

# EVENT-DRIVEN MESSAGING AND ACTIONS USING APACHE FLINK AND APACHE NIFI























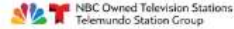


















































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Distinguished Architect  
Comcast Corporation

23 May, 2019

DataWorks Summit – Washington, DC – 2019



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# COMCAST CUSTOMER RELATIONSHIPS

**30.7 MILLION OVERALL CUSTOMER  
RELATIONSHIPS AS OF Q1 2019**

**INCLUDING:**

**27.6 MILLION HIGH-SPEED INTERNET**

**21.9 MILLION VIDEO**

**11.4 MILLION VOICE**

**ONE MILLION CUSTOMER NET  
ADDITIONS IN 2018**





# DELIVER THE ULTIMATE CUSTOMER EXPERIENCE

IS THE CUSTOMER HAVING A GOOD EXPERIENCE  
WITH OUR PRODUCTS AND SERVICE?



IF THE CUSTOMER ENGAGES US DIGITALLY, CAN  
WE OFFER A SELF-SERVICE EXPERIENCE?

GUIDE THE CUSTOMER THROUGH A JOURNEY WITH  
DIGITAL COMMUNICATIONS



KEEP THE CUSTOMER INFORMED WITH THE RIGHT  
MESSAGE TO THE RIGHT PERSON AT THE RIGHT  
TIME

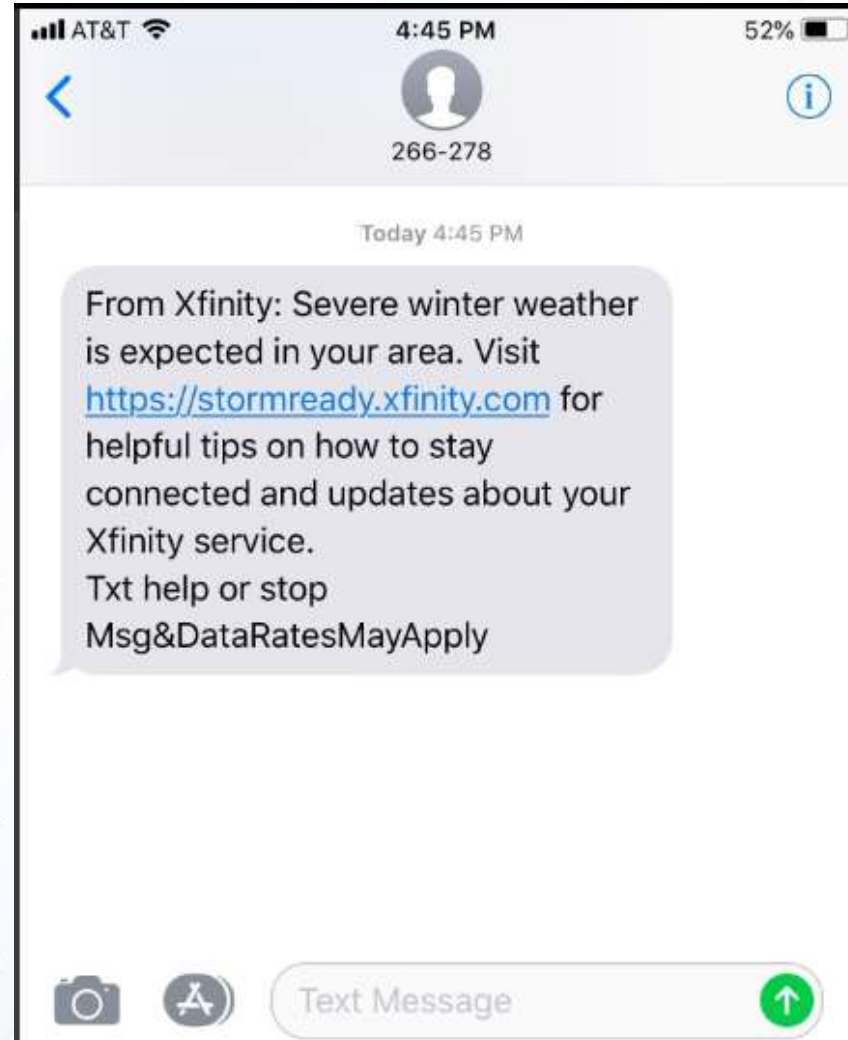


REDUCE TIME AND COST TO THE BUSINESS AND  
THE CUSTOMER

# How do we personalize the conversation?

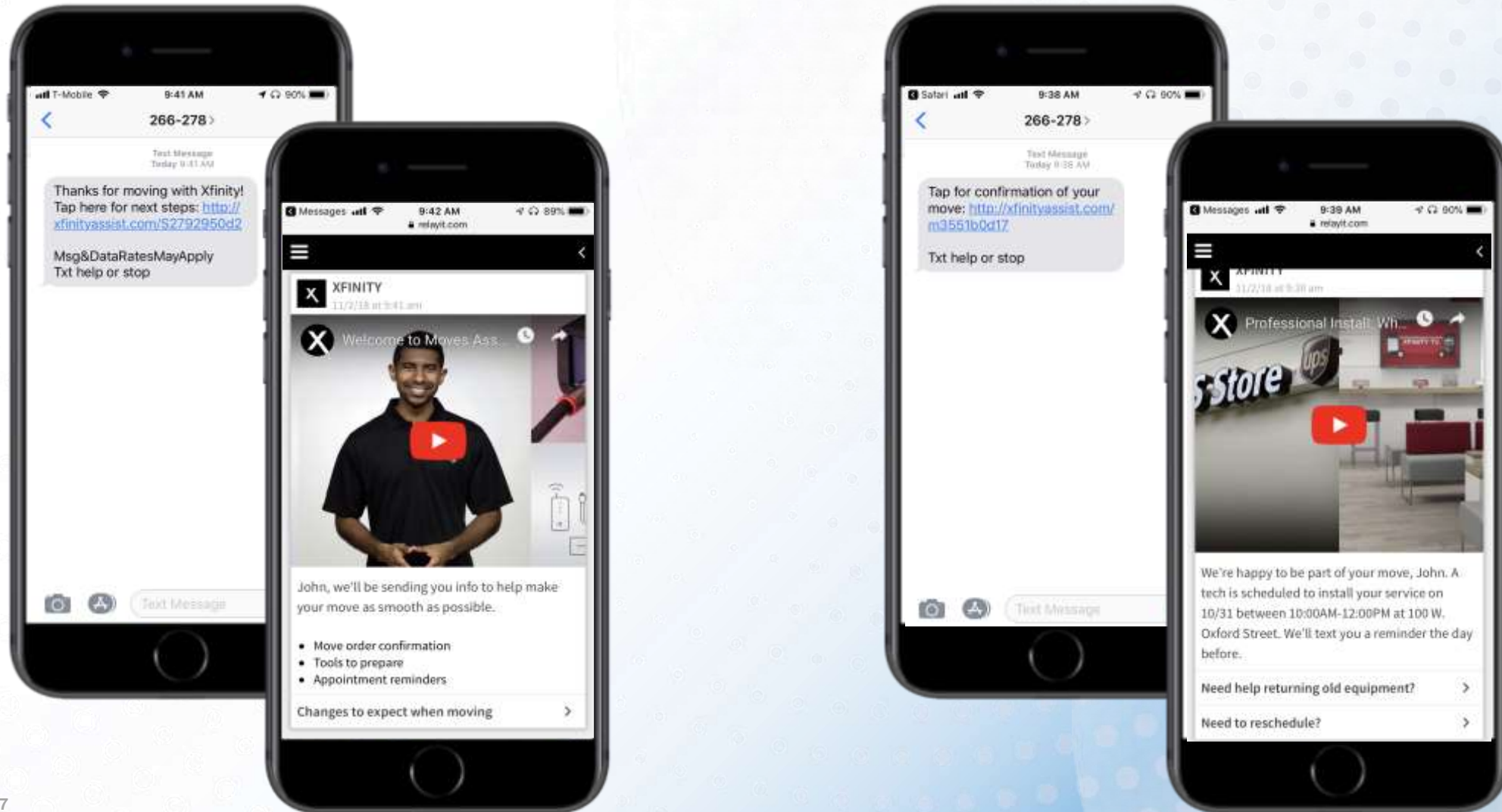
*Comcast collects, stores, and uses all data in accordance with our privacy disclosures to users and applicable laws.*

