

# CUSTOMER CARE REGISTRY

**TECHNOLOGY  
ARCHITECTURE**



# TEAM MEMBERS

**SADAM HUSSAIN M**

TEAM MEMBER

**RAJA GURU N**

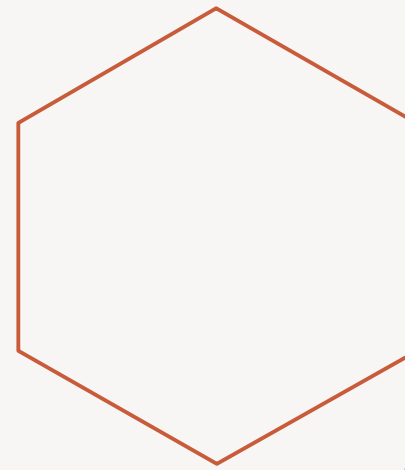
TEAM MEMBER

**RAKUL B**

TEAM LEAD

**RITHESH  
HARSHAN B**

TEAM MEMBER

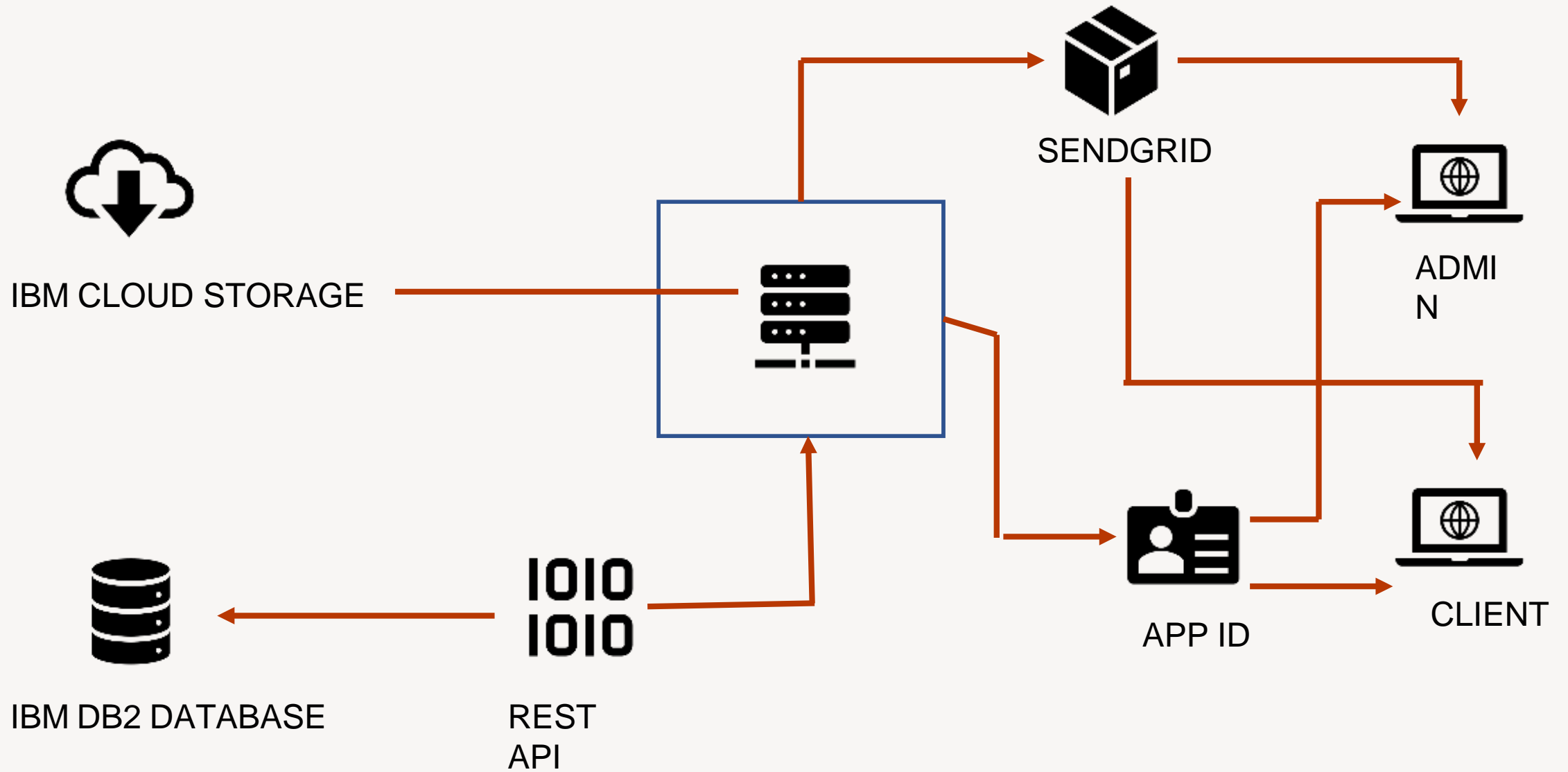


## TEAM DETAILS:

**Team No** : PNT2022TMID05299  
**College Name** : PSNA college of engineering and technology  
**Department** : Electronics and communication engineering



# TECHNOLOGY ARCHITECTURE



## TECHNOLOGY ARCHITECTURE

| S.NO | COMPONENT                       | DESCRIPTION   | TECHNOLOGY  |
|------|---------------------------------|---|---|
| 1.   | User Interface                  | How user interacts with application e.g.<br>Web UI, Mobile App, Chatbot etc.                                  | HTML, CSS, JavaScript / Angular Js / React<br>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<br>or Local Filesystem |
| 11.  | Infrastructure (Server / Cloud) | Application Deployment on Local System / Cloud<br>Local Server Configuration:<br>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.  | <b>e.g., encryption, intrusion detection software, antivirus, firewalls</b>   |
| 3.   | Scalable Architecture    | Justify the scalability of architecture (3 – tier, Micro-services)  | <b>supports higher workloads without any fundamental changes to it.</b>   |
| 4.   | Availability             | Justify the availability of application (e.g. use of load balancers, distributed servers etc.)                            | <b>High availability enables your IT infrastructure to continue functioning even when some of its components fail.</b>  |
| 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 <b>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.</b> |



**Thank you**