Project Design Phase-II
Technology Stack (Architecture & Stack)

Date	15 October 2022
Team ID	PNT2022TMID38748
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

Technical Architecture
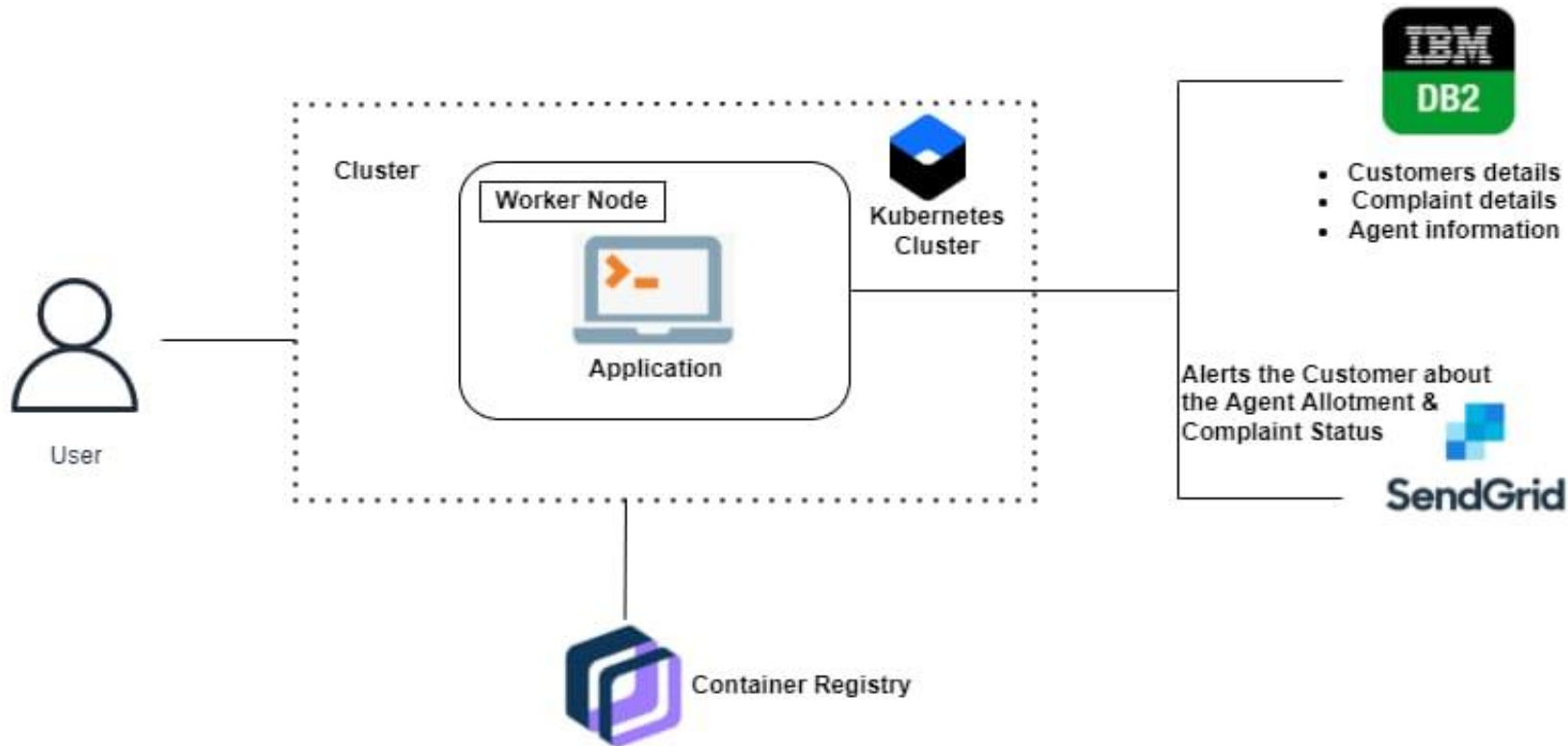
Table-1: Components & Technologies:

S.No	Component	Description	Technology
1.	User Interface	Similarly Like Chatbot, Web UI and etc.…	HTML, CSS, JavaScript, Json, Jquery
2.	Application Logic-1	It helps to perform the Entire Functions and Tasks in the Application.	Python
3.	Application Logic-2	Providing the Virtual Assistant for Customer Queries	IBM Watson Assistant
4.	Database	Data from config. json is used to configure virtual machine. After that JSON syntax is valid.	JSON
5.	Cloud Database	Database Service on Cloud	IBM DB2
6.	File Storage	File storage requirements	IBM Block Storage and Object Storage
7.	Infrastructure (Server / Cloud)	Application Deployment on Local System / Cloud Local Server Configuration: Local Server Cloud Server Configuration: Online Server	Docker and Kubernetes

Table-2: Application Characteristics:

S.No	Characteristics	Description	Technology
1.	Open-Source Frameworks	Used Web Technologies	HTML, CSS, JS, Python, Flask
2.	Security Implementations	User verification and Notification through Email service	SendGrid
3.	Scalable Architecture	Run the app in Local and Cloud System	Docker and Kubernetes
4.	Availability	Justify the availability of application	Docker, IBM Cloud
5.	Performance	Design consideration for the performance of the application	IBM Cloud, Kubernetes Cluster, Container Registry