# CUSTOMER CARE REGISTRY

**Team Details :**

Team No : PNT2022TMID47308

College Name : Government College of Engineering Srirangam

Department : Computer Science & Engineering

**Team Members :**

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# PROJECT DESIGN PHASE – II

## Technology Stack

| DATE | 8 October 2022 |
|---|---|
| TEAM ID | PNT2022TMID47308 |
| PROJECT NAME | CUSTOMER CARE REGESTRY |
| MAXIMUM MARK | 4 Marks |

# TECHNOLOGY ARCHITECTURE
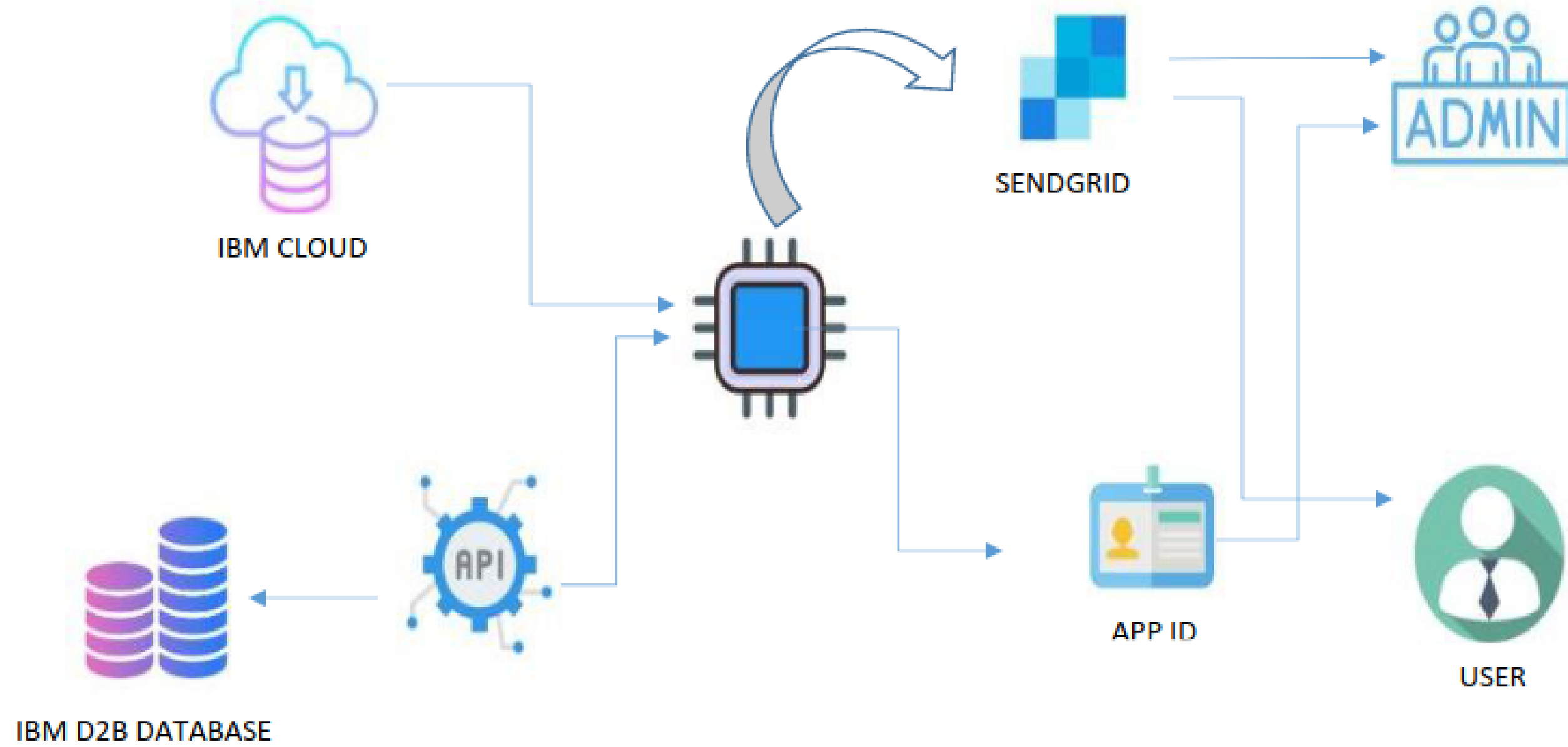
## Table- 1: Components & Technologies:

| S.No | Component | Description | Technology |
|------|-----------|-------------|------------|
| 1 | User Interface | How user interacts with application e.g. Web UI, Mobile App, Chabot etc… | HTML, CSS, JavaScript |
| 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 |
| 6 | Cloud Database | Database Service on Cloud | IBM DB2 |
| 7 | File Storage | File storage requirements | IBM Block Storage or Other Storage Service or Local File System |
| 8 | Infrastructure | Application deployment | Local |

**Table-2: 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. | Anti-virus and firewalls |
| 3. | Scalable Architecture | Justify the scalability of architecture (3 – tier, Micro-services) | Ability of an organization to perform well under an increased or expanding workload. |
| 4. | Availability | Justify the availability of application (e.g. use of load balancers, distributed servers etc.) | Refers to a property of software that it is there and ready to carry out its task when you need it to be. |
| 5. | Performance | Design consideration for the performance of the application (number of requests per sec, use of Cache, use of CDN's) etc. | Measures how effective is a software system with respect to time constraints and allocation of resources. |