MICHIGAN STATE UNIVERSITY

Beta Presentation
Predictive Support Module

The Capstone Experience

Team Place Technology

Lin Cheng
Brian Dokas
Angela Satullo
Mithuun Srinivasan
Kingston Tran

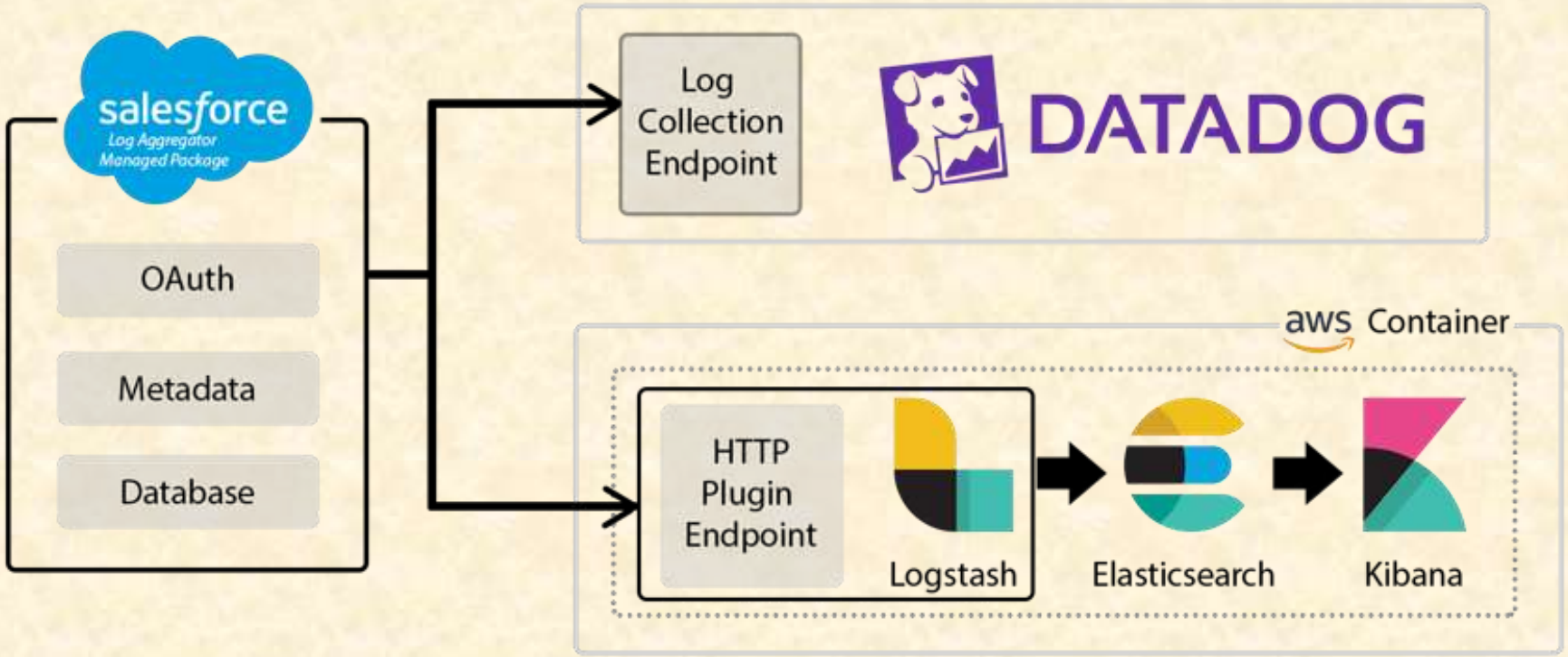
From Students…
…to Professionals

Department of Computer Science and Engineering
Michigan State University
Spring 20

