Beta Presentation
Ford Mobility Product Metrics

The Capstone Experience

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Project Overview

• Monitor Ford’s products closely to store metrics to give a better customer experience
• WebEx Teams and Slack chatbots provide product metrics updates
• Created a dashboard to visualize those metrics
System Architecture

- Tracking Pixels in Ford's websites
- Slack/Webex Teams Chatbot
- MySQL Database
- Chatbot Engine
- Grafana
- Log Analytics API

Pixel Tracker

DashBoard

Creates

The Capstone Experience  Team Ford Beta Presentation
Ford Product Metrics Dashboard

![Dashboard Graphs]

- Average Transactions Per Second
- Errors Per Second
- Median Response Time: 202 ms
- Product Operations
Pixel Tracker

The Capstone Experience

Team Ford Beta Presentation
WebEx Teams Chatbot

You 10:33 AM
Hello

FordBot @webex.bot 10:33 AM
Hello from the other side! API monitoring service has started.

You 10:33 AM
What are my 5 least called operations?

FordBot @webex.bot 10:33 AM
Your least 5 called operations are GetAuthorizationStatus, GetSecurityQuestions, GetUserProfile, GetVehicle, & Logout.

You 10:33 AM
Thank you!

FordBot @webex.bot 10:33 AM
You are welcome!
Slack Chatbot
What’s left to do?

• Confirm that all requirements are met
• Add more information to the chatbot reports (stretch goal)
• Add the ability to allow users to update/delete existing tracking pixels