

MICHIGAN STATE

UNIVERSITY

Beta Presentation

Predictive Support Module

The Capstone Experience

Team Place Technology

Lin Cheng

Brian Dokas

Angela Satullo

Mithuun Srinivasan

Kingston Tran

Department of Computer Science and Engineering
Michigan State University

Spring 20



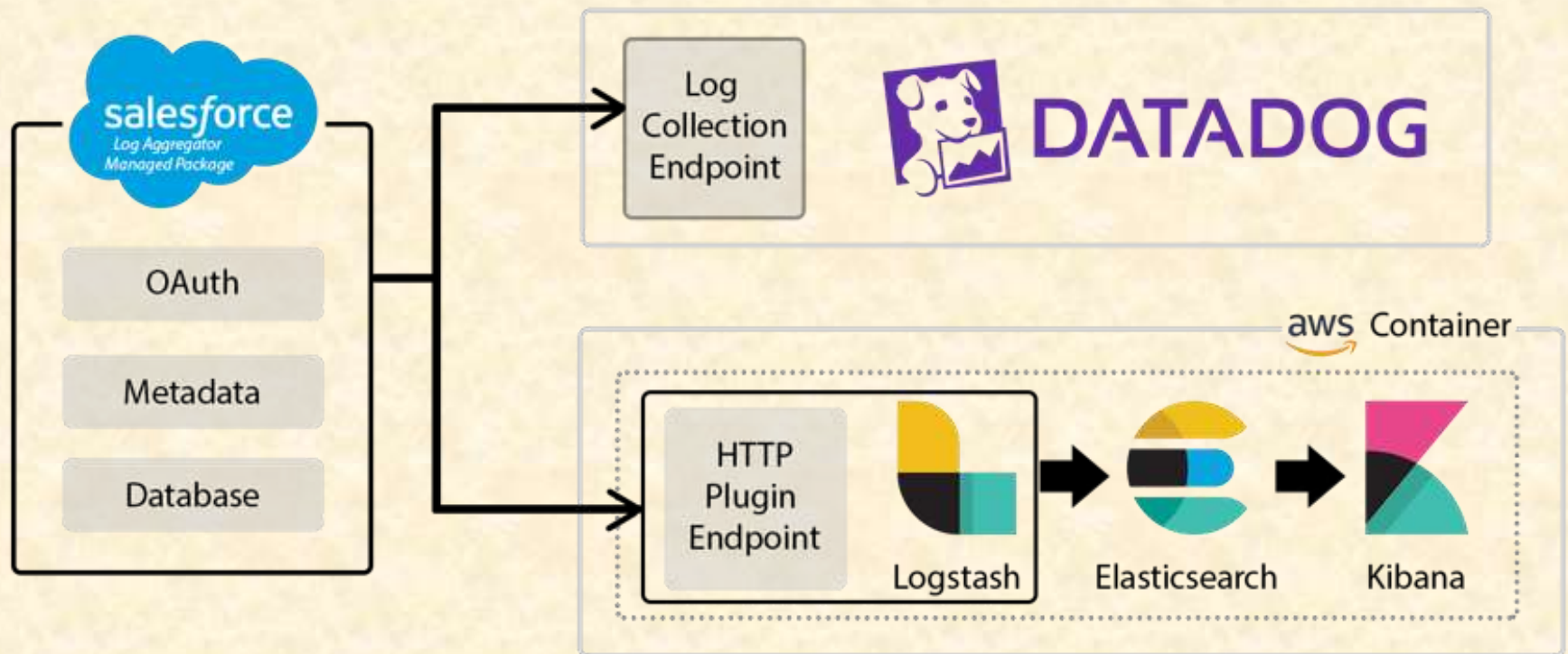
*From Students...
...to Professionals*

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 Log Aggregation. The browser window title is "Admin | Salesforce". The navigation bar includes "Log Aggregator", "Admin", and "Support". The main content area is titled "Admin" and contains two panels:

- Log Aggregation:** This panel has three sections:
 - * Platform:** Two buttons, "ELK Stack" and "Datadog", with "Datadog" selected.
 - * Time Interval:** Two buttons, "Daily" and "Hourly", with "Hourly" selected.
 - * Certificate:** A text input field with a dotted line indicating a placeholder.A "Confirm" button is located at the bottom of this panel.
- Configured Objects:** A table with a "New" link in the top right corner. The table has four columns: "Object Name", "Fields", "Date Created", and "Date Last Modified".

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

The screenshot shows the Salesforce Support page. At the top, there's a navigation bar with 'Log Aggregator', 'Admin', and 'Support' tabs. Below this is a 'Support' header with a 'Send Data' button. The main content area is divided into two sections: 'Submitted Logs' and 'Submitted Tickets'.