# EXAMPLE ONE-TIME MESSAGE

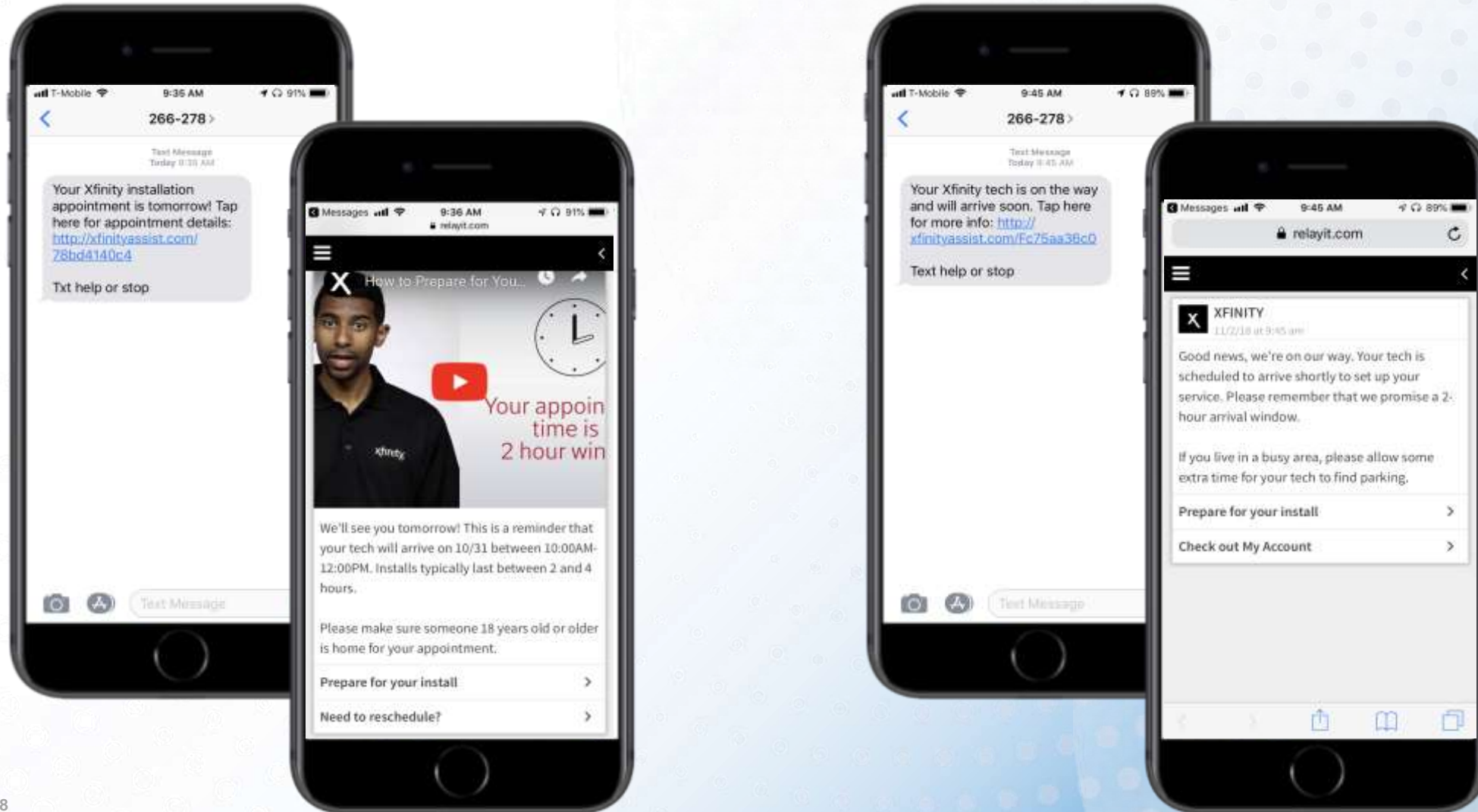




# EXAMPLE – NEW SERVICE INSTALL

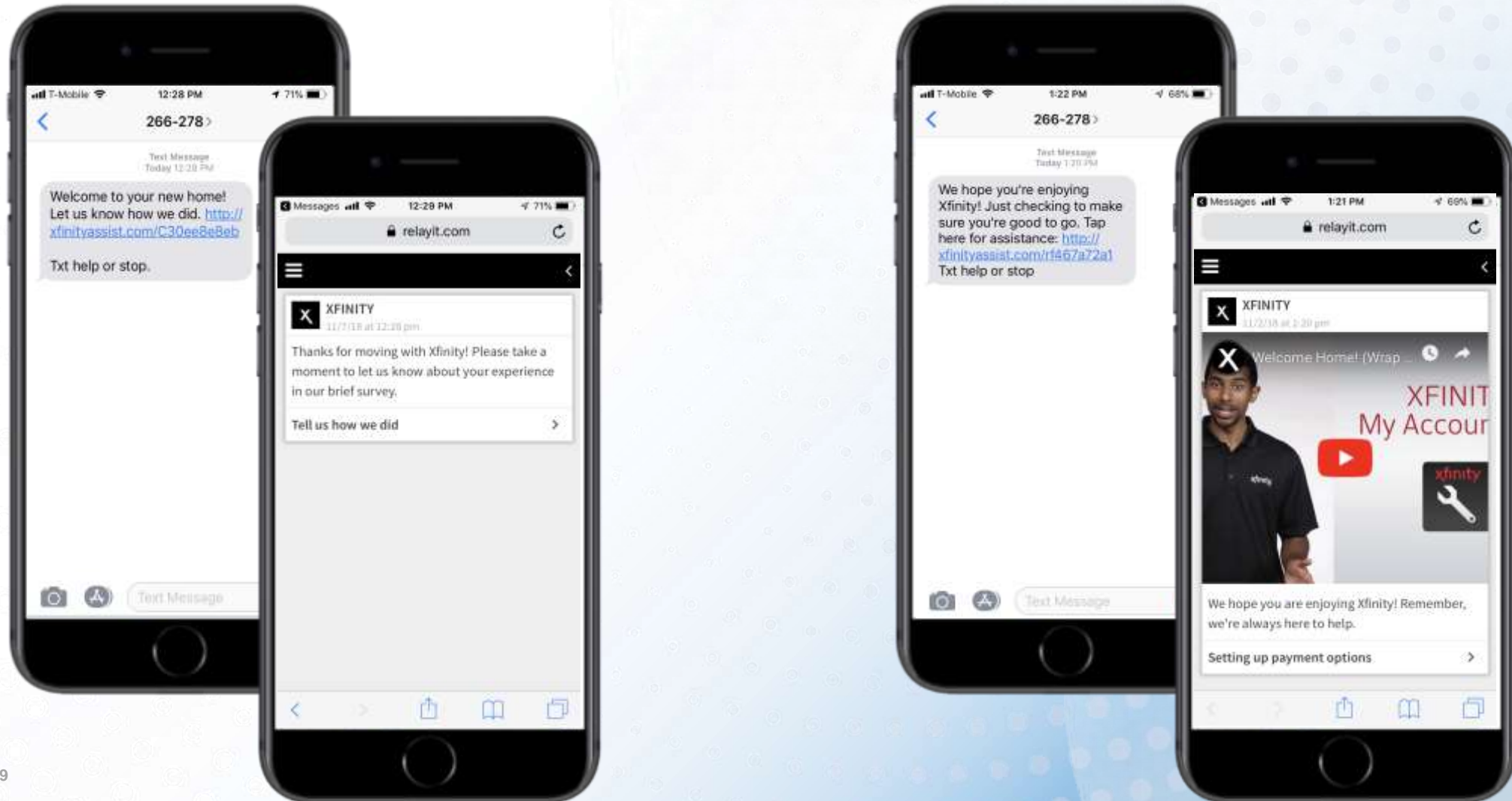


# EXAMPLE - APPOINTMENT REMINDERS

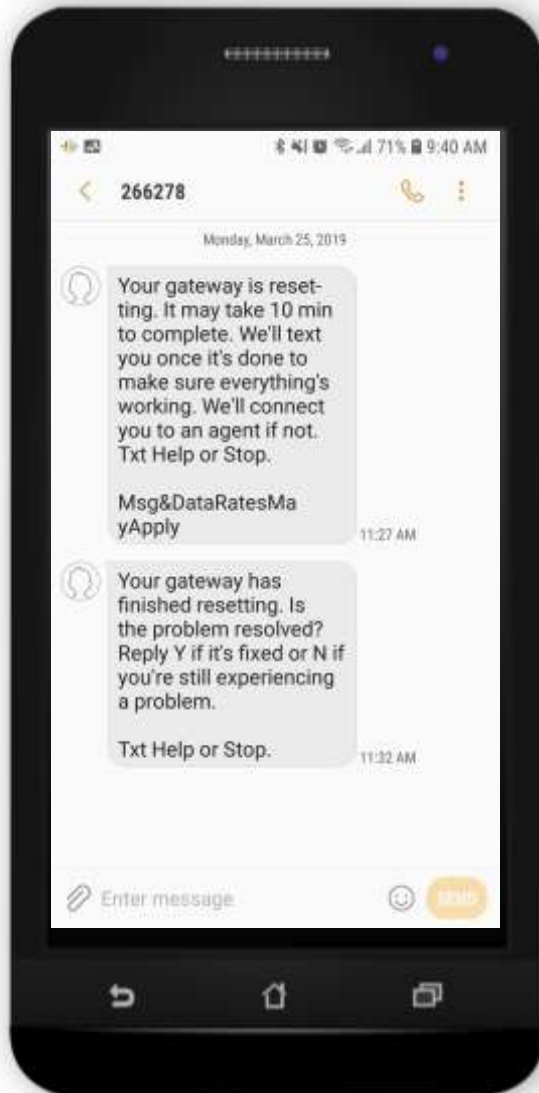




# FOLLOW UP SATISFACTION AND SURVEY



# EXAMPLE WITH SMS RESPONSES



Your gateway has finished resetting. Is the problem resolved? Reply Y if it's fixed or N if you're still experiencing a problem.

Txt Help or Stop.

