Project Design Phase-II

Technology Stack (Architecture & Stack)

Date	15 October 2022
Team ID	PNT2022TMID52252
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Technical Architecture:

USER   ADMIN

SYSTEM

NEW USER

IBM DB2

CUSTOMER DETAILS,
CUSTOMER DETAILS, AGENT
DETAILS

RESOLVED USER

Agent allotment

SENDGRID NOTIFICATION

AGENT

WEB UI DEPLOYED IN KUBERNE TES
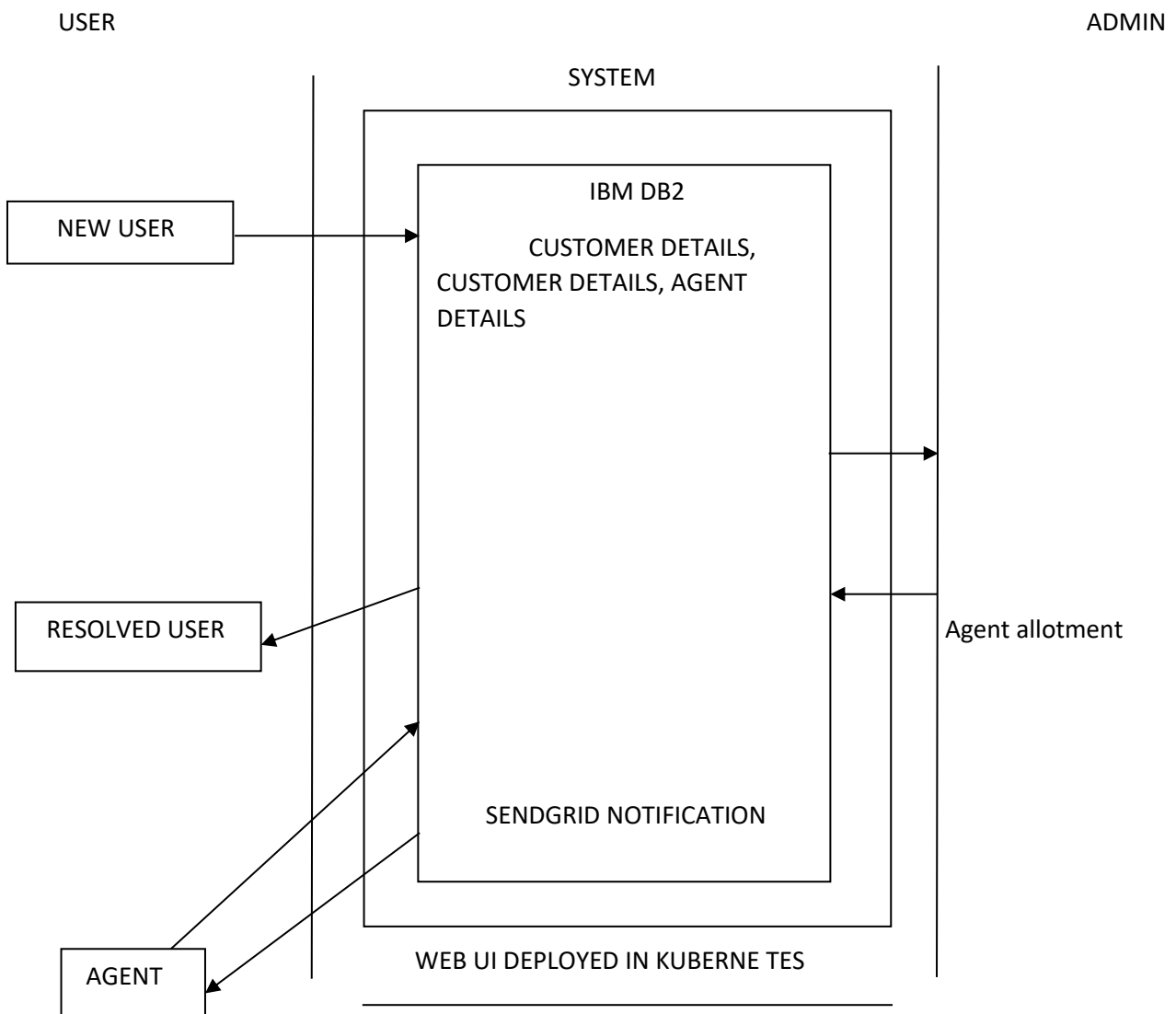
Agent interaction with user and ticket

Table-1 Components & Technologies:

S.NO	Components	Description	Technology
1.	User Interface	The user interacts with the web application	HTML, CSS, JavaScript, Bootstrap, jinja python etc.
2.	Application Logic-1	Logic for a login in the application	Python
3.	Application Logic-2	Logic for a registration in the application	python
4.	Application Logic-3	Logic for a process in the application	IBM Watson Assistant
5.	Database	Data Type, Configuration etc.	MySQL
6.	Cloud Database	Database Service on Cloud	IBM DB2
7.	File Storage	File storage requirements	IBM Object Storage
8.	Infrastructure (Server/Cloud)	Application Deployment on Cloud Sever Configuration:	Kubernetes, Cloud Foundry

Table-2 Application Characteristics:

S.NO	Components	Description	Technology
1.	Open-Source Framework	flask	Python flask, Bootstrap
2.	Security implementations	Basic HTTP authentication, Session based authentication, User Registration, Login Tracking	Flask
3.	Scalability Architecture	Kubernetes allows users to horizontally scale the total containers used based on the application requirements, Which may change over time. It's easy to change the number via the command line	Kubernetes