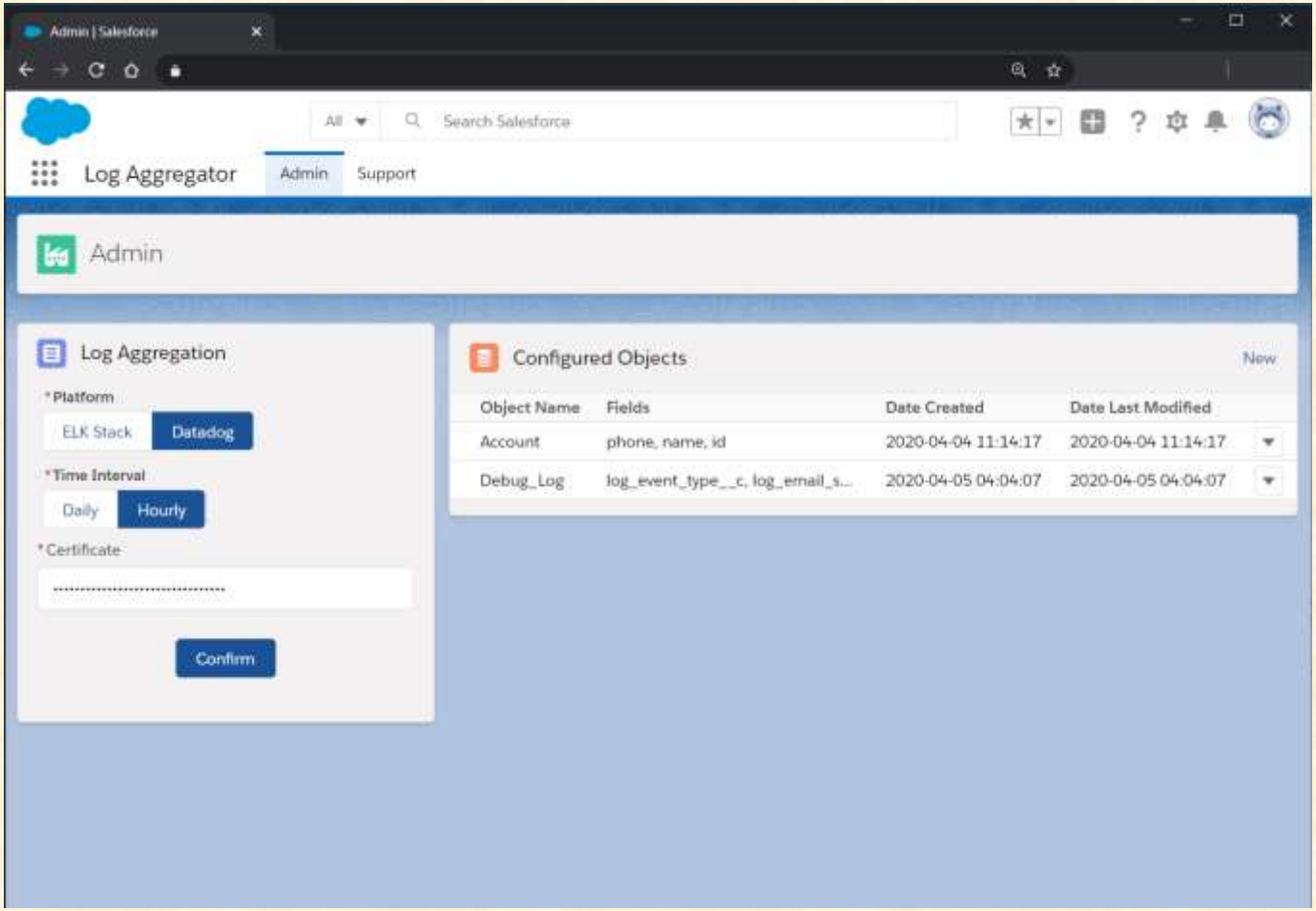
Project Overview

- 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)

