Analysis of the service system architecture design

From the above architecture, we find there are two partitions in that whole system. The whole system is divided into certain types of layer. Each and every channel has the number of clients and those number of the client is fixed in position. The layer which we mentioned here is derived from that part of the chapter.

The whole system is be based on the mobile application and the internet. The system has two different entities. The user and the admin. The user is considered the main domain of the whole system.

There are three different opportunities for the user. They can make the regular post. Not only the regular post but also there are specific facilities for the user for asking the help in the emergency situation. We introduced a chatbot which will answer all the questions of the user if there is an inquiry.

User Part:

Regular Post:

In the regular post part of the system, there are three different part. Those are:

Area Basis Post: This is basically implemented for the system to posting the problem of the user. The problem post will be sorted out according to the area. As if there are same category post from the same area, then there is an option to vote the same problem. The problem which will get the most vote will get the most priority. This priority system is set up by using the Round Robin algorithm. If the user didn't find any post regarding his area, then he or she can post his/her problem with several descriptions. After

posting those problems, the user will get a notification when it will be sent to the admin and received by him.

View Post: In the whole system, there will be a lot of users. These users can post their different problem and that problem can be viewed by others.

Solved Problem: The problem which will be solved by the authority will appear here.

Emergency Part: In the time of the emergency case, like fire accident, road accident, political collision and others the user can ask for help. When a user request for help, the current location will be sent automatically from the system to the authority. After getting the location the nearest police/fire station/ ambulance will be notified. The ford wareshal algorithm is used here for getting the shortest path to reach the people who ask for the help. The nearest police/fire station/ ambulance will be deployed there.

ChatBot: User may have question's regarding the services of the government. The answer to those question can be found from chatbot which will be operated by the authority.

Admin:
The admin is the nominated people whose nomination is done from the proper authority. The main task of an admin can be divided into several parts. Those parts are:

Sorting the Problem: The system will receive all the problem from the user. Those problems will be sorted according to the department. The system will sort all this problem and the main task of the admin is to send those problem

lists to the proper authority. Our system will provide only 48 hours to admin for checking a problem and send it to the authority. After 48 hours the system automatically generates a complain token against the admin and anonymously it will send the complaint token to the authority. So that there is no opportunity to not to send the problem to the authority.

Priority Base Problem List: We are implementing the priority basis algorithm for generating the priority list of the problem. The priority is set according to the vote of the user. The problem which will get more vote, that refers to the most important problem in a certain area. The priority list places this problem at the top of the list. This is generating automatically through our system.

Sending Notification: When an admin sends the problem of the user to the proper authority, an auto-generated notification is sent to the user to his mobile number as well as the existing account of the system.

Step Against User: The whole of society is the mixture of the good and bad people. From the bad people, it's not an impossible one for doing the prank and make some fake statement about the problem. If that happened, the admin has proper rights to blocks the user as they will be permanently blocked from the system.

Solved List: The admin has the solved problem in his hand and admin can publish this list.

Generating PI Feature: This is one of the unique features of our system. The system auto-generates a pie chart which will publish how many complain is

coming in a specific month and how many of them are solved and the authority who solved the most problem.

Authority

After receiving the problem from the admin then the main task should be done by the government. Our whole system provides the best kind of automated facilities for the user and the government. The authority has the certain part to do:

Taking action: After getting the problem the authority can take any steps regarding solving the problem. When the starts with taking an action, an auto-generated notification will generate and it will consist of a certain timeline for solving the problem of the user. The notification is sent automatically. After solving this problem, the user will receive another notification which indicates that the problem is solved and yours complain is closed.

Emergency Center: This is the center which is used for responding in the emergency case of the user. When user asking for an emergency help this center is playing is the role and deploy the proper emergency services for the user.

This is our system and this is how our whole service system architecture will work.