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Technology based Business Intelligence Optimizer

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ABSTRACT: This is platform-as-a-service system, where anyone can use this application on pay per use basis .This web application provides a convertible panel to the customers, which offers various types of services to the users. Business intelligence is used for data analysis where it gathers and organise large amount of unstructured data from several source. This technology is used to reduce the human intervention where every task is completed with the help of triggers. In addition, it also provides the accurate results to the users. The primary advantage of this system is cost effective because any organization can use this system where wide range of tools will be available to create the application based on the organisation requirements with the help of large-scale working support. The problem faced in this system is that, the system has been designed to provide various tools to create the application but whereas all the components cannot be embedded into single system, in addition providing the real time will be critical, where the users have to check the accuracy and relevancy of the application. To conclude the system will come up with an ability to handle multiple clients in the organisation and offers the customisable options.

KEYWORDS: Business Intelligence.

I. INTRODUCTION

“Technology based business intelligence optimizer” refer to a stage where various activities are available for customers to perform in the system, this system has been designed to analyse and transform unstructured data to structured data.

“Business Intelligence” refers to collection and organising a large amount of data from various source ,which also provide real time data to the customers which helps in increase accuracy of data.

Whereas using this technology will allow multiple users to access the data in a single system without any server crash, using this technology provides the operational panel i.e. different interfaces can be used at the same time to perform different tasks parallely so that when customer have different clients issue which has to done at the same time can be performed using this technology.

This technology uses a auto respond system with BI ,where some triggers will be set in advanced , when customer has a problem with login because of server crash then that work has to be prioritized by the system and set a trigger how and when to respond to the problems like this when its arised.

This system will help the customers or the organisation to keep track of users report, like when the user have logged into the system, what are the activities which is performed by the user and also when the user have logged out of the system. Different types are panel are provided to the customers which are customisable. When an organisation is using this system they can create a separate panel named as knowledge based design to help the employee to deal with different issues raised by the client by using some digital content.

Using this technology helps to keep track of the things which we have done in the application , in addition to that ,it provides to security to the organisation by offering the preferences who can login to the system, by adding the employee and the client id, and manages different login id’s , notification and the categories of the application.

II. LITERATURE SURVEY

EXISTING SYSTEM

In existing system we cannot track the things which is done in the application and evaluating the client raised problem will be quite difficult to handle. If any errors which has to be managed will be difficult because their will be no direct communication between the system and client.

This system their won't be any priority error which has to be solved because the associated technology will not be available in this system. It doesn't support multi-user at a time, the technology has not yet implemented.

When we want to perform any type of client related activities, the system require various tools to perform which is not available in the existing system.

To track any operations which is performed by an organization their should be some information so in this system we don't have any understandability which makes it difficult to track the operations.

Any global customers cannot use existing system, as it doesn't provide their own set of environment and there is no centralized environment.

The knowledge based design will not be available in the existing system. The knowledge base plays an important role, which provides a base to solve any problems by using the content, which is available.

PROPOSED SYSTEM

In proposed system multi-user can access to the system at the same time and perform different activities parallely and all the internal employees will have their own different login id's ,permission will be provided and preferences who can login to the system.

Operational panel will be provide in this system where different interfaces will be available where different activities can be performed parallely.

The various tools will be provided to perform the required work, this system will provided all the necessary tools. Knowledge based design will be provided to the employees , when some work is assigned and the employees are not familiar with assigned work then knowledge base design will play an important role in this, where the digital content like audio or video will be available on how to solve the errors.

Auto respond with BI in this some triggers will be set when client is having some issue with the login then the system will prioritize that work and send a respond to the client, beforehand the system will be instructed how and when to respond to the users.

Convertible panel setting will be available in this system where the customisable option are offered to the customers ,where they can design the application as per the requirement of the clients.

III. TECHNOLOGY

PYTHON

Python is a object-oriented, interactive, interpreted and high-level programming language it has built in data structures which makes easy for application development, when compared to other languages ,python have simple syntax which makes it easy to understand and implement and it also reduce the cost of maintenance. Python supports many modules and packages which helps in code reusability. When compared to other languages python provides a quickest way to debug the errors. There are different software tools which is used for python programming language the top software tools used are pycharm and visual studio. python is used for creating web application, data analysis and machine learning, software testing, and for everyday tasks.



