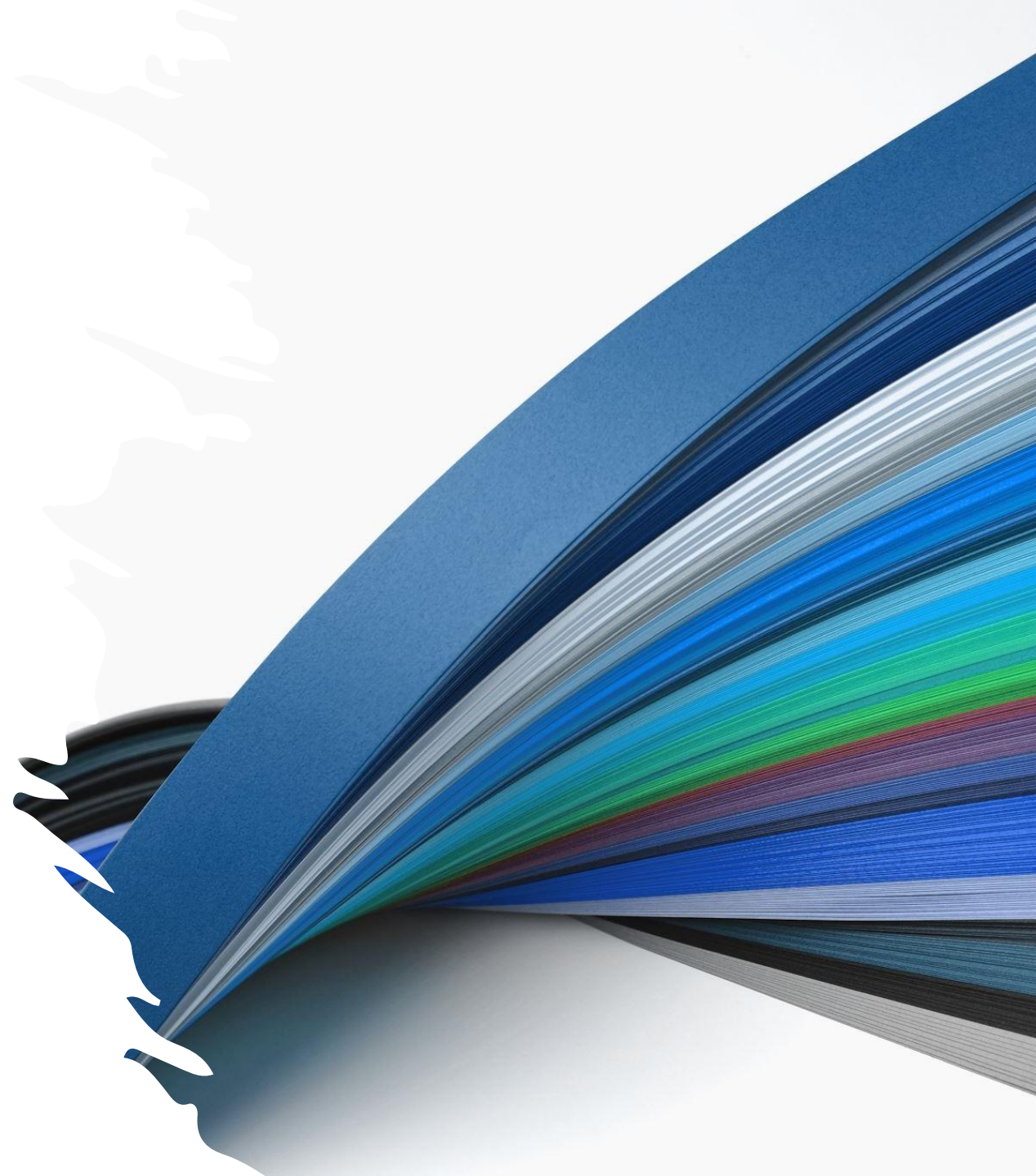*Name:*
Albert Johnson Ofori

TOPIC

**Enhancing Integration and Support in Dadosfera**

INTRODUCTION

- Overview of the issues faced with data importation and how to address them.

- This will help maintain the focus on improving integration processes and support systems, while also emphasizing the use of best practices for resolving issues.