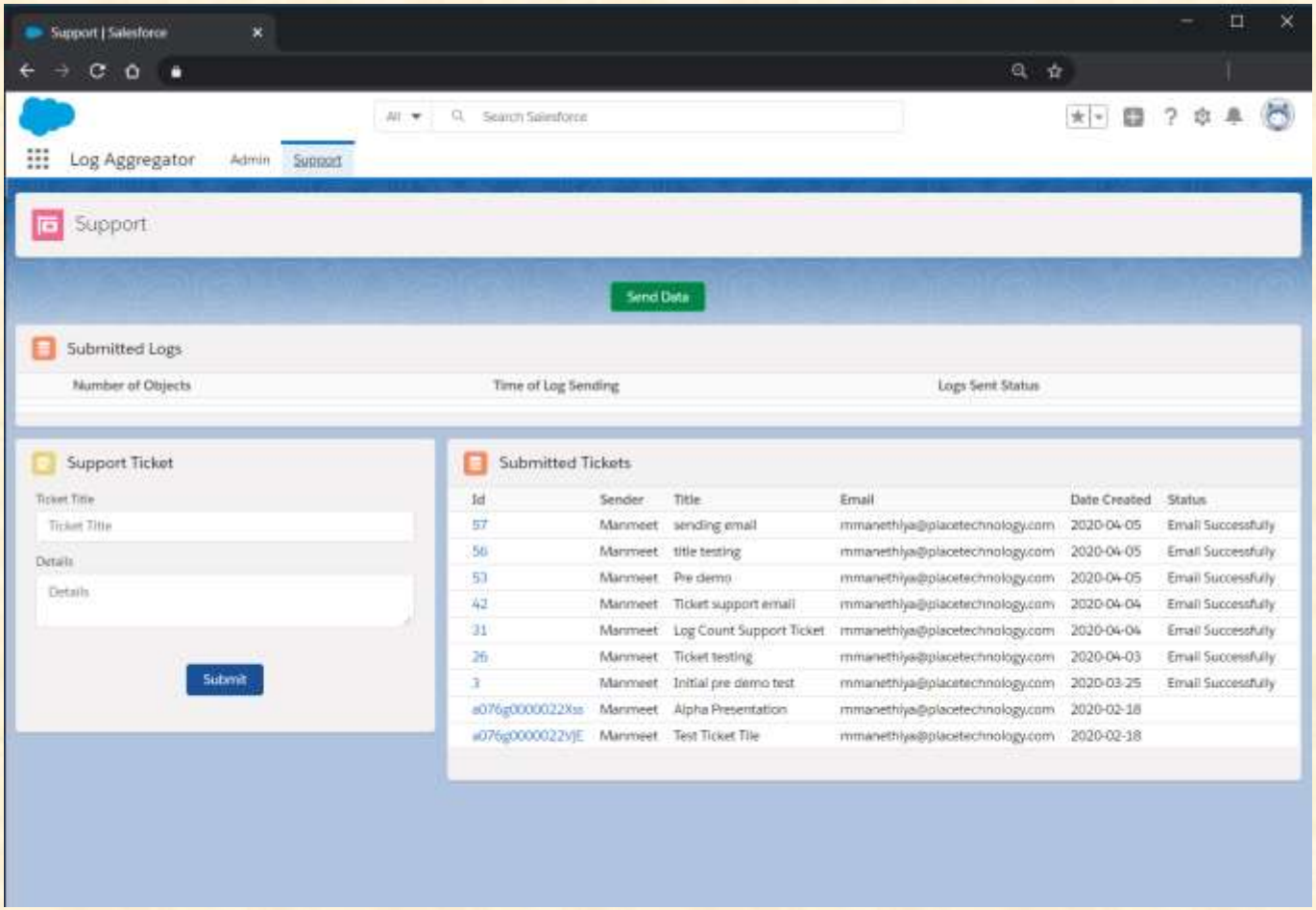
System Architecture



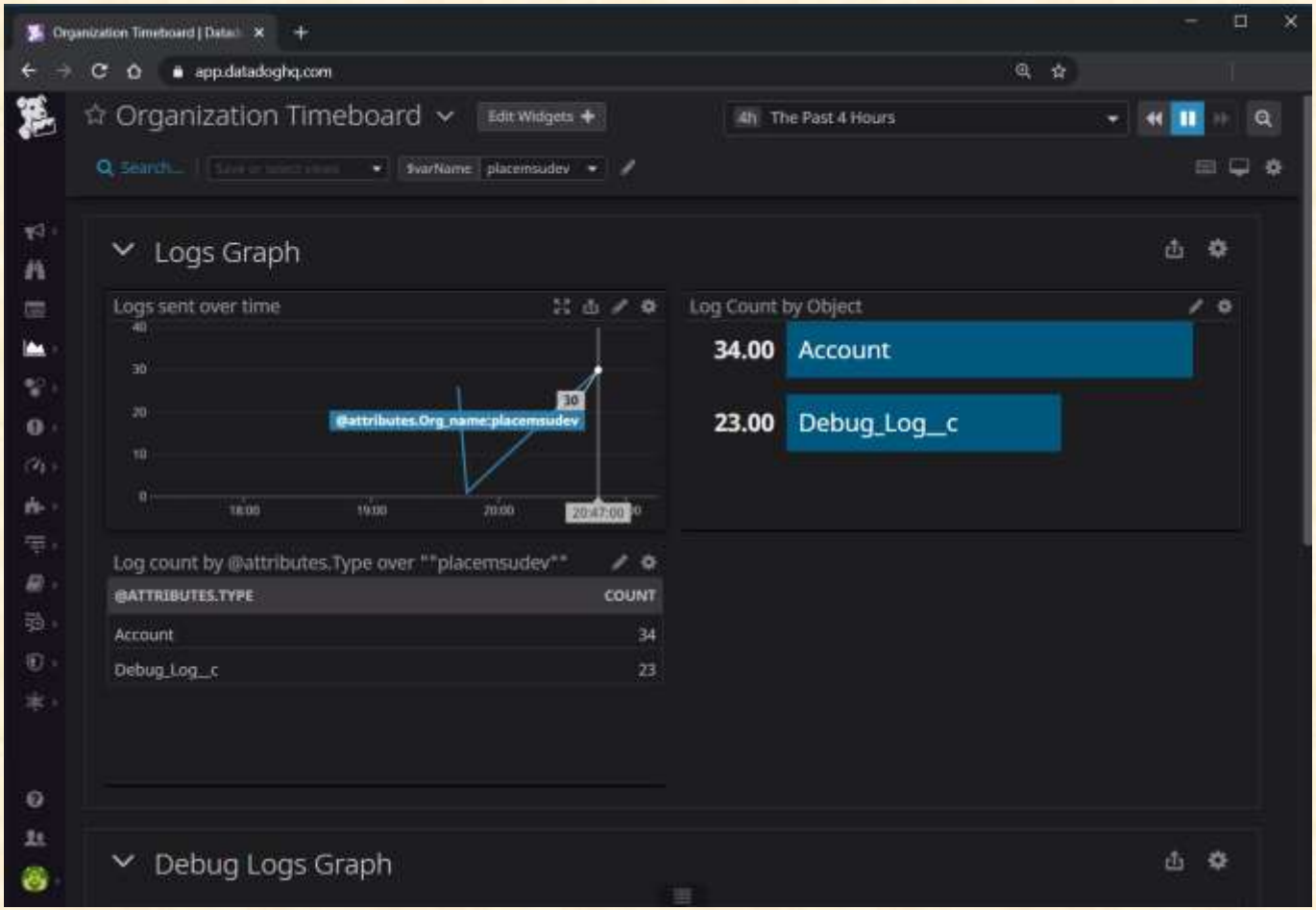
Admin Page


Admin | Salesforce
All
Search Salesforce
Log Aggregator
Admin
Support
Admin
Log Aggregation
*Platform
ELK Stack
Datadog
*Time Interval
Daily
Hourly
*Certificate
Confirm
Configured Objects
New
Object Name
Fields
Date Created
Date Last Modified
Account
phone, name, id
2020-04-04 11:14:17
2020-04-04 11:14:17
Debug_Log
log_event_type__c, log_email_s...
2020-04-05 04:04:07
2020-04-05 04:04:07

