**Project Design Phase-I Solution Architecture**

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| Date | 06-11-2023 |
| Team ID | NM2023TMID08426 |
| Project Name | Solution Architecture |
| Maximum Marks | 4 Marks |

**Solution Architecture:**

Solution architecture is a complex process – with many sub-processes – that bridges the gap between business problems and technology solutions. Its goals are to:

* Find the best tech solution to solve existing business problems.
* Describe the structure, characteristics, behavior, and other aspects of the software to project stakeholders.
* Define features, development phases, and solution requirements.
* Provide specifications according to which the solution is defined, managed, and delivered.

**Example - Solution Architecture Diagram:**



*Figure 1: Architecture and data flow of the voice patient diary sample application*

**The application supports three different ways for patients to reach the patient dairy voice reporting interface:**

* **Making an inbound call through their smart phone or landline**
* **Making an inbound call through a smart speaker such as Amazon Echo**
* **Receiving an outbound call on their smart phone or landline, initiated by an automated patient outreach scheduler that uses the StartOutboundContact API of Amazon Connect (the outreach scheduler is out of the scope of this blog)**
* **Regardless of which method the patient uses to reach the reporting application, the patient call is handled by Amazon Connect. In this application, the contact flow first greets the patient, then verifies their identity. If successfully authenticated, the flow then checks which questionnaires the patient needs to complete, and collects responses for each questionnaire accordingly.**