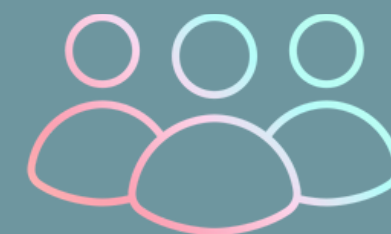


Customer Support Analysis

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Project Number: 220254



Introduction and motivation

Radware © Ltd is a global leader of cyber security and application delivery solutions for physical, cloud, and software defined data centers. Its award-winning solutions portfolio secures the digital experience by providing infrastructure, application, and corporate IT protection services to enterprises globally. We are going to build an application that generates CSV and PDF reports, extracting new information about which features each customer uses or doesn't use. This crucial information can help the project managers to tune the product roadmap.

Workflow

1. Obtain a new support file or files from a customer.
2. Unzip the support file and extract logs and JSON files stored across various directories.
3. Analyze the extracted data and structure it into a dictionary format.
4. Translate the dictionary data into two separate CSV files: one encompassing data from all support files, and another specifically containing data from the most recent support file for each customer.
5. Generate graphical representations and tables based on the CSV data analysis.
6. Compile the generated graphs and tables into a comprehensive PDF document for presentation and distribution.

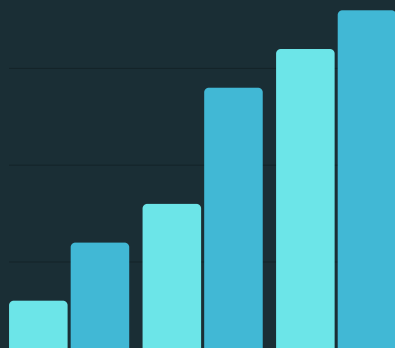
Usage

The tool improves support by centralizing information, automating processes, and shortening response times to customers. It enhances QA by providing insights into customer usage and configurations, improving testing accuracy. It aids product managers by tracking feature adoption and customer usage, enabling more informed decisions for future features.

Methodology

The project consists of four parts:

1. Parsing data from JSON and LOG files.
2. Conducting analysis on the parsed data.
3. Exporting the analyzed data into a CSV file.
4. Creating a PDF document integrating pertinent graphs and tables derived from the analysis.



The data does not handle sensitive customer information and complies with all regulations.
Any IPR related to the tool are Radware sole and exclusive property.

Challenges

The project went through various changes, including architecture and demand fluctuations, providing valuable experience in working within an agile environment.