**FOLLOWING UP ON THE INTERACTION:**

**Is the problem resolved?**

**If so, great!**

**If not, offer to talk with an agent.**

# APACHE



# nifi

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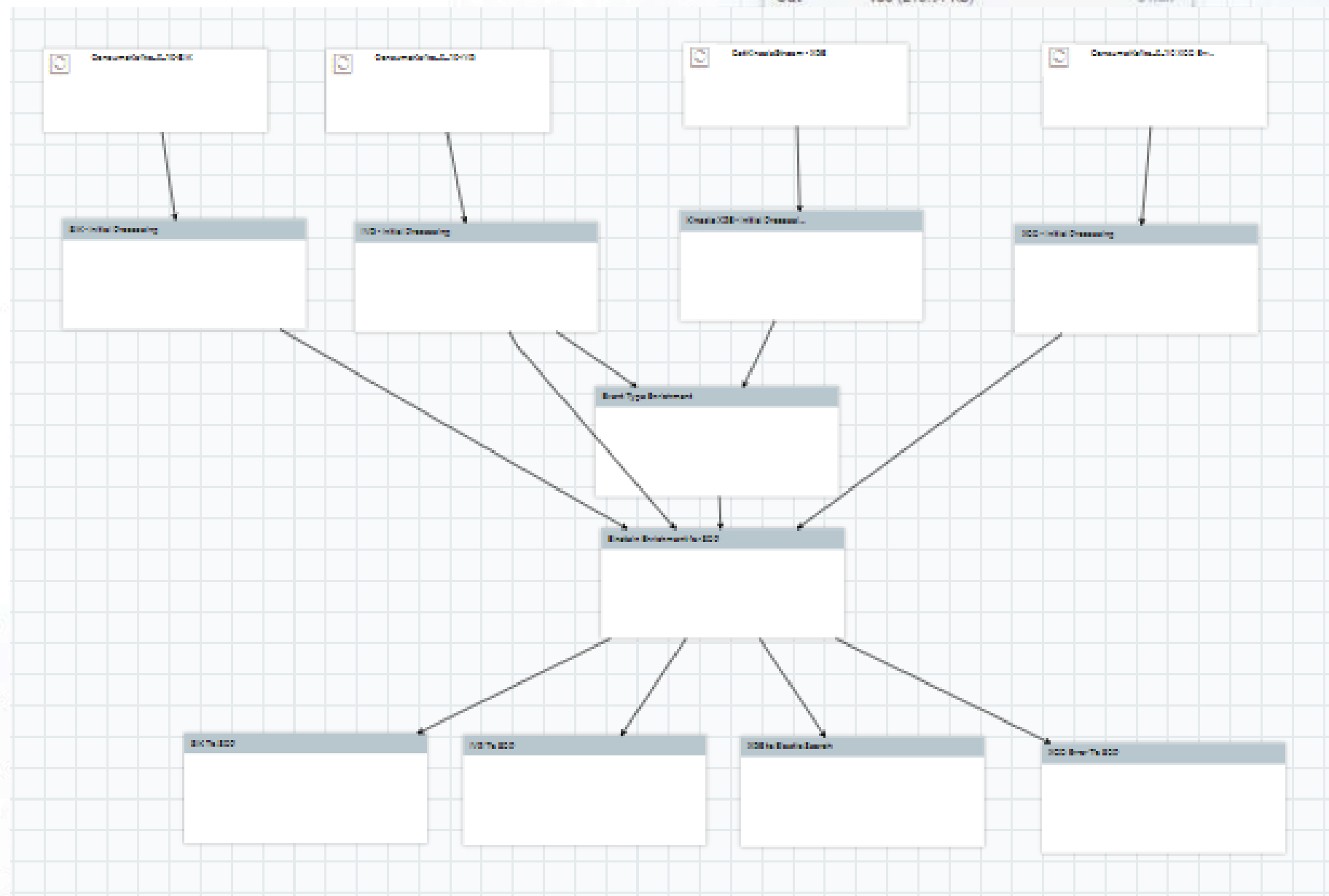


# WHAT IS APACHE NIFI?

ENTERPRISE DATA FLOW.... GET STUFF *FROM* SOMEWHERE *TO* SOMEWHERE ELSE



# EXAMPLE NIFI FLOW



# WHAT IS NIFI GOOD FOR?

ASYNCHRONOUS AND STATELESS STREAM PROCESSING

PROTOCOL CONVERSION

FORMAT CONVERSION AND TRANSFORMATION

PUSH AND PULL SCENARIOS E.G. FTP

LOTS OF DIFFERENT SOURCE AND SINK TYPES

MILD CONTENT ENRICHMENT

SERVICE CALLS / REST CALLS

JDBC / CACHE LOOKUP

RAPIDLY CHANGING BUSINESS LOGIC\*\*\*

RAPID PROTOTYPING\*\*\*

CONFIGURE RATHER THAN CODE \*\*\*

EXTENSIBILITY (SCRIPTING PROCESSORS, CUSTOM (JAVA) PROCESSORS)