Slide 1: Dynamics

"TROUBLESHOOTING AND IMPLEMENTING BEST PRACTICES IN **DADOSFERA**"
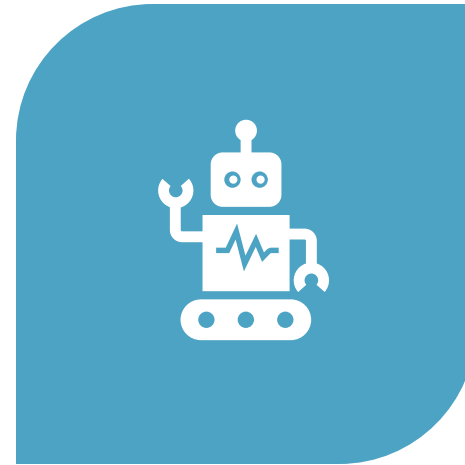
"CALL HANDLING, PLATFORM TRANSITION, AND AUTOMATION WITH CHATBOTS"

Slide 2: Troubleshooting Data Import in the Billing Pipeline

- Title: Troubleshooting the Billing Pipeline

- Key Points
  - **Data consistency**: Check for formats, required fields, and removal of special characters
  - **Column format**: Ensure that data types are coherent and remove merged cells
  - **Empty lines:** Eliminate blank spaces to avoid loading failures
  - **Error logs:** Access and check logs to identify specific failures

Slide 3: Cautions When Uploading Data

- Title: Cautions with Data Upload in Dadosfera

- Key Points
  - **Authentication**: Make sure that the Google Sheets authentication is correct
  - **File Size:** Large files can cause crashes
  - **Logs:** Check logs to identify errors in the import process
  - **Synchronization**: Make sure that the pipeline captures the latest version of the file

Slide 4: Transitioning to a New Platform with SSO and User Lifecycle

- Title: Transition to the New Platform with SSO

- Key Points
  - Technical evaluation to verify impacts on the system and compatibility
  - Planning communication with customers to prepare for changes
  - Testing with selected customers to identify problems
  - Dedicated support during launch and ongoing monitoring

# *Slide 5: Communicating with Customers and Transition Steps*

- Title: Transition Stages
- Phases
  - **Phase 1:** Initial announcement with timeline and FAQ
  - **Phase 2:** Testing and preparation, with webinars and checklists
  - **Phase 3**: Implementation with real-time support
  - **Phase 4:** Post-implementation with adjustments and ongoing support

