

**MICHIGAN STATE**  
**UNIVERSITY**

# Alpha Presentation

## Predictive Support Module

The Capstone Experience

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*From Students...*  
*...to Professionals*

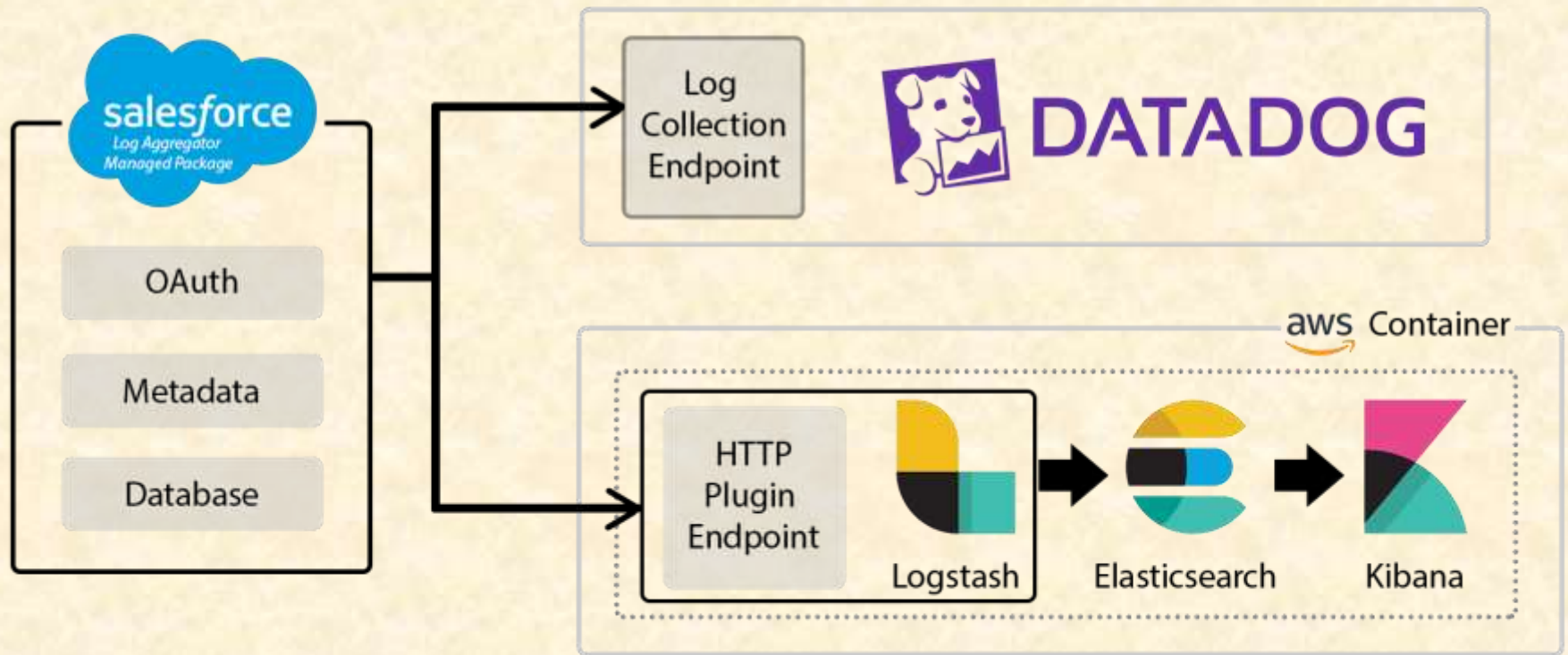
Department of Computer Science and Engineering  
Michigan State University  
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# Project Overview

- Expanding **PlaceCPM**
  - Place Technology's Salesforce Product
  - Creates future forecasts for customers
  - Based on historical accounting transactions imported into Salesforce environments
- **Predictive Support Module**
  - Makes it easier to log and analyze data
  - Achieved through a Salesforce Managed Package that sends data to a log aggregator (Datadog or ELK)



# System Architecture



# Admin Page

The screenshot shows the Salesforce Admin interface for the Log Aggregator. The top navigation bar includes the Salesforce logo, a search bar, and various utility icons. The main content area is titled 'Admin' and contains configuration options for the Log Aggregator. The 'Choose Log Aggregator' section has two tabs: 'ELK Stack' (selected) and 'Datadog'. The 'Set Time Interval' section has two tabs: 'Daily' (selected) and 'Hourly'. Below these, there is a 'Select Time' section with a text input field containing '12:45 AM' and a clock icon. To the right, there are input fields for 'Endpoint' (containing '5y5y') and 'Certificate' (containing 'k6yk67'). A 'Confirm' button is located below the 'Select Time' section. At the bottom, there is a 'Configured Objects' section with a 'New' button and a table listing configured objects.