DJANGO

Django is open source python web framework, which makes it easier to create web sites using python programming language. This framework provides the reusability of components it also has a database connections where we can perform different operations like create update and delete. To create any Django project, it is must to have the dedicated virtual environment and have to install the Django. The requirements to build a web application in Django is backend, JavaScript and API's. This framework provides a flexibility than using different web application tool. The client side will be provided with the Django template and the server side will be provided with the Django framework which contains application logic, view logic and the model which is used to create a web application, and the model which is chosen will be connected to the database.

IV. EXPERIMENTAL RESULTS

Task Overview

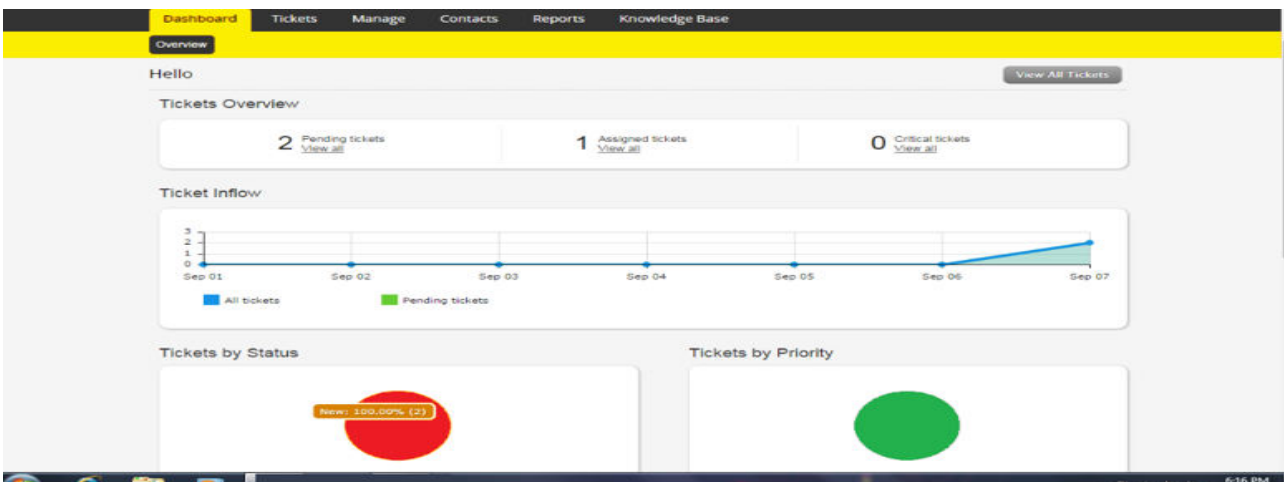


Fig. 1 The page shows the working summary of the tickets, it display how many pending tickets are pending using graph.

Automation – I

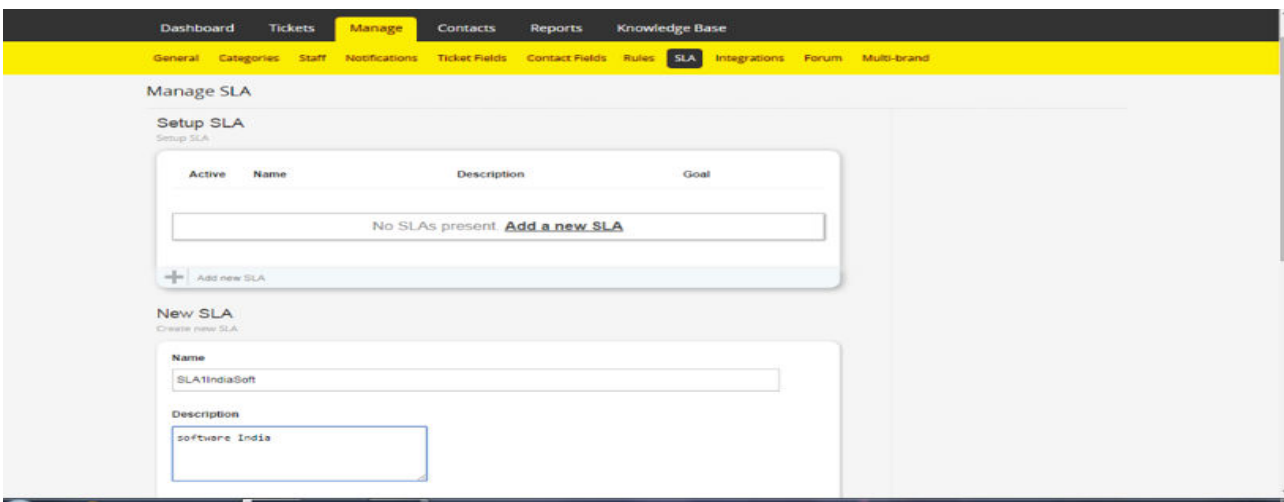


Fig. 2 This page displays how the service level agreement of the client is managed in this.



