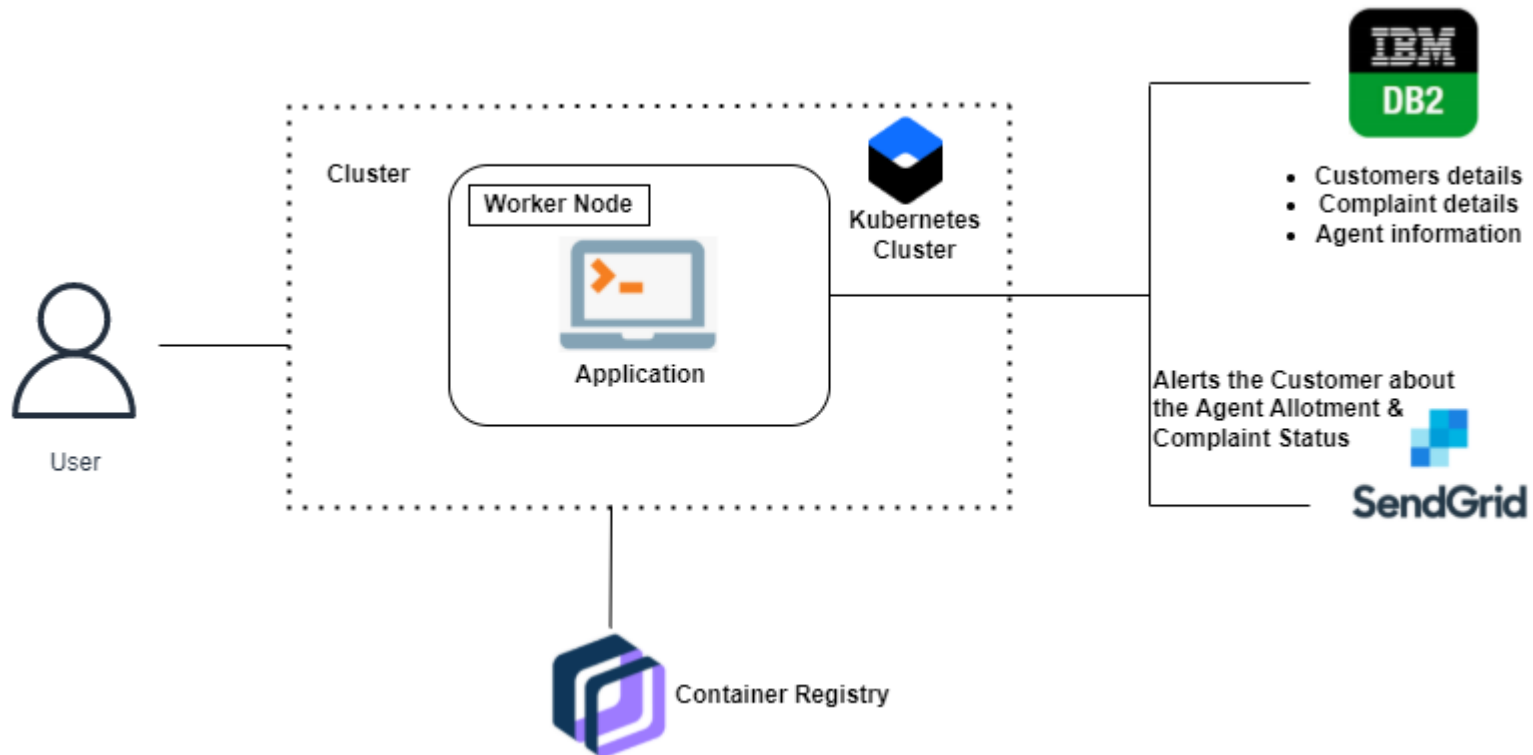


Table-1 : Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	How user interacts with application e.g. Web UI, Mobile App, Chatbot etc.	HTML, CSS, JavaScript / Angular Js / React Js etc.
2.	Application Logic-1	Logic for a process in the application	Python
3.	Application Logic-2	Logic for a process in the application	IBM Watson STT service
4.	Application Logic-3	Logic for a process in the application	IBM Watson Assistant
5.	Database	Data Type, Configurations etc.	MySQL, NoSQL, etc.
6.	Cloud Database	Database Service on Cloud	IBM DB2, IBM Cloudant etc.
7.	File Storage	File storage requirements	IBM Block Storage or Other Storage Service or Local Filesystem
8.	External API-2	Purpose of External API used in the application	Aadhar API, etc.
9.	Machine Learning Model	Purpose of Machine Learning Model	Object Recognition Model, etc.
10.	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration: Cloud Server Configuration :	Local, Cloud Foundry, Kubernetes, etc.

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	Flask,Customer support framework etc.	Cloud storage,IBM watson.
2.	Security Implementations	Check if there are any vulnerabilities in the system. Check if the firewall is correctly performing or not. Check if there are any data leaks about customers.	e.g. SHA-256, Encryptions, IAM Controls, OWASP etc.
3.	Scalable Architecture	Microservice	IBM cloud
4.	Availability	It is available for all customers.	Android,Web,iOS,mobile number
5.	Performance	Checks for security,stability and reliability of the software and if the problem of the customer is being solved.	Mobile phones,IBM cloud.