Object Name	Configurations	Last Modified	Added
Contact			
Account			



# Admin Page – Edit/Delete Object

The screenshot shows the Salesforce Admin interface for the Log Aggregator. The top navigation bar includes the Salesforce logo, a search bar, and tabs for Log Aggregator, Admin, and Support. The main content area is titled 'Admin' and contains configuration options for the Log Aggregator. Below the configuration options is a table titled 'Configured Objects' with columns for Object Name, Configurations, Last Modified, and Added. The table lists two objects: 'Contact' and 'Account'. A red box highlights the 'Edit' and 'Delete' buttons in the right-hand column of the table.

Admin | Salesforce

Log Aggregator Admin Support

Admin

\*Choose Log Aggregator  
ELK Stack Datadog

\*Set Time Interval  
Daily Hourly

Select Time  
Enter a time value:  
12:45 AM

Endpoint  
5y5y

Certificate  
k6yk67

Confirm

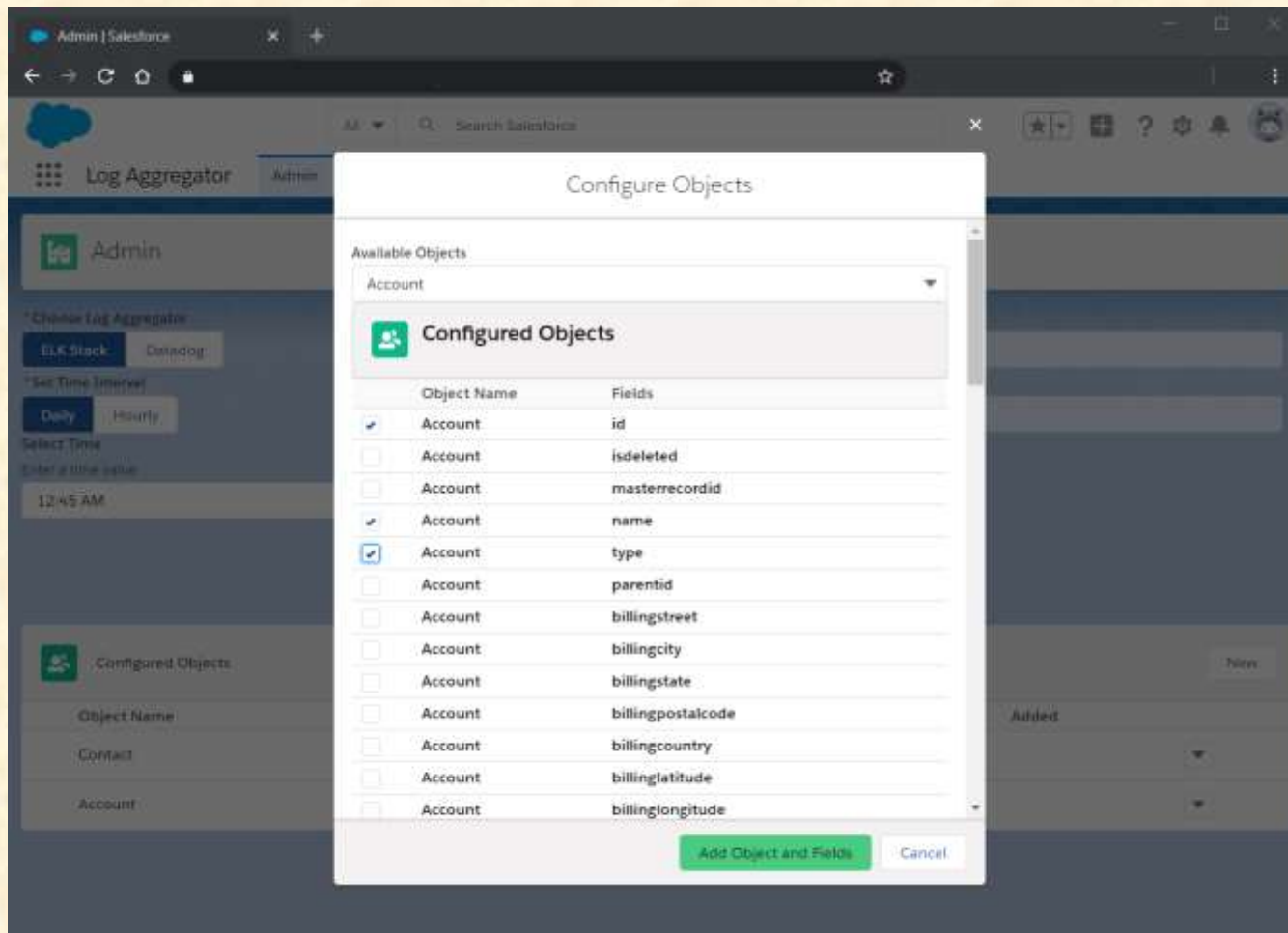
Configured Objects

Object Name	Configurations	Last Modified	Added
Contact			
Account			

Edit  
Delete

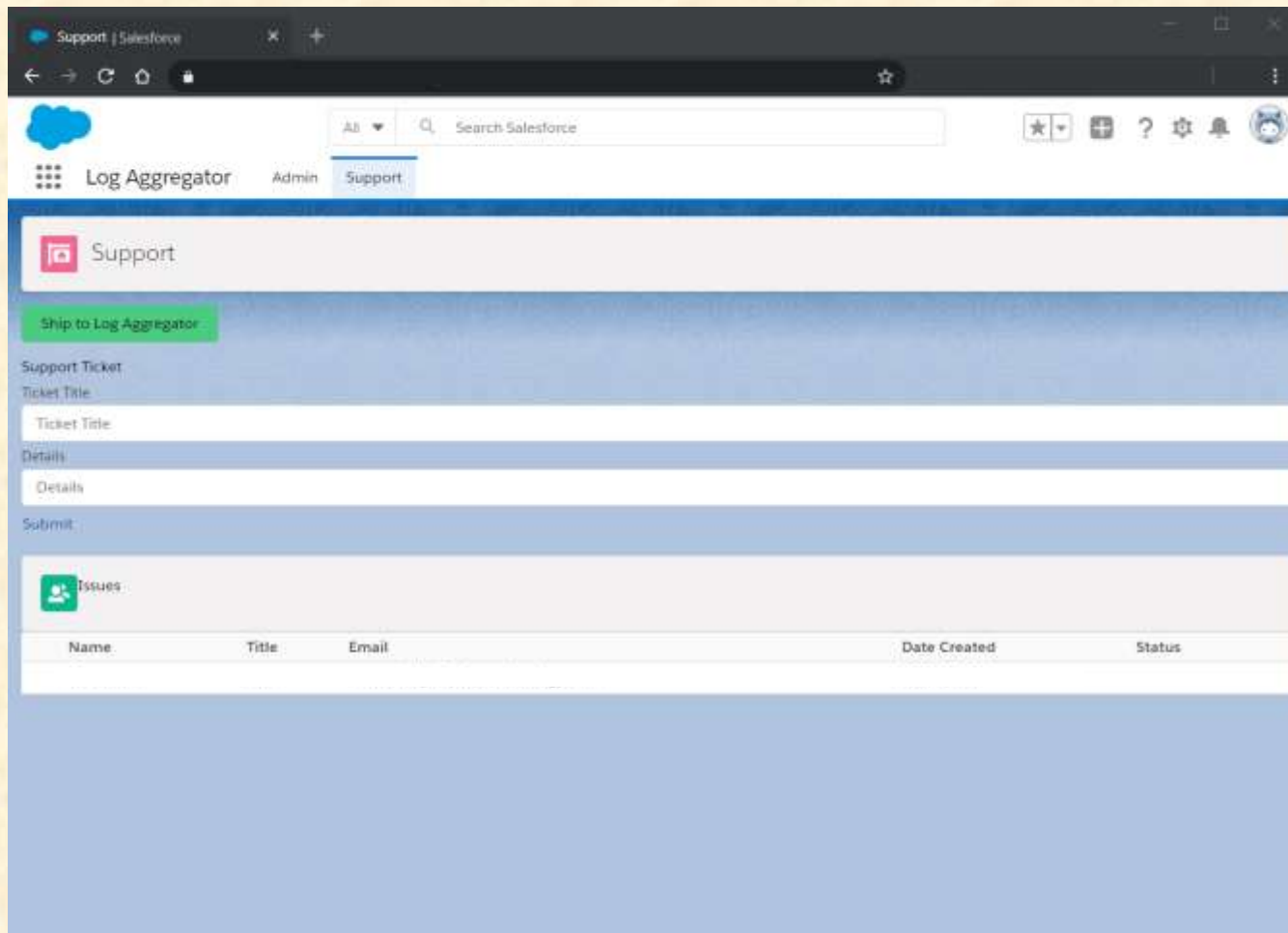


# Admin Page – New Object





# Support Page

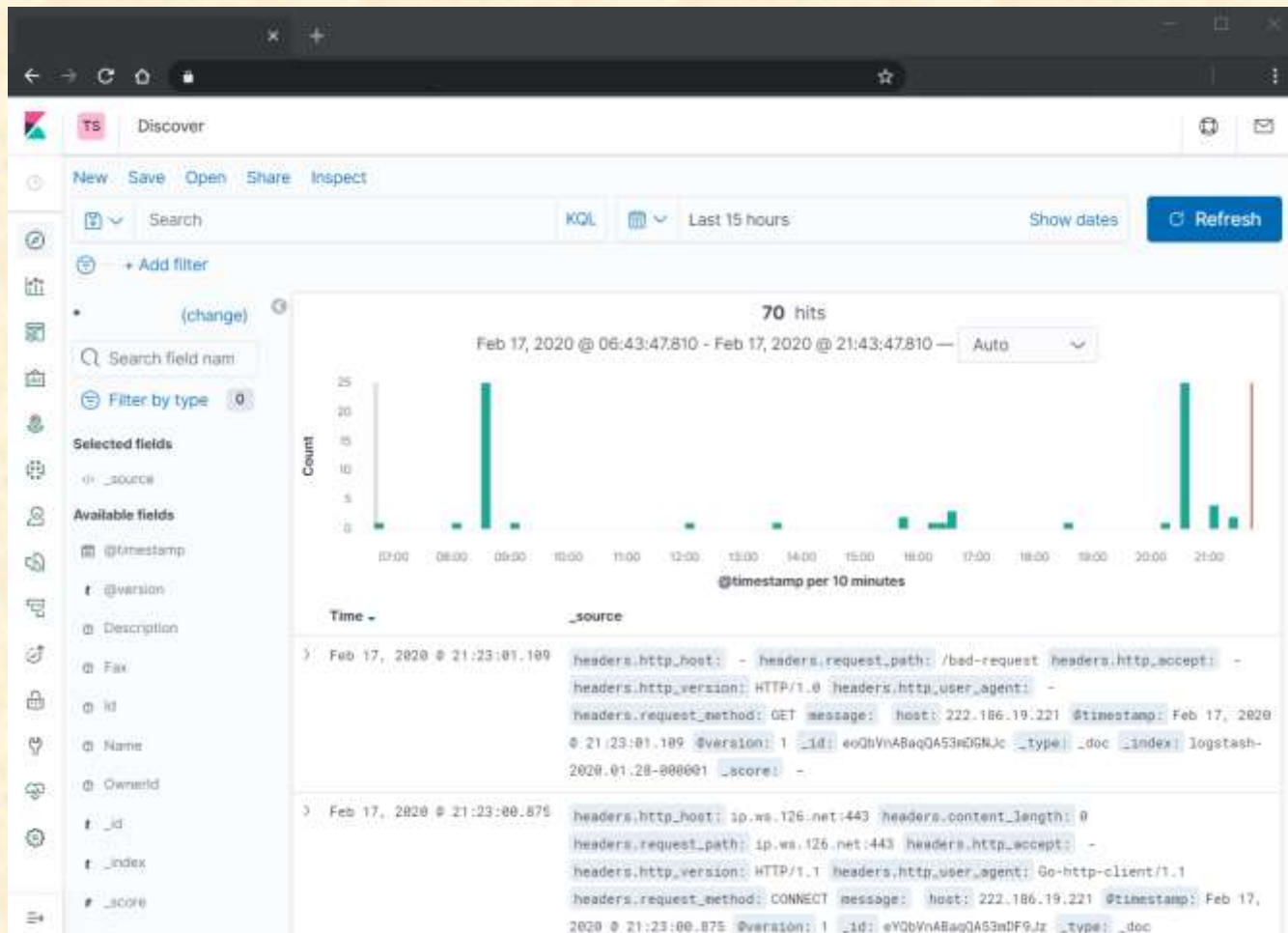


The screenshot shows a web browser window with the title "Support | Salesforce". The address bar shows a search for "Salesforce". The page has a navigation bar with "Log Aggregator", "Admin", and "Support" tabs. The "Support" tab is active. Below the navigation bar, there is a "Support" header with a red icon. A green button labeled "Ship to Log Aggregator" is visible. The main content area is divided into sections: "Support Ticket" with a "Ticket Title" input field, "Details" with a "Details" input field, and "Submit". Below these sections, there is a table titled "Issues" with columns: "Name", "Title", "Email", "Date Created", and "Status". The table is currently empty.

Name	Title	Email	Date Created	Status
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# Kibana





# What's left to do?

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- Display objects selected by organization in support page
- Implement an API key for sending data to ELK stack
- Obtain access to Datadog
- Various minor visual changes (icons, names, etc.)

# Questions?

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