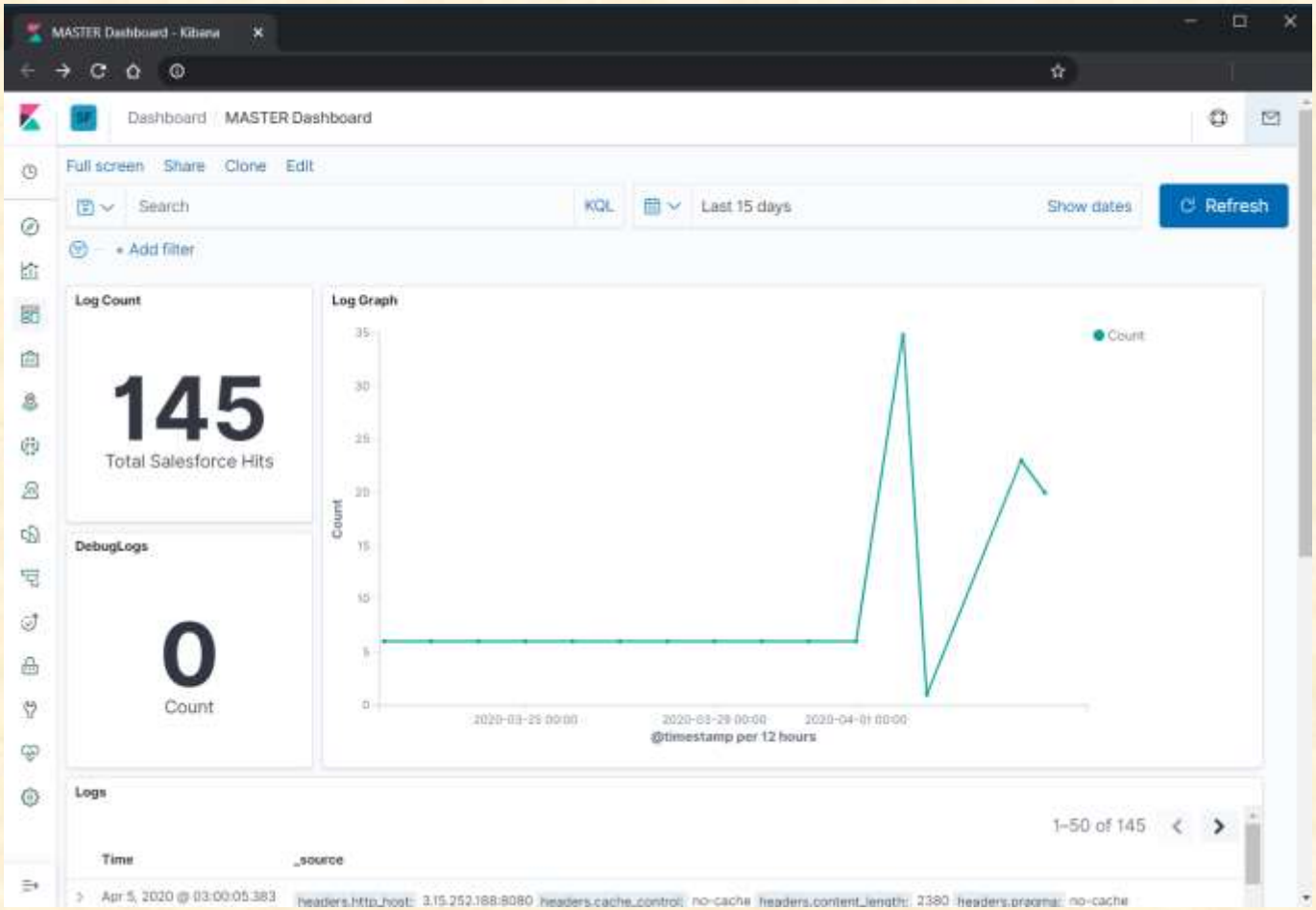
Support Page



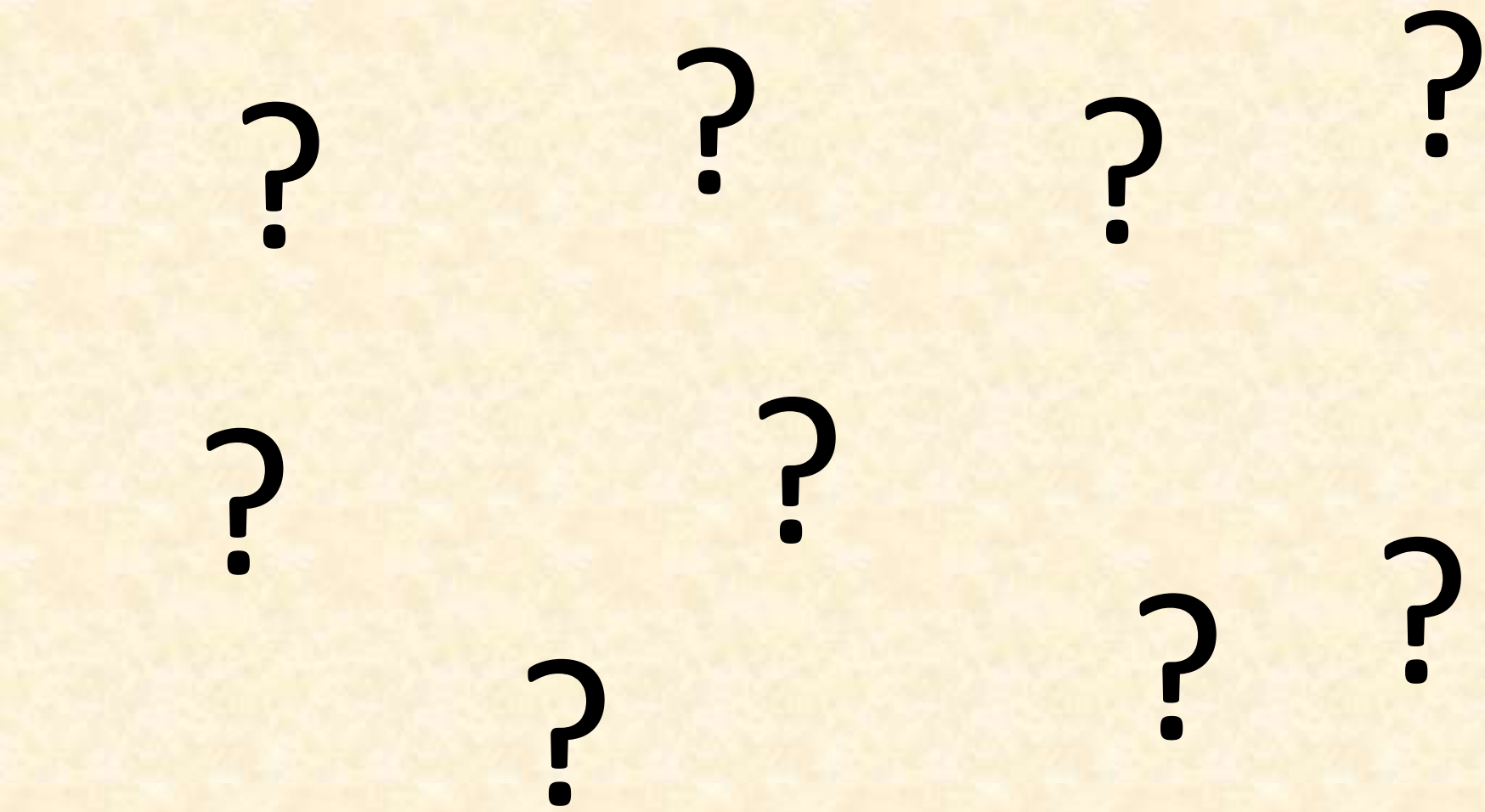
DataDog


Organization Timeboard | Datad
app.datadoghq.com
Organization Timeboard
Edit Widgets
4h The Past 4 Hours
Search...
$varName: placemsudev
Logs Graph
Logs sent over time
@attributes.Org_name:placemsudev
Log Count by Object
34.00 Account
23.00 Debug_Log__c
Log count by @attributes.Type over "*placemsudev*"
@ATTRIBUTES.TYPE
COUNT
Account 34
Debug_Log__c 23
Debug Logs Graph

Kibana


MASTER Dashboard - Kibana
Dashboard
MASTER Dashboard
Full screen
Share
Clone
Edit
Search
KQL
Last 15 days
Show dates
Refresh
+ Add filter
Log Count
145
Total Salesforce Hits
DebugLogs
0
Count
Log Graph
Count
@timestamp per 12 hours
Logs
1–50 of 145
Time
_source

What’s left to do?

- Move the Send Logs button to the header of the support page.
- Finish the "Submitted Logs" table in Support Page
- Display additional graphs for Datadog
- Change HTTP to HTTPS for ELK stack

Questions?