MICHIGAN STATE
U N I V E R S I T Y

Project Plan
Predictive Support Module

The Capstone Experience

Team Place Technology

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From Students…
…to Professionals

Functional Specifications

- Problem
  - Troubleshooting is difficult for Salesforce orgs
- Solution
  - Log Aggregator Managed Package
    - Each Org/Customer ships data to log aggregation service (Datadog/ELK)
    - Logs stored in Datadog and Elasticsearch
    - Customer support can retrieve and analyze log data

Design Specifications

- Salesforce
  - Admin configuring the managed package will affect every user in the org.
  - Admin can set interval when data logs are sent.
  - Admins and regular users can send logs ad hoc
  - Admins and regular users can contact customer support
- Kibana/Datadog Dashboards
  - UI for Log Aggregation Services
  - Customizable

Log Aggregation Admin Page

Log Aggregation Support Page

Kibana Analytics Dashboard
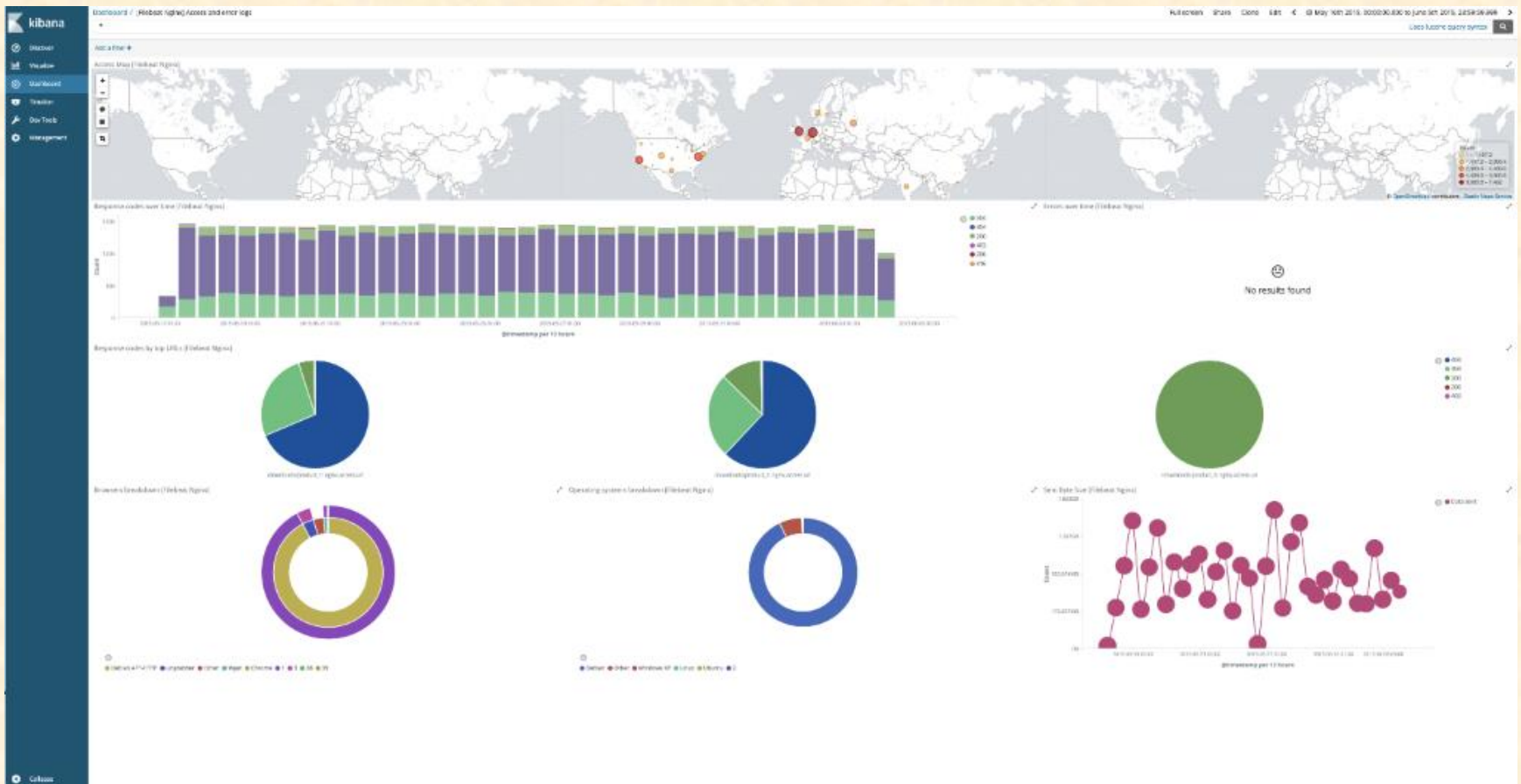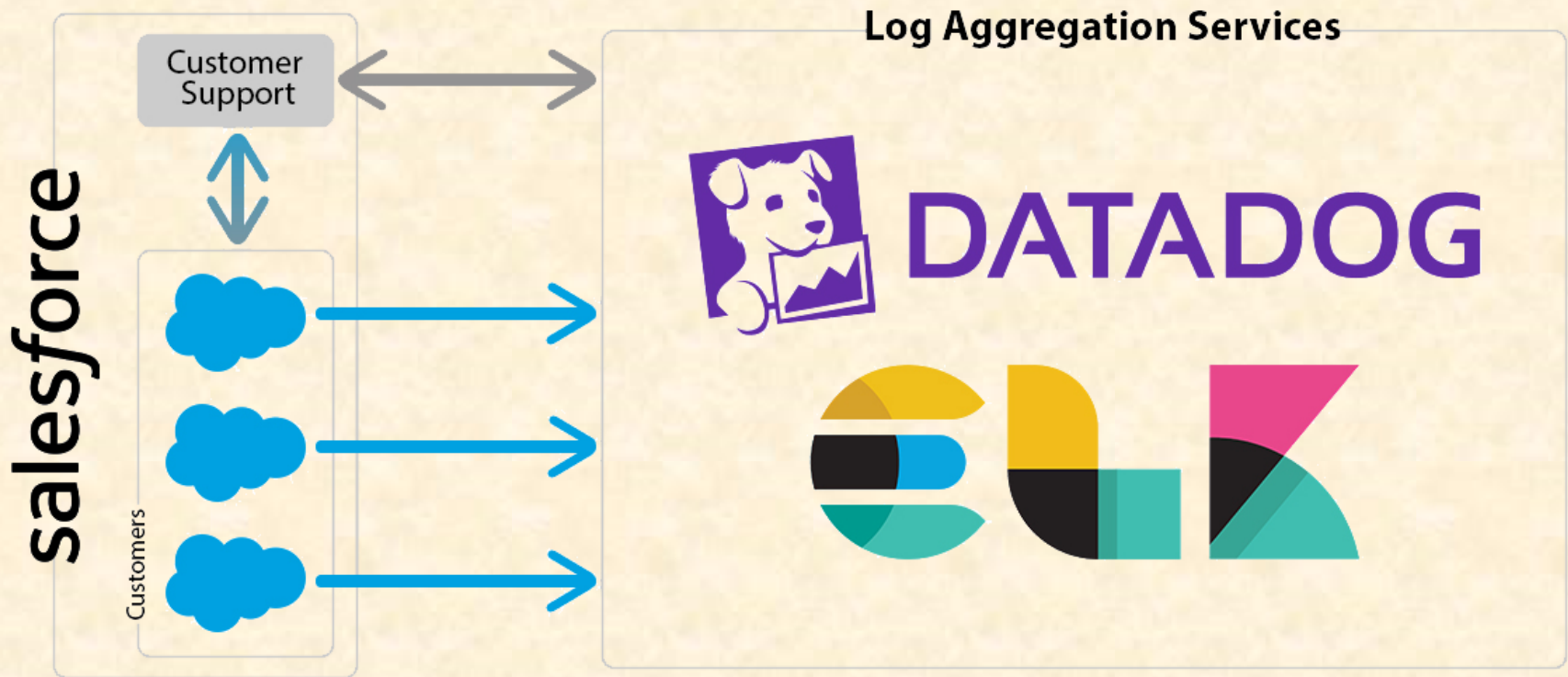
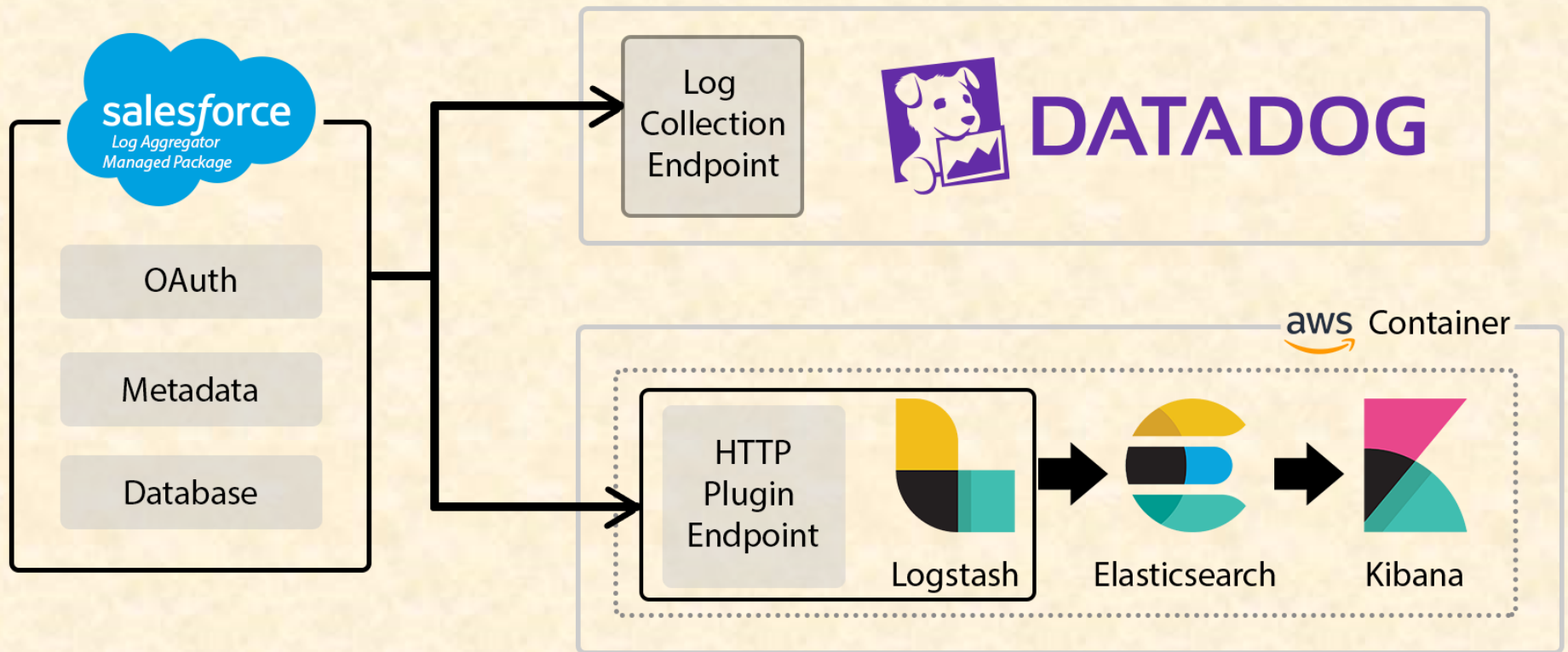# Datadog Analytics Dashboard
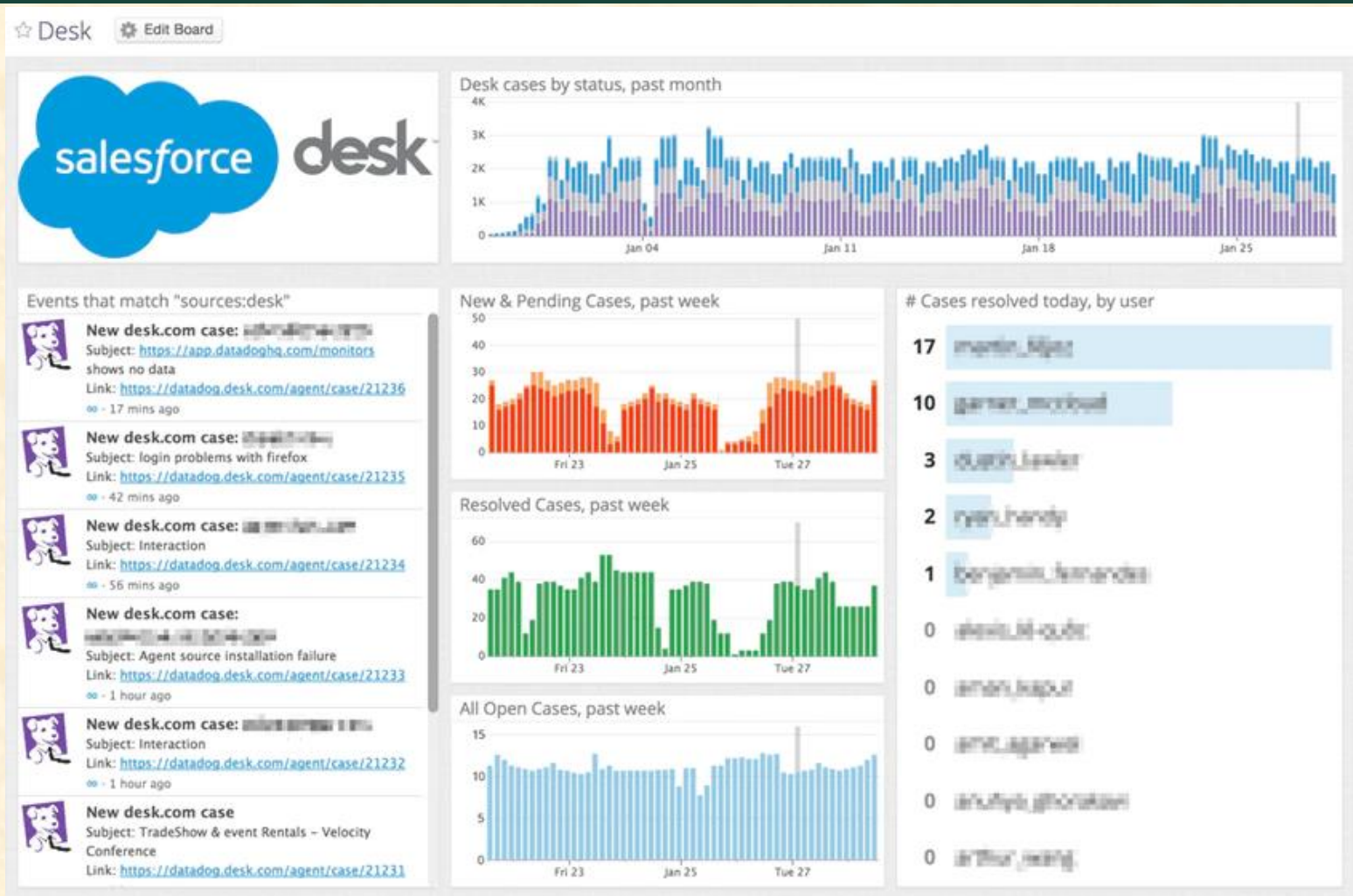
Technical Specifications

- Salesforce/Orgs
  - Customer relationship management solution
  - Customer version of salesforce and data within instance
- Log Aggregation Service
  - Collection of log data for searchability and analyzation
- Customer Support

System Architecture Diagram (High Level)

System Components Diagram (Low Level)

System Components

- Salesforce
  - OAuth
  - Metadata
  - Database
- Log Aggregation Services
  - ELK Stack
    - Elasticsearch, Logstash, Kibana
    - Amazon Web Services
  - Datadog

Risks

- Salesforce Experience
    - Nobody has used Salesforce
    - Trailheads
- Pipeline Connection
    - Connecting to AWS
    - Work with Yash
- Datadog
    - No API for Salesforce
    - Use a collection endpoint

Questions?