# OUR TEAM'S HISTORY WITH NIFI

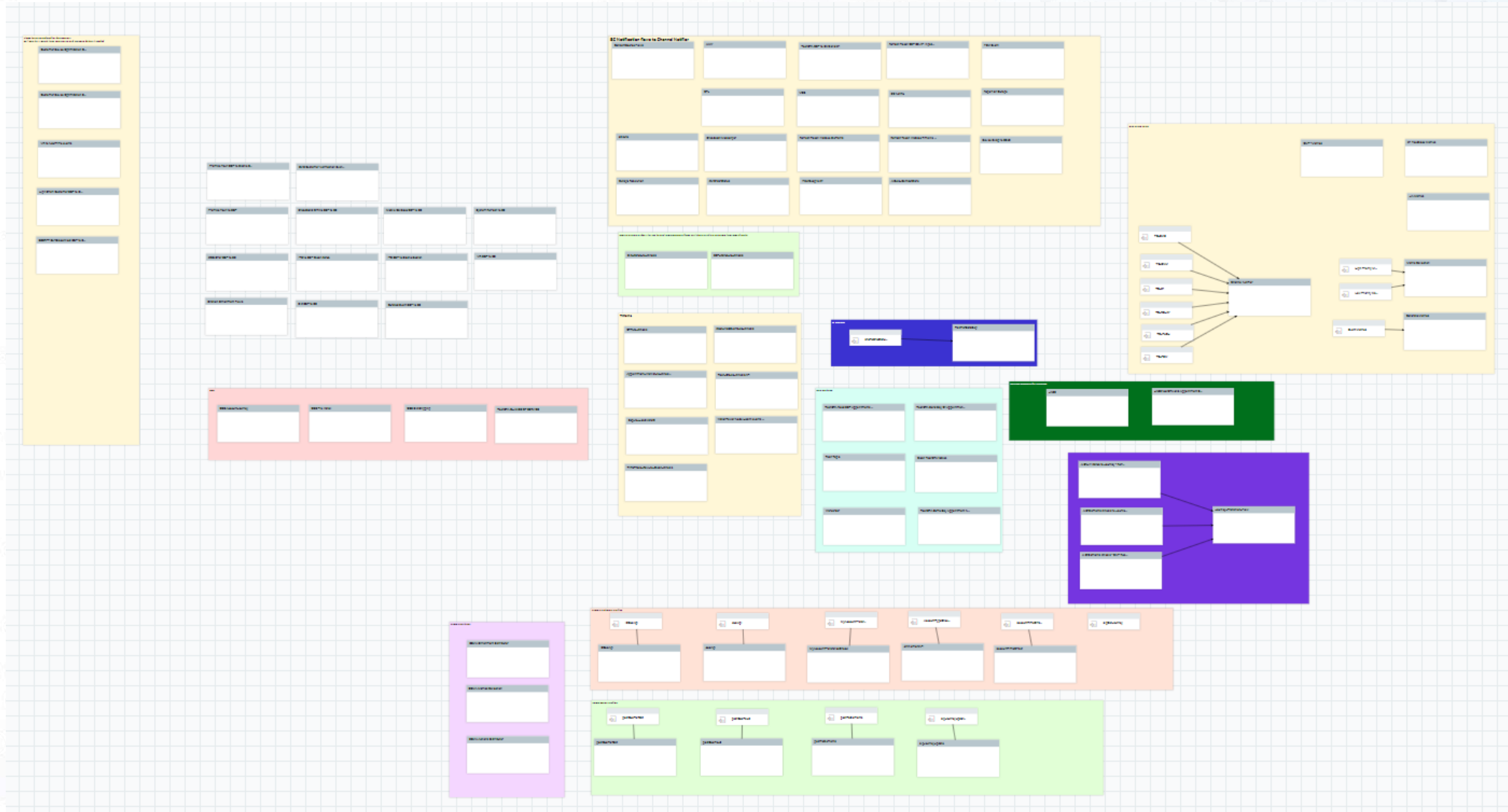
## FIRST PRODUCTION WORKFLOW MAY 2016

### RECENT SNAPSHOT:



- 65+ USE CASES
- 900+ PROCESS GROUPS
- 7400+ PROCESSORS
- 44000+ THREADS
- 12 NODE PRIMARY PRODUCTION CLUSTER (16VCPU/32GB)

# NIFI –TOP LEVEL



# TOP PROCESSORS IN OUR NIFI CLUSTER

## PROCESSING

1114	UpdateAttribute
923	RouteOnAttribute
732	JSON-related (incl. 240 JOLTTransformJson)
729	ReplaceText
527	ExecuteScript (many for HTTP Retry Logic)
516	LogAttribute
162	ControlRate
98	AVRO-related
87	ExtractText

## COMMUNICATION

207	InvokeHTTP
128	PutSql / ExecuteSql
39	ConsumeKafka
10	PublishKafka/PutKafka
41	GetKinesisStream
6	PutKinesisStream
2	PutSFTP
2	Consume AMQP



# APACHE FLINK



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# WHAT IS APACHE FLINK?

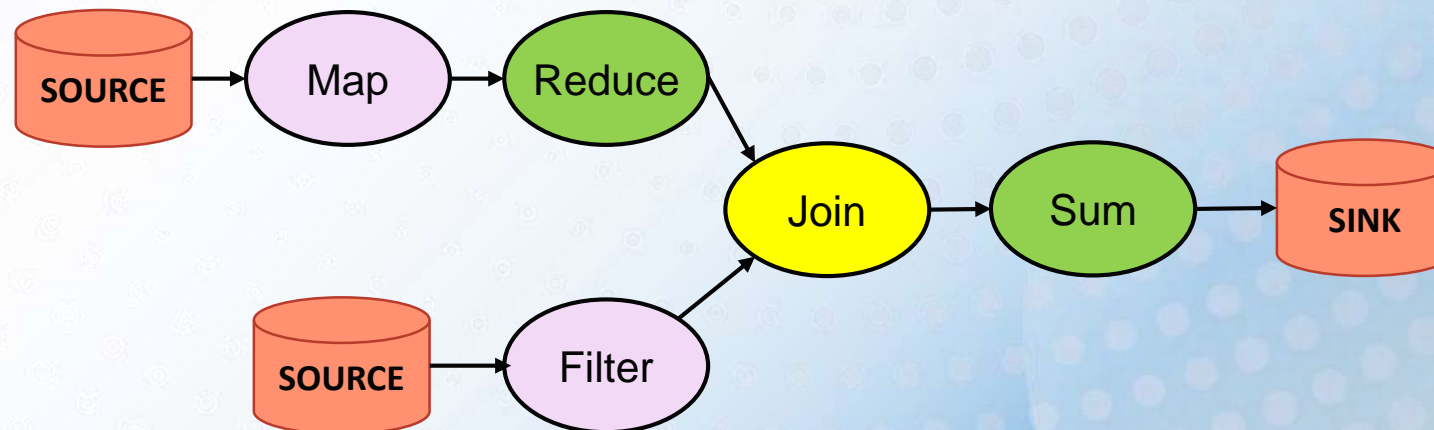
REAL-TIME STREAM PROCESSING FRAMEWORK

DISTRIBUTED PARALLEL COMPUTE ENGINE

SIMILAR API STYLE TO APACHE SPARK

LOW LATENCY, HIGH PERFORMANCE

STATEFUL



# FLINK STREAMING API STYLES

## DATASTREAM API

MAP / REDUCE / FOLD

FILTER

AGGREGATIONS (SUM, MIN, MAX)

WINDOWS

TIME AND COUNT

TUMBLING, SLIDING

STREAM UNION, JOIN, CO-MAP

ITERATIONS

*NOTE: THERE IS ALSO A BATCH API*

## TABLE / SQL API

SQL PROVIDED BY APACHE CALCITE

SELECTS, JOINS, GROUP-BY, AGGREGATIONS

WINDOWS

TIME AND COUNT

WINDOW-BASED JOINS

WINDOW-BASED AGGREGATIONS

TEMPORAL TABLES

UDF (USER-DEFINED FUNCTIONS)



# EXAMPLE “WORD COUNT” CODE

```
DataStream<wordWithCount> windowCounts = textInputStream
    .flatMap(new FlatMapFunction<String, wordWithCount>() {
        public void flatMap(String value, Collector<wordWithCount> out) {
            for (String word : value.split("\\s")) {
                out.collect(new wordWithCount(word, 1L));
            }
        }
    })
    .keyBy("word")
    .timeWindow(Time.seconds(5))
    .reduce(new ReduceFunction<wordWithCount>() {
        public wordWithCount reduce(wordWithCount a, wordWithCount b) {
            return new wordWithCount(a.word, a.count + b.count);
        }
    });
```

# WHAT IS FLINK GOOD FOR?

HIGH THROUGHPUT STREAM PROCESSING

“MAP / REDUCE” STYLE PARALLEL COMPUTING

STATEFUL PROCESSING

AGGREGATIONS AND TIME WINDOWS

MULTIPLE-STREAM OPERATIONS

SQL-ON-STREAM



HOWEVER...

