# CUSTOMER CARE REGISTRY

**TECHNOLOGY**

**ARCHITECTURE**

# TEAM MEMBERS

**SHAMIM AHAMED J**

TEAM LEAD

**SATHEESH PERIYANAN R**

TEAM MEMBER

**RIYAAS MOHAMED N**

TEAM MEMBER

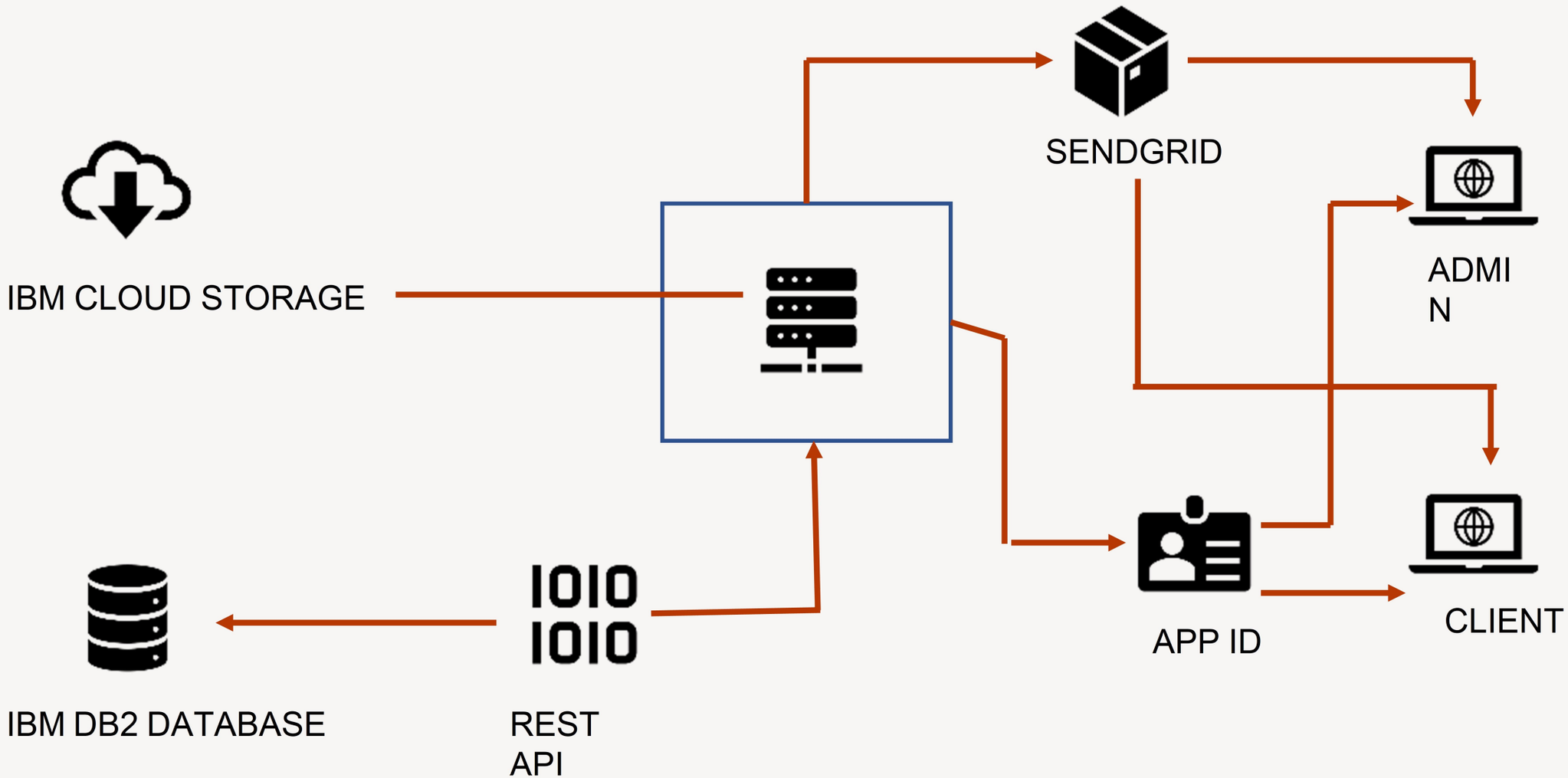
**ROBIN SINGH D**

TEAM MEMBER

**TEAM DETAILS:**

**Team No** : PNT2022TMID05326
**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. 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 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. | **e.g., encryption, intrusion detection software, antivirus, firewalls** |
| 3. | Scalable Architecture | Justify the scalability of architecture (3 – tier, Micro-services) | **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