

Project Design Phase-I Solution Architecture

Date	19 September 2022
Team ID	PNT2022TMID40350
Project Name	Project - Customer care registry
Maximum Marks	4 Marks

Solution Architecture:

Solution architecture is a complex process – with many sub-processes – that bridges the gap between business problems and technology solutions. Its goals are to:

- Find the best tech solution to solve existing business problems.
- Describe the structure, characteristics, behavior, and other aspects of the software to project stakeholders.
- Define features, development phases, and solution requirements.
- Provide specifications according to which the solution is defined, managed, and delivered.

Example - Solution Architecture Diagram:

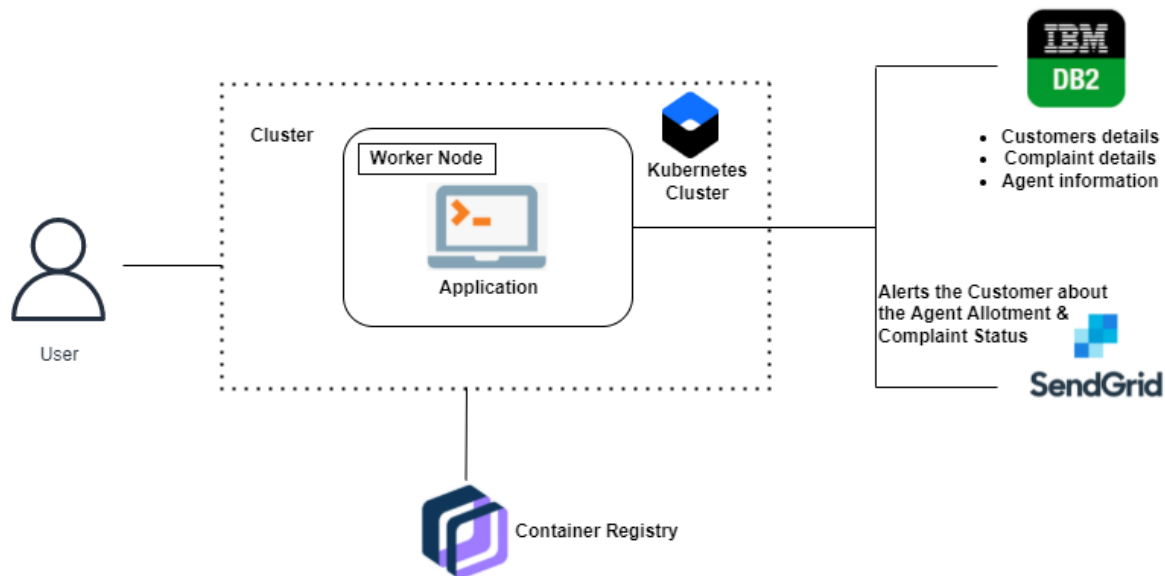


Figure 1: Architecture and data flow of the chatbot application

Reference :

https://www.researchgate.net/publication/257344357_Information

_technology_help_desk_survey_To_identify_the_classification_of_s
imple_and_routine_enquiries