Slide 6: Impact of Change on the Data Collection Process

Title: Impact on the Collection Process and Integration with Google Sheets
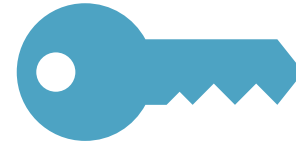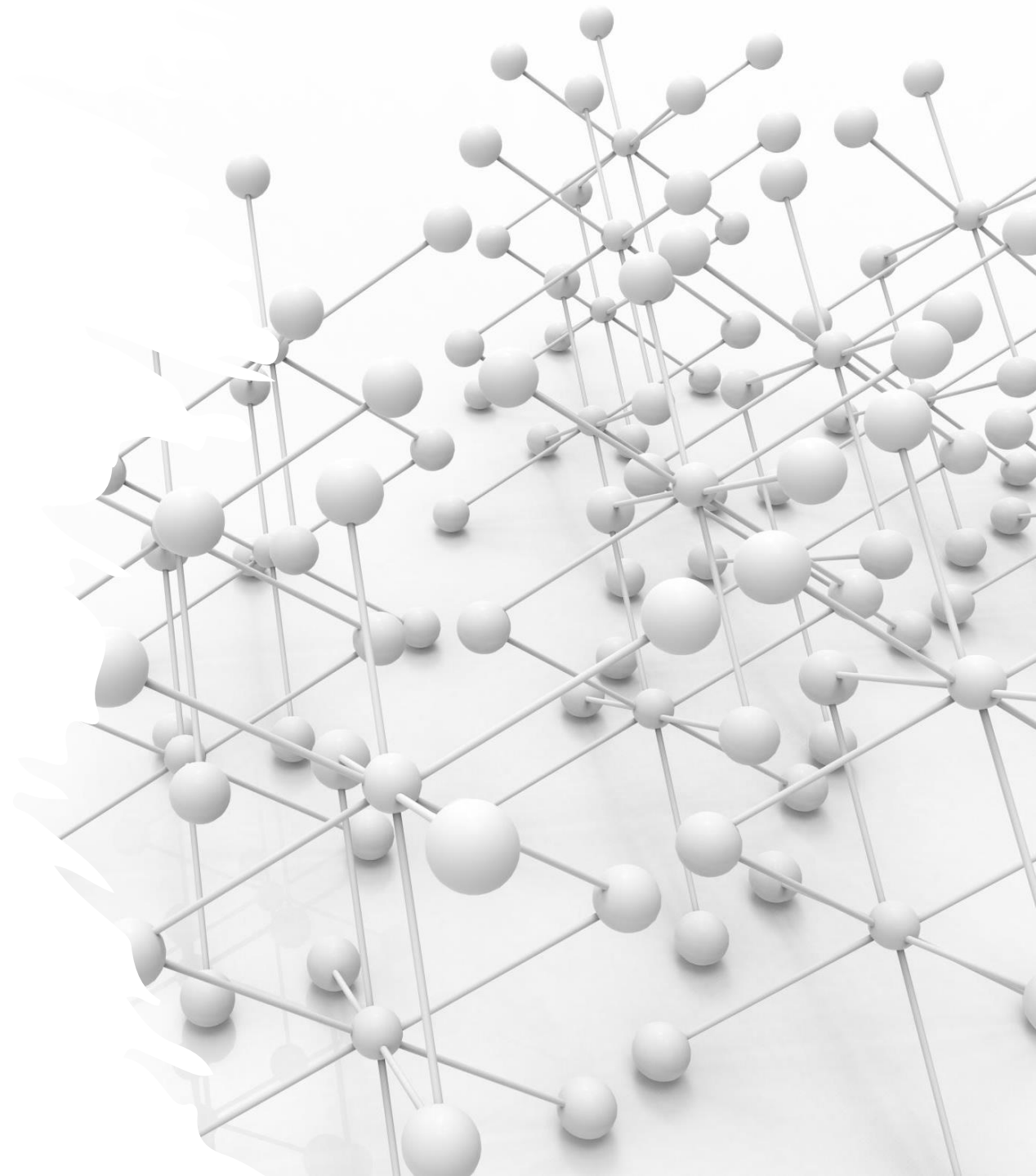
Key Points

Credential Reconfiguration: Ensure compatibility with the new SSO system

Permissions: Adapt permissions for read and write in the new system

Monitoring: Clients need to monitor logs for authentication failures

Slide 7: Chatbot Implementation with Artificial Intelligence

- Title: Chatbot Implementation in the Dadosfera platform

- Key Points
  - Reduced wait time and automated responses to common issues
  - Authentication Wizard to guide users
  - Escalation to human support in complex cases
 - Proactivity in monitoring usage patterns and suggesting solutions

Slide 8: Knowledge Base Integration and Automation

- Title: Chatbot Integration with the Knowledge Base

- Key Points
  - Chatbot trained with the official documentation for detailed answers
  - Continuous updating of the knowledge base to improve support
  - Automation of problem diagnosis and information collection
 - Personalization of service based on historical customer data

