

CUSTOMER CARE REGISTRY



TECHNOLOGY ARCHITECTURE

TEAM DETAILS:

Team ID : PNT2022TMID34259

Team Leader : MATHAVAN R

Team member : SUMATHIPONNAMMAL S

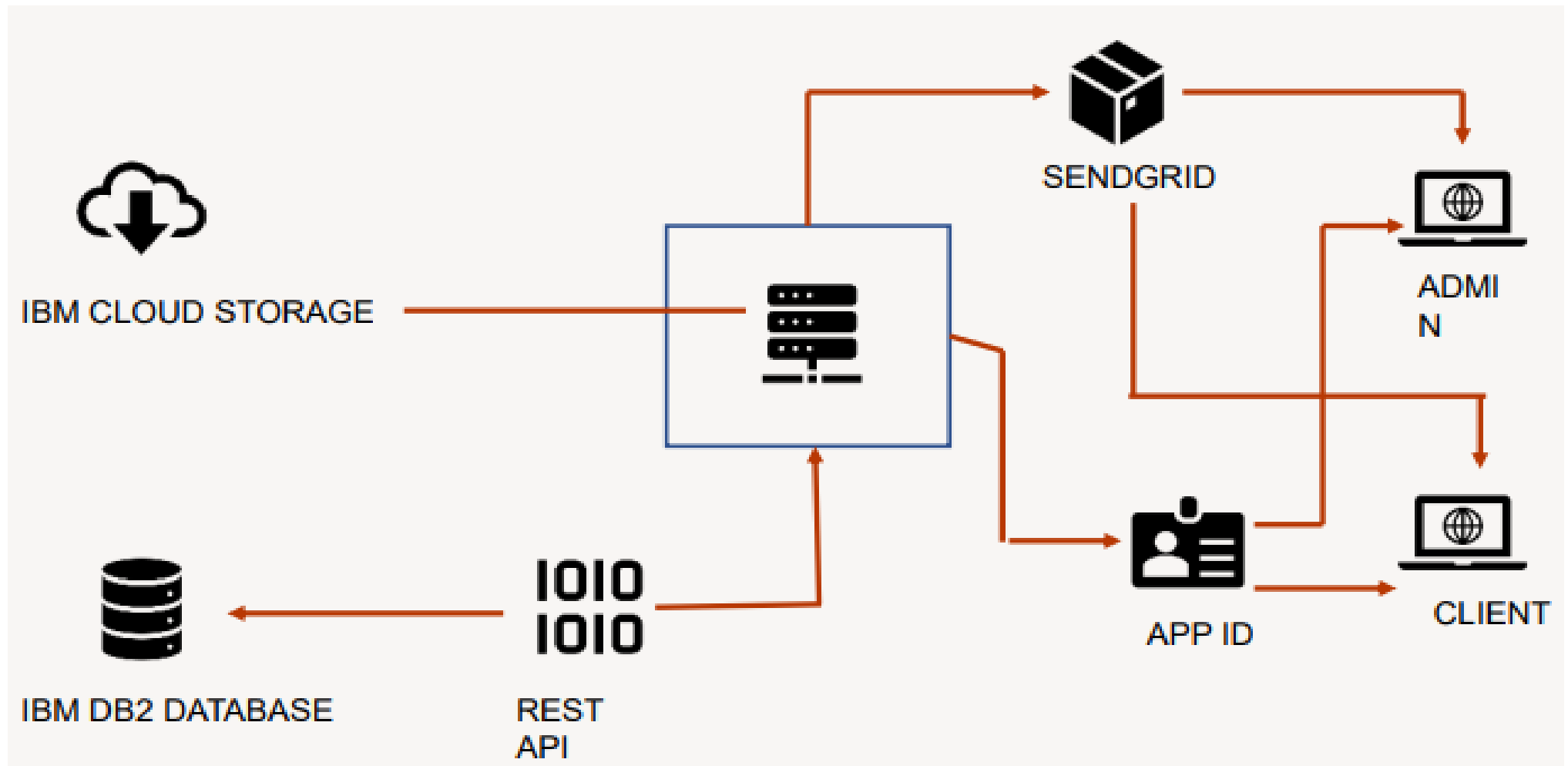
Team member : MUTHU SELVI M

Team member : BABISHA M

College Name : CAPE INSTITUTE OF TECHNOLOGY

Department : COMPUTER SCIENCE & INFORMATION
TECHNOLOGY

TECHNOLOGY ARCHITECTURE



TECHNOLOGY ARCHITECTURE

| 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 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 File system |
| 8 | Infrastructure (Server / Cloud) | Application Deployment on Local System / Cloud Local Server Configuration: Cloud Server Configuration : | Local, Cloud Foundry, Kubernetes, etc. |

APPLICATION CHARACTERISTICS

| S.No | Characteristics | Description | Technology |
|------|--------------------------|---|--|
| 1 | Open-Source Frameworks | List the open-source frameworks used | python flask |
| 2 | Security Implementations | List all the security / access controls implemented, use of firewalls etc. | e.g., encryption, intrusion detection software, antivirus, firewalls |
| 3 | Scalable Architecture | Justify the scalability of architecture (3 – tier, Microservices) | supports higher workloads without any fundamental changes to it. |
| 4 | Availability | Justify the availability of application (e.g. use of load balancers, distributed servers etc.) | High availability enables your IT infrastructure to continue functioning even when some of its components fail. |
| 5 | Performance | Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc. | Performance technology, therefore, is a field of practice that uses various tools, processes, and ideas in a scientific, systematic manner to improve the desired outcomes of individuals and organizations. |

THANK YOU