LIMITED “ORCHESTRATION”

LIMITED SOURCE / SINK TYPES

# FLINK CONNECTORS

## FLINK PROJECT:

APACHE KAFKA (SOURCE/SINK)

AMAZON KINESIS STREAMS  
(SOURCE/SINK)

RABBITMQ (SOURCE/SINK)

APACHE NIFI (SOURCE/SINK)

APACHE CASSANDRA (SINK)

ELASTICSEARCH (SINK)

HADOOP FILESYSTEM – HDFS (SINK)

TWITTER STREAMING API (SOURCE)

## ALSO VIA APACHE BAHIR:

APACHE ACTIVEMQ (SOURCE/SINK)

APACHE FLUME (SINK)

REDIS (SINK)

AKKA (SINK)

NETTY (SOURCE)



# OUR TEAM'S HISTORY WITH FLINK

USED FOR 4+ DIFFERENT KINDS OF USE CASES

FIRST DEV – NOV 2016

FIRST PRODUCTION – MAY 2018

CUSTOMER EXPERIENCE USE CASE:

- 7 BILLION DATA POINTS PER DAY

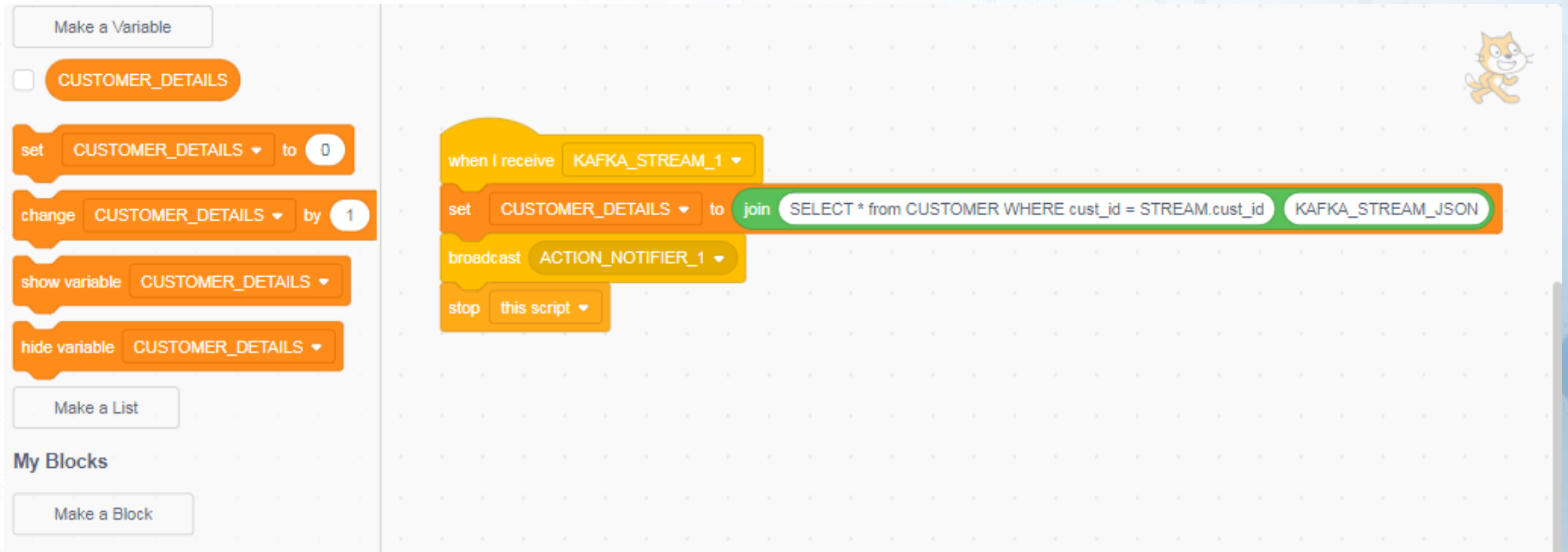
PRODUCTION SIZE FOR ABOVE:

- 14 FLINK APPLICATION CLUSTERS
- 150 VMS
- 1100 VCPU
- 5.8 TB RAM

# NIFI / FLINK MAJOR DIFFERENCES

NiFi	Flink
Distributed-capable	Distributed by nature
Lineage, queues, buffering	Straight-through processing
100's of processor types	Stream-oriented operators
Limited state processing	Natively stateful if desired
UI-driven visual development	Code / compiled / deployed

# “CONFIGURE NOT CODE”



The image shows the Scratch web interface. On the left, the 'Variables' panel is open, showing a variable named 'CUSTOMER\_DETAILS' of type 'Number'. The variable is currently set to 0. Below the variable, there are buttons for 'Make a List' and 'Make a Block'. The 'My Blocks' panel is also visible. On the right, the 'Scripts' panel shows a script with the following blocks:

- when I receive KAFKA\_STREAM\_1
- set CUSTOMER\_DETAILS to join SELECT \* from CUSTOMER WHERE cust\_id = STREAM.cust\_id KAFKA\_STREAM\_JSON
- broadcast ACTION\_NOTIFIER\_1
- stop this script

The Scratch logo is visible in the top right corner of the interface.