Slide 9: Chatbot Feedback and Continuous Improvement

- Title: Feedback and Continuous Improvement
- Key Points
  - Collecting feedback on the effectiveness of the chatbot
  - Continuous tuning with machine learning to improve accuracy
  - Tests with a select group of customers before expanding to all
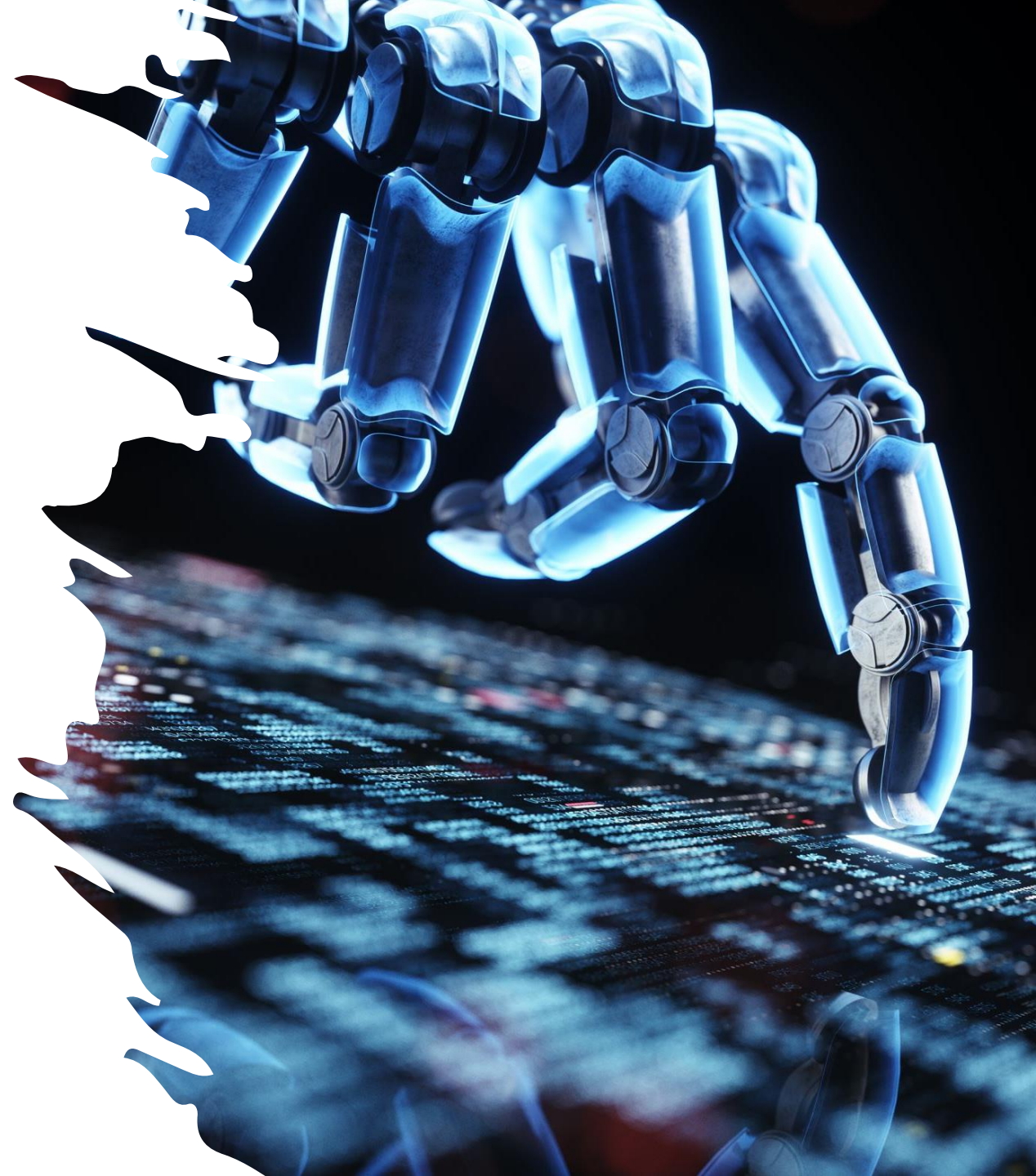
Slide 9: Chatbot Feedback and Continuous Improvement
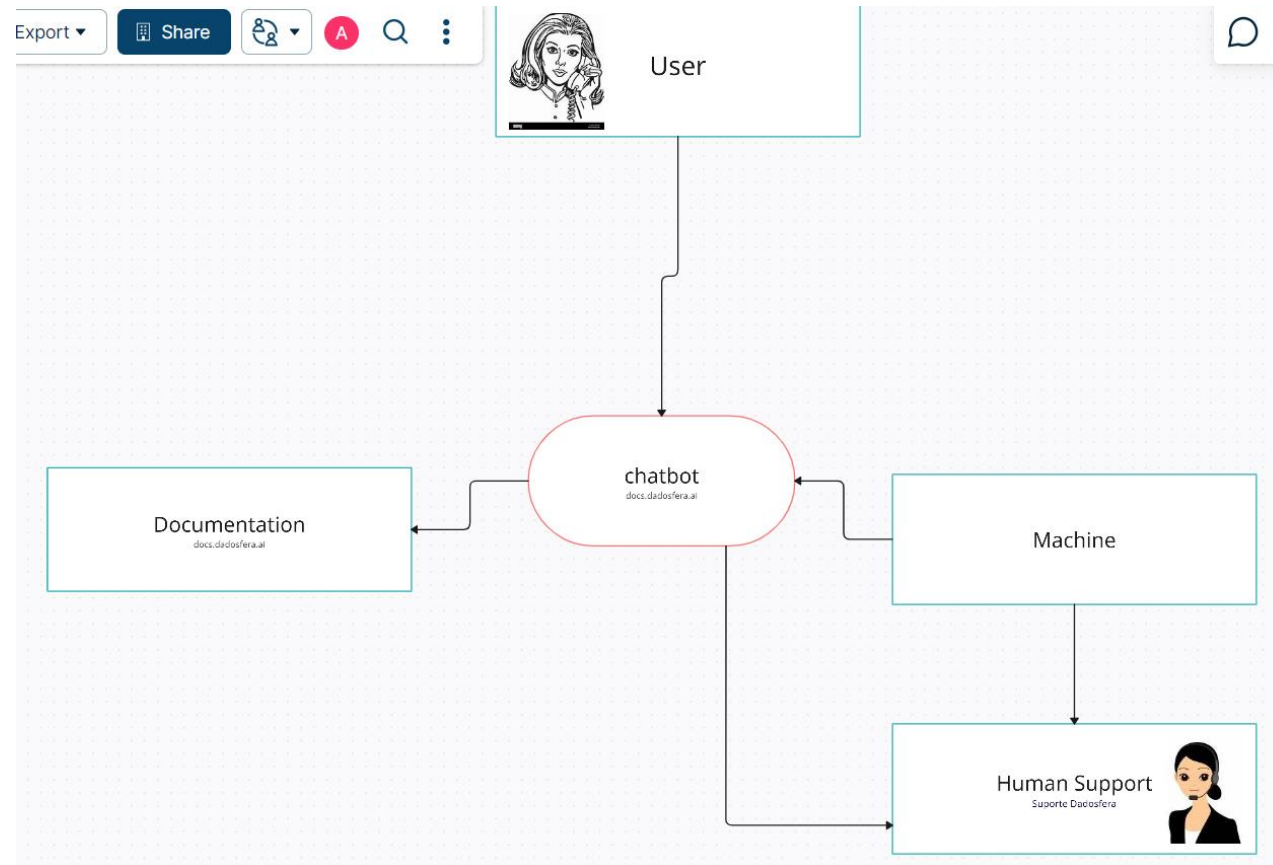
PYTHON CODE

```python
import matplotlib.pyplot as plt

# Sample data
data = {
    'month_year': ['2023-01', '2023-02', '2023-03', '2023-04', '2023-05',