Automation – II

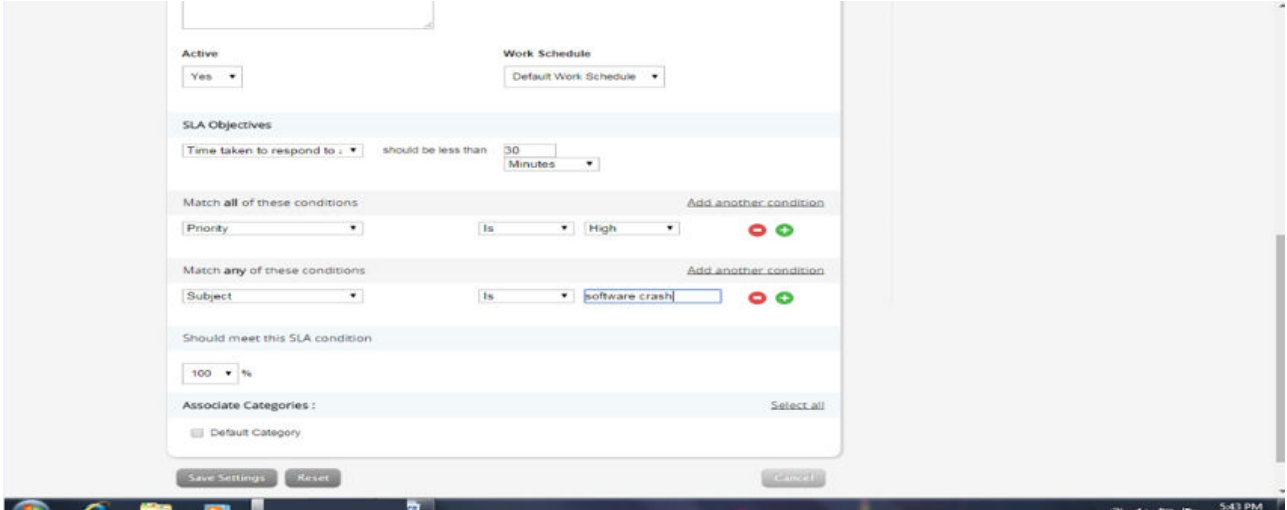


Fig. 3 In this page it displays the detail how SLA objectives are set and match all the condition, so if the condition is priority and is high then the ticket had to be resolved first.

Report Generation

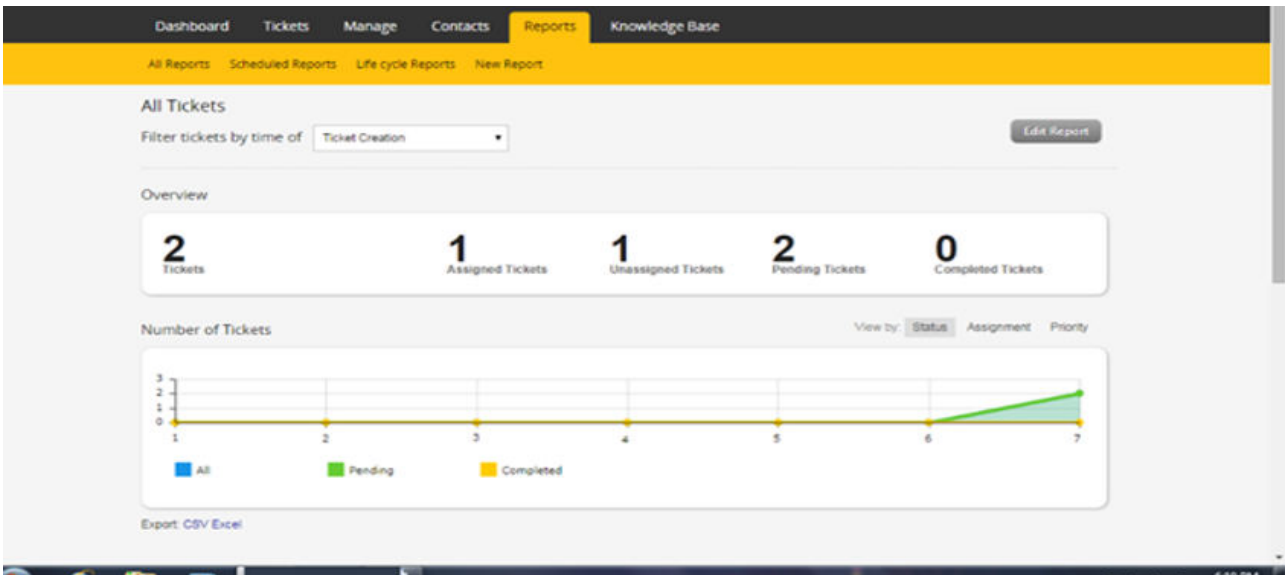


Fig. 4 Here the reports are generated using charts where it shows the overview of how many tickets have been generated ,how many assigned and unassigned tickets are there and displays how many tickets are pending and completed which indicates using colours in graph.

List of Problems

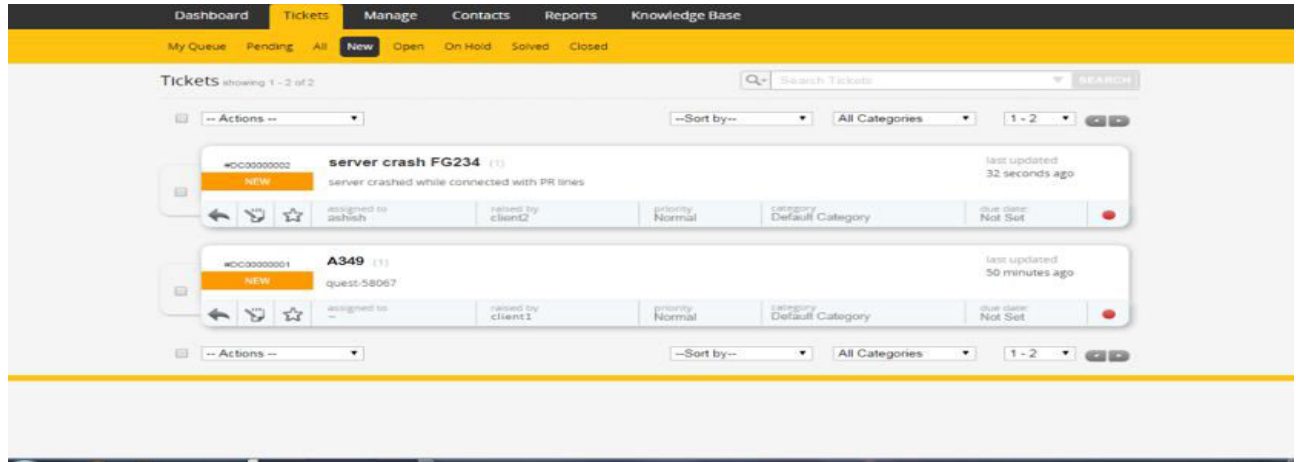


Fig. 5 In this page it displays the tickets which had been generated, where it shows what is the problem with the ticket with detail description.

V. CONCLUSION

This system provide various types of service to the clients in an organisation. Where the system offers all the tools which are required to accomplish different types of service in the organisation.

This technology have the automated alerts or the triggers, which helps the organisation to auto respond to the clients, so that the clients will feel in ease that the problem which they had reported will be resolved. Using alerts which is provided will be helpful, because multiple types of clients have different perceptions which are required for automated alert. The system is being designed in such a way that all the components will be embedded into single application and utilized in larger scale.

This system also provides the flexibility, which is the primary requirement of all the organisation, so that multiple incidences and different type of clients can be handled easily.

The convertible panel will be provided where they can customise their own application according to their requirement, the convertible panel is most popular in the business now a days is that its easy to use and anyone can use the convertible panel as it doesn't require much skills.

This system can be used globally where different types of account holders can access to the application. Where it satisfy all type of requirement from the users.

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