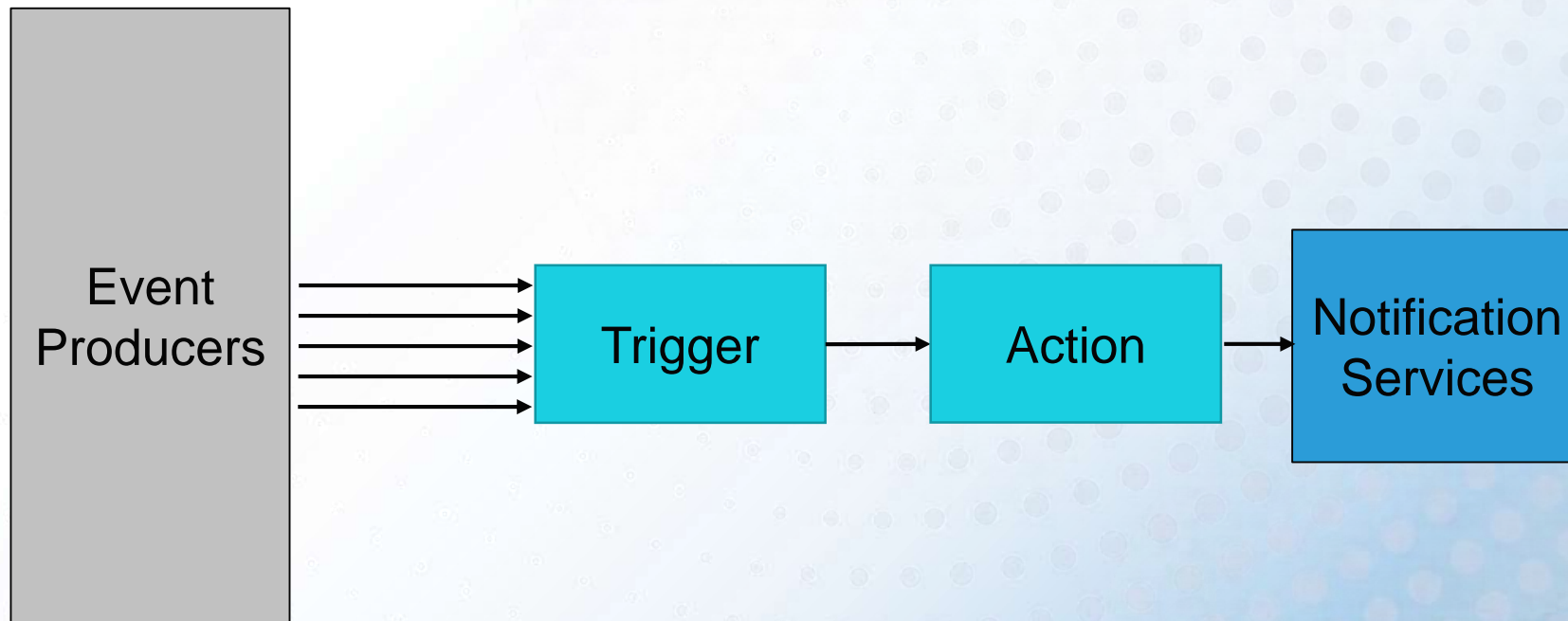
Scratch Website - <http://scratch.mit.edu/>



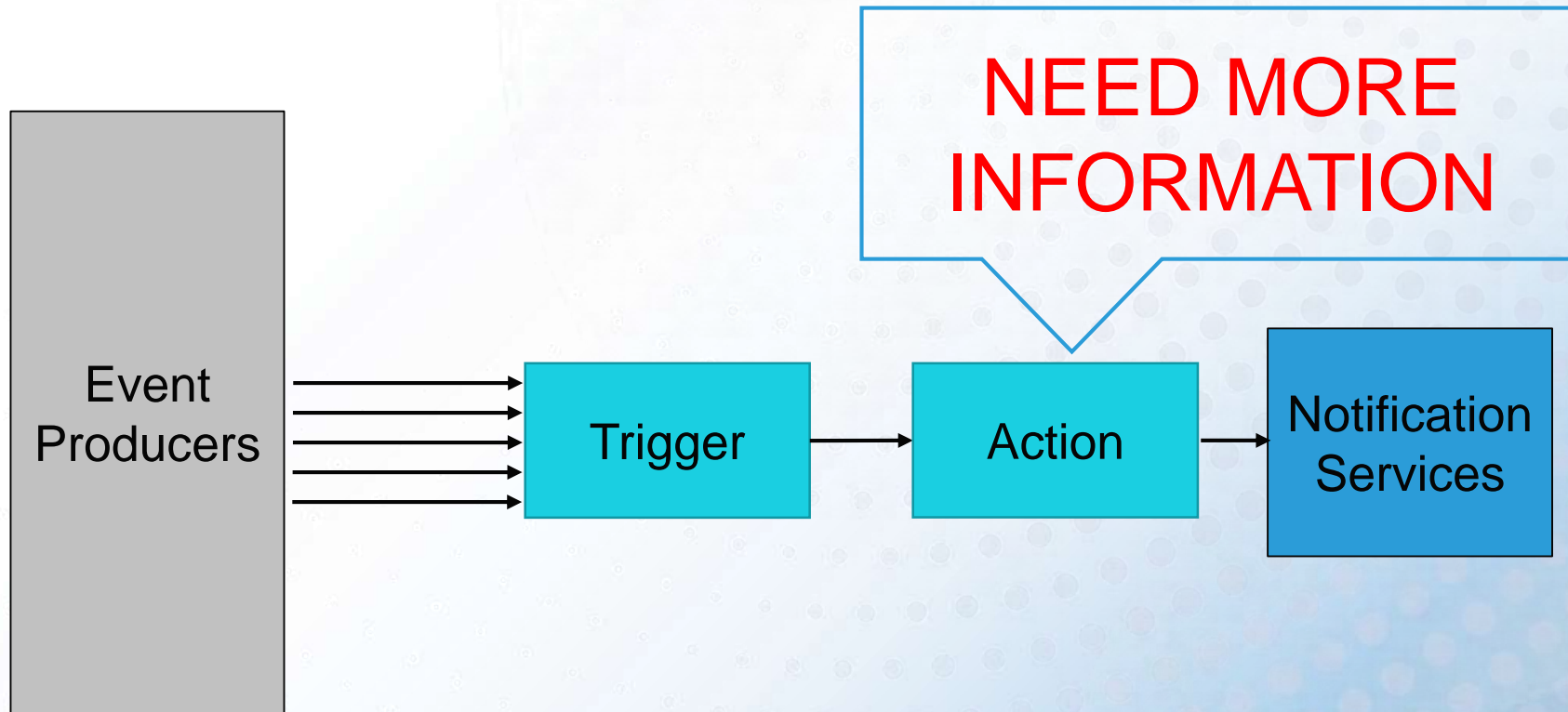


# MESSAGING USE CASE

# START SIMPLE (EVENT, CONDITION, ACTION)

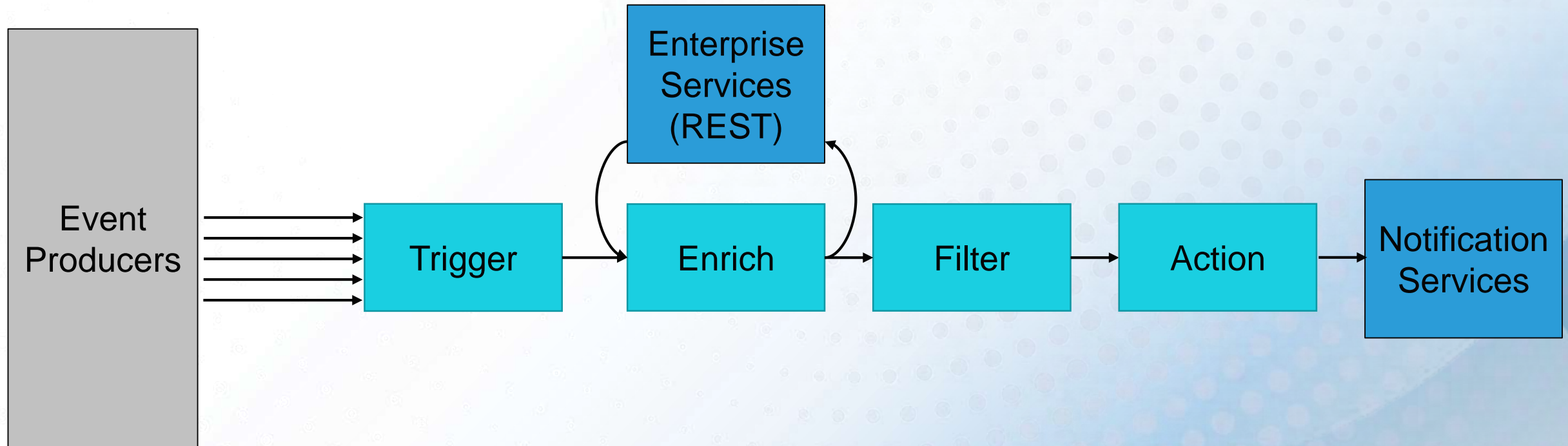


# START SIMPLE (EVENT, CONDITION, ACTION)





# STATELESS USE CASE



# EXAMPLE: VIDEO ON DEMAND

## EVENT:

RECEIVE “VIDEO ON DEMAND” MESSAGE

## TRIGGER:

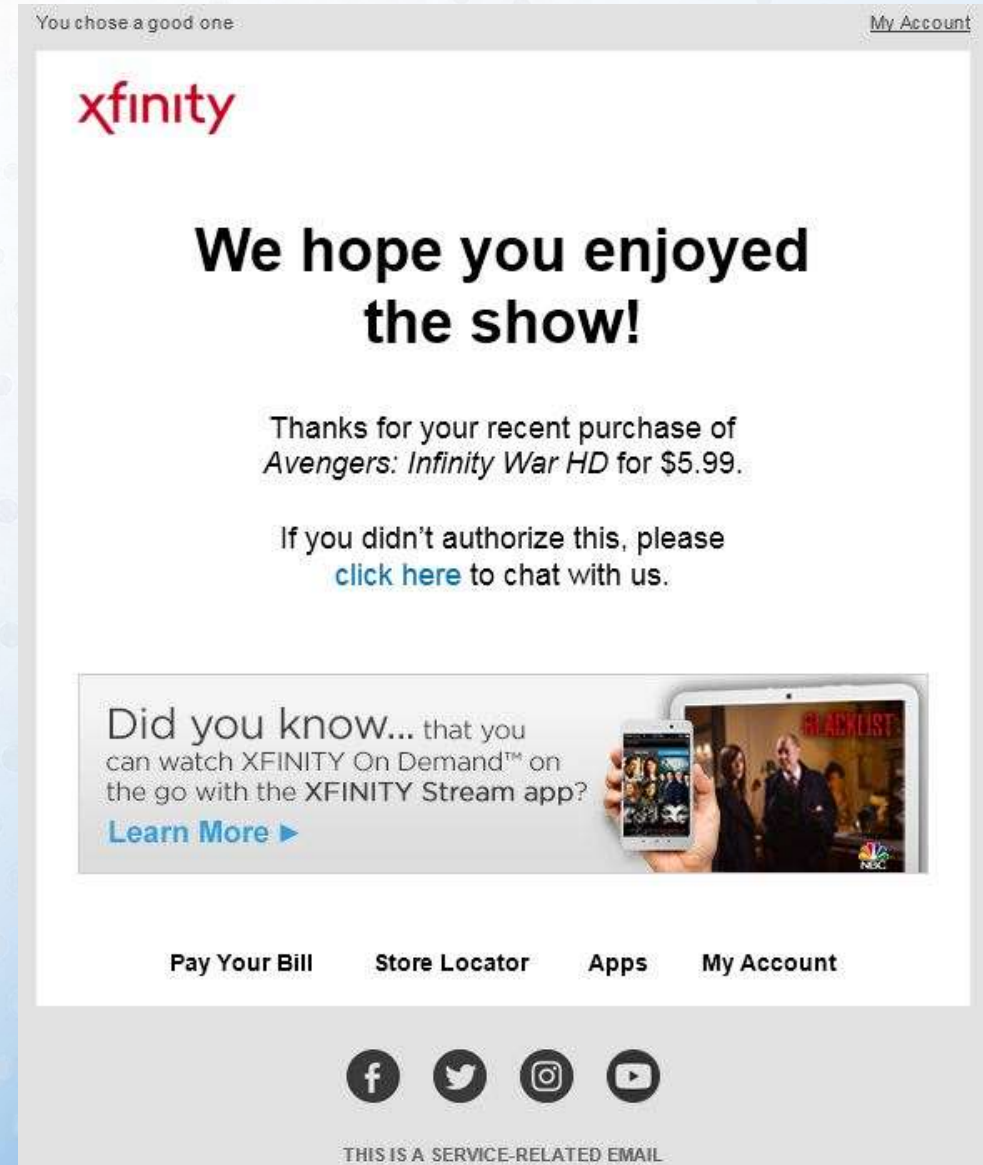
IF (PRICE > 5) AND (TYPE = ‘RENTAL’)

## ENRICH:

