

**MICHIGAN STATE**  

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**UNIVERSITY**

# Alpha Presentation

## Predictive Support Module

The Capstone Experience

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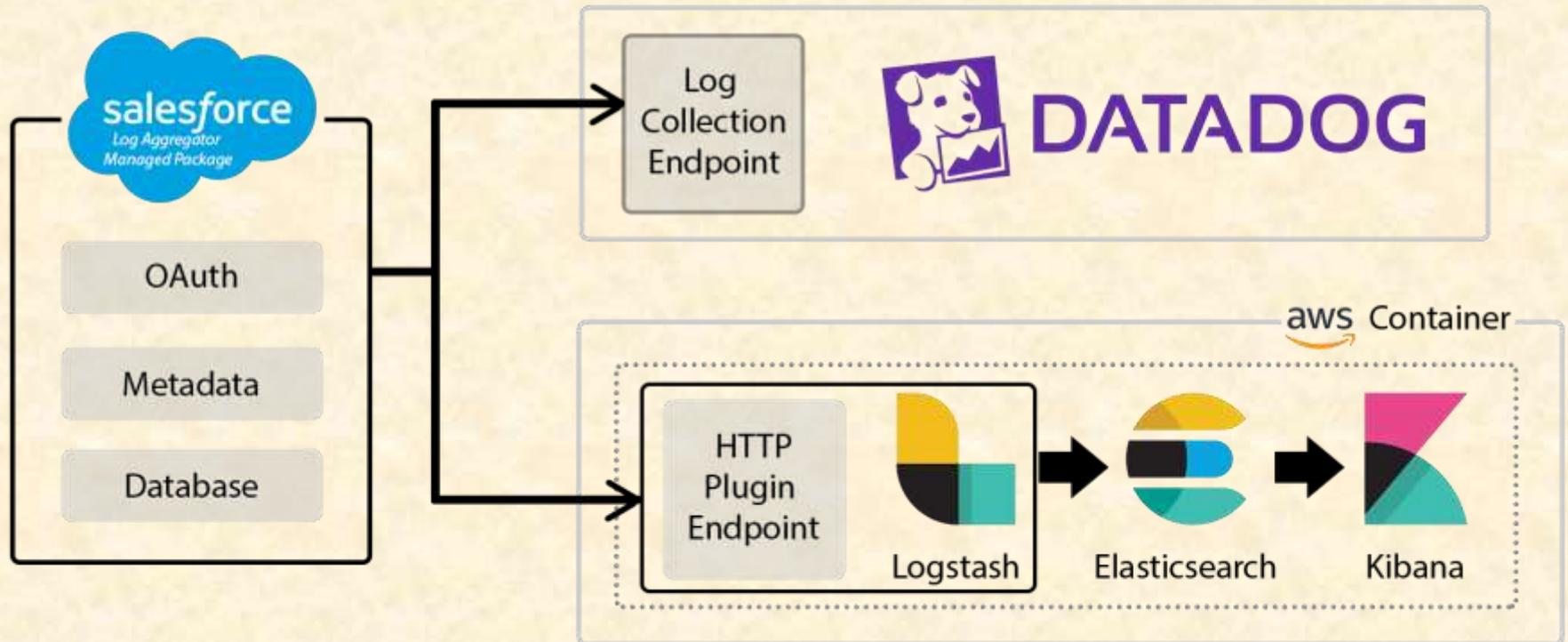
*From Students...  
...to Professionals*

# 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 the Log Aggregator. The browser address bar indicates the URL is `Admin | Salesforce`. The page title is "Log Aggregator" with sub-tabs for "Admin" and "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** New

Object Name	Configurations	Last Modified	Added
Contact			
Account			



# Admin Page – Edit/Delete Object

The screenshot displays the Salesforce Admin interface for the Log Aggregator. The top navigation bar includes the Salesforce logo, a search bar, and navigation links for Log Aggregator, Admin, and Support. The main content area is divided into two sections: configuration settings and a table of configured objects.

**Configuration Settings:**

- Choose Log Aggregator:** ELK Stack (selected), Datadog
- Set Time Interval:** Daily (selected), Hourly
- Select Time:** Enter a time value: 12:45 AM
- Endpoint:** 5y5y
- Certificate:** k6yk67
- Confirm:** A blue button to save the configuration.

**Configured Objects Table:**

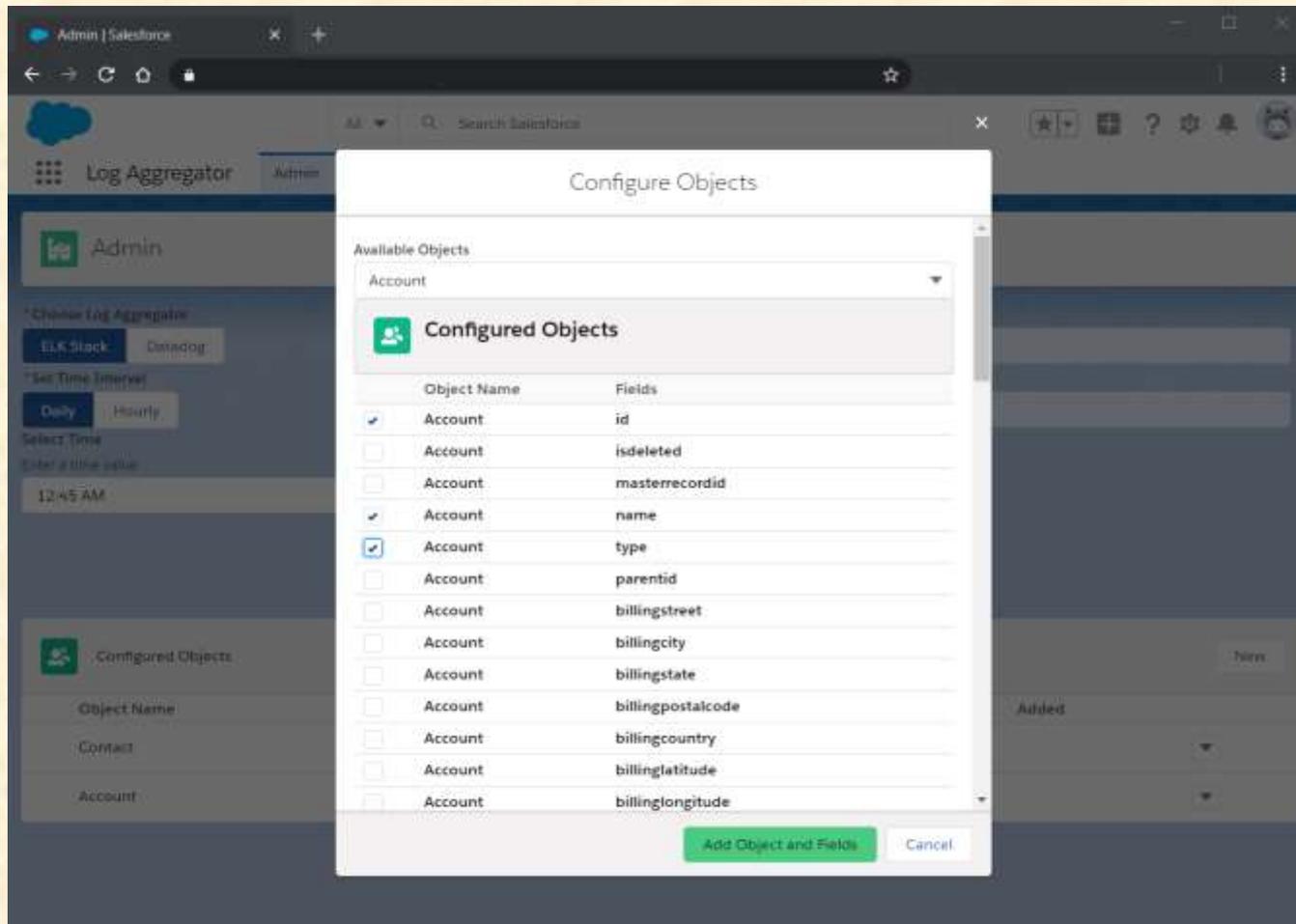
Object Name	Configurations	Last Modified	Added
Contact			
Account			

A dropdown menu is open for the 'Contact' object, showing the following options:

- Edit
- Delete



# Admin Page – New Object



# Support Page

The screenshot shows a web browser window titled "Support | Salesforce". The browser's address bar contains "Ab" and a search field labeled "Search Salesforce". The page header includes a "Log Aggregator" logo and navigation tabs for "Admin" and "Support".

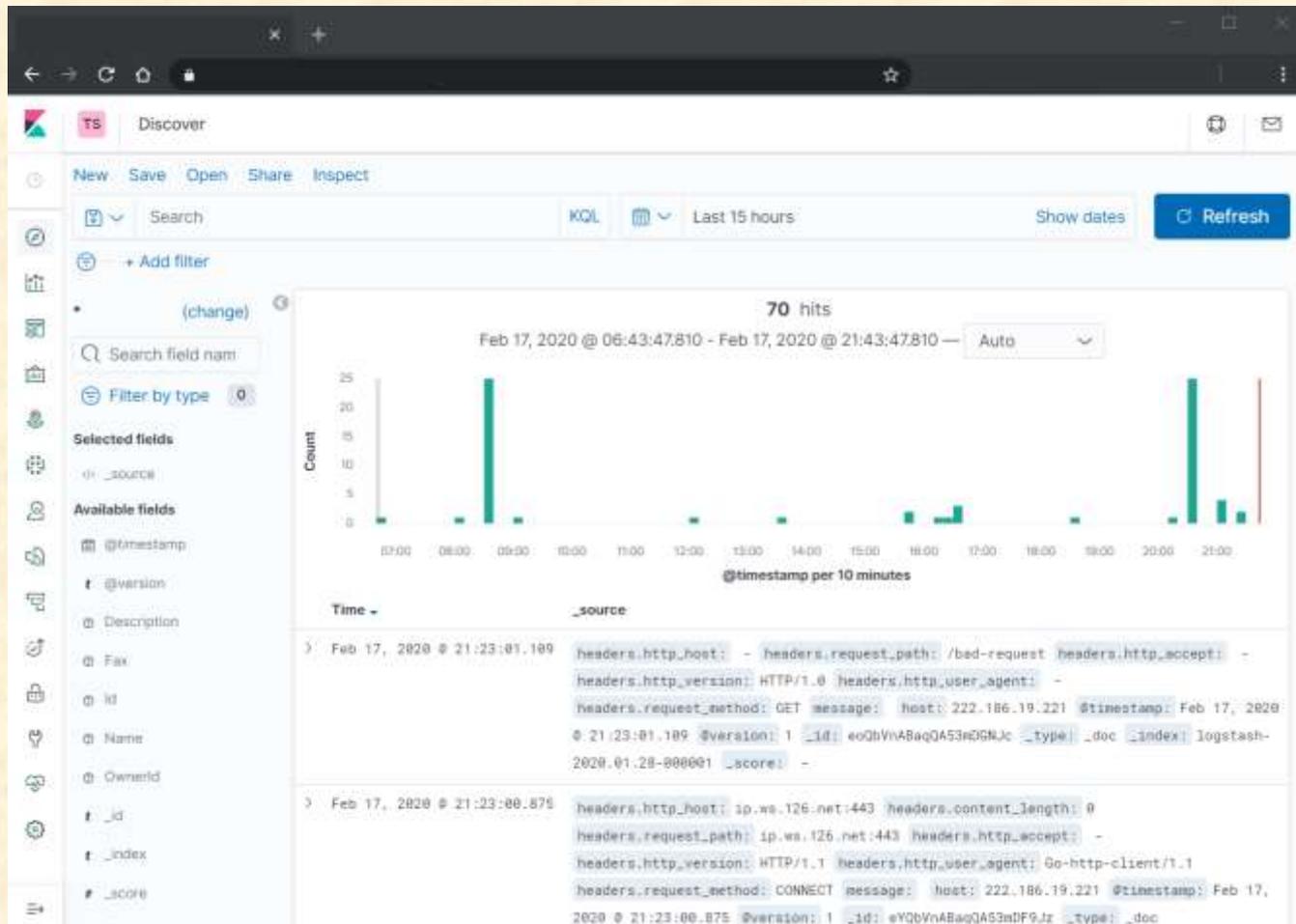
The main content area is titled "Support" and features a green button labeled "Ship to Log Aggregator". Below this, there are sections for "Support Ticket" and "Details", each with a corresponding input field. A "Submit" button is located below the "Details" field.

At the bottom, there is an "Issues" section with a table. The table has the following columns: Name, Title, Email, Date Created, and Status.

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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