                   '2023-06', '2023-07', '2023-08', '2023-09', '2023-10'],
    'total_sales': [15000, 18000, 17000, 21000, 19000, 22000, 17500, 16500, 23000, 18500]
}

# Extract month names and sales values
labels = data['month_year']
sales = data['total_sales']

# Create a pie chart
plt.figure(figsize=(8, 8))
plt.pie(sales, labels=labels, autopct='%1.1f%%', startangle=90)

# Equal aspect ratio ensures that pie is drawn as a circle.
plt.axis('equal')

# Title for the pie chart
plt.title('Distribution of Total Sales Over 10 Months')

# Show the pie chart
plt.show()
```
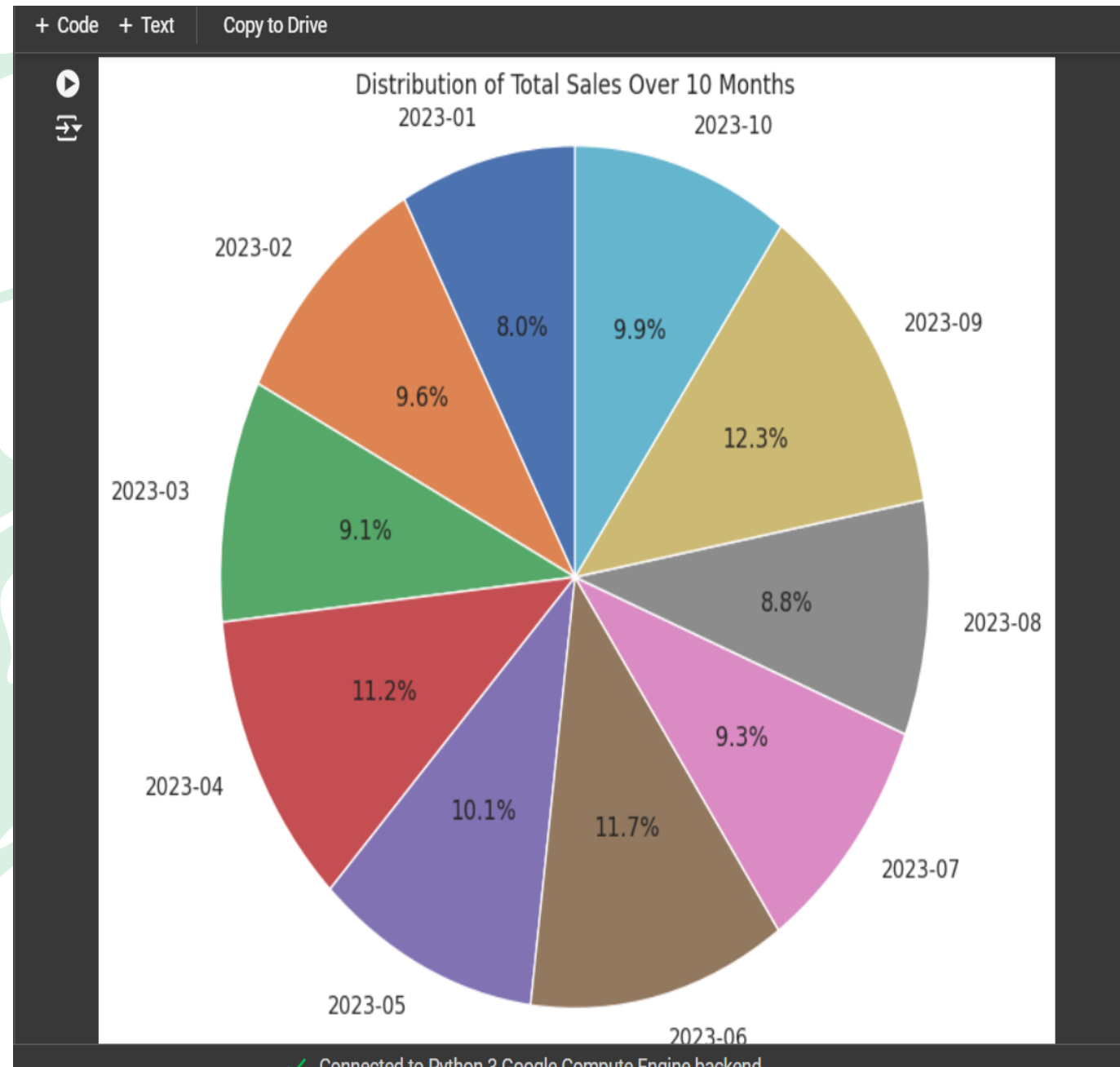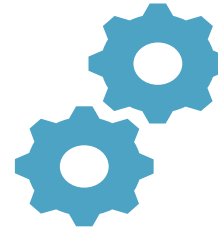
QUERRY SQL

- **SELECT**
- DATE_FORMAT(order_date, '%Y-%m') AS month_year,
- SUM(total_sales) AS total_sales
- **FROM**
- sales
- **GROUP BY**
- month_year
- **ORDER BY**
- order_date
- **LIMIT** 10;

Slide 10: Conclusion

Title: Conclusion and Next Steps

Summary

Proactive Communication: Essential to ensure a smooth transition

Dedicated Support: Essential during the migration to SSO and integration of new tools

AI Chatbot: Increases efficiency and customer satisfaction

Feedback: Continuous adjustments ensure improvements over time

OBRIGADO