Submitted Logs

Number of Objects	Time of Log Sending	Logs Sent Status
-------------------	---------------------	------------------

Submitted Tickets

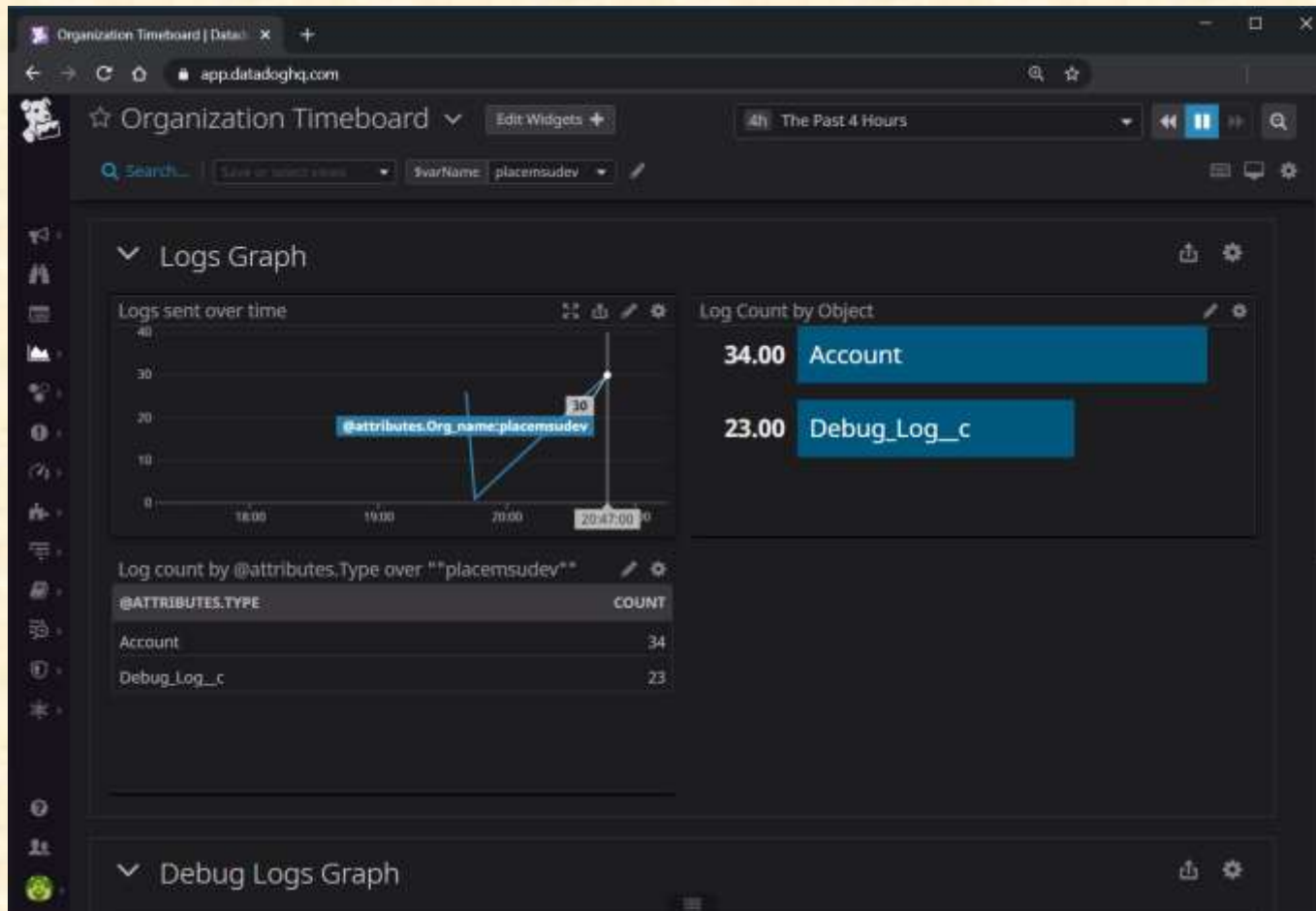
Id	Sender	Title	Email	Date Created	Status
57	Manmeet	sending email	immanethiya@placetechnology.com	2020-04-05	Email Successfully
56	Manmeet	title testing	immanethiya@placetechnology.com	2020-04-05	Email Successfully
53	Manmeet	Pre demp	immanethiya@placetechnology.com	2020-04-05	Email Successfully
42	Manmeet	Ticket support email	immanethiya@placetechnology.com	2020-04-04	Email Successfully
31	Manmeet	Log Count Support Ticket	immanethiya@placetechnology.com	2020-04-04	Email Successfully
26	Manmeet	Ticket testing	immanethiya@placetechnology.com	2020-04-03	Email Successfully
3	Manmeet	Initial pre demo test	immanethiya@placetechnology.com	2020-03-25	Email Successfully
!076g0000022Xs!	Manmeet	Alpha Presentation	immanethiya@placetechnology.com	2020-02-18	
!076g0000022vJE	Manmeet	Test Ticket Tile	immanethiya@placetechnology.com	2020-02-18	

Support Ticket

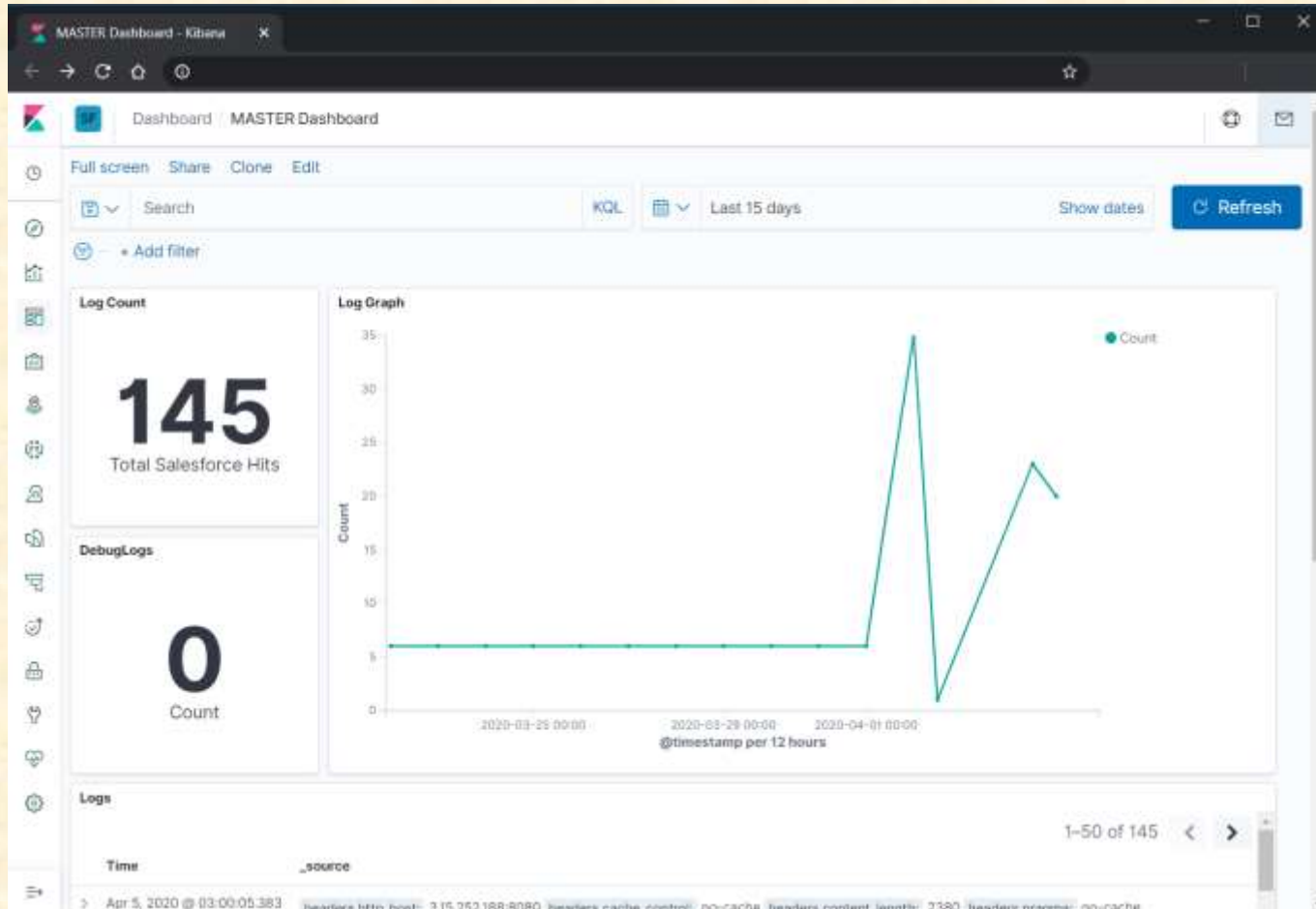
Ticket Title:

Details:

DataDog



Kibana



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?

?

?

?

?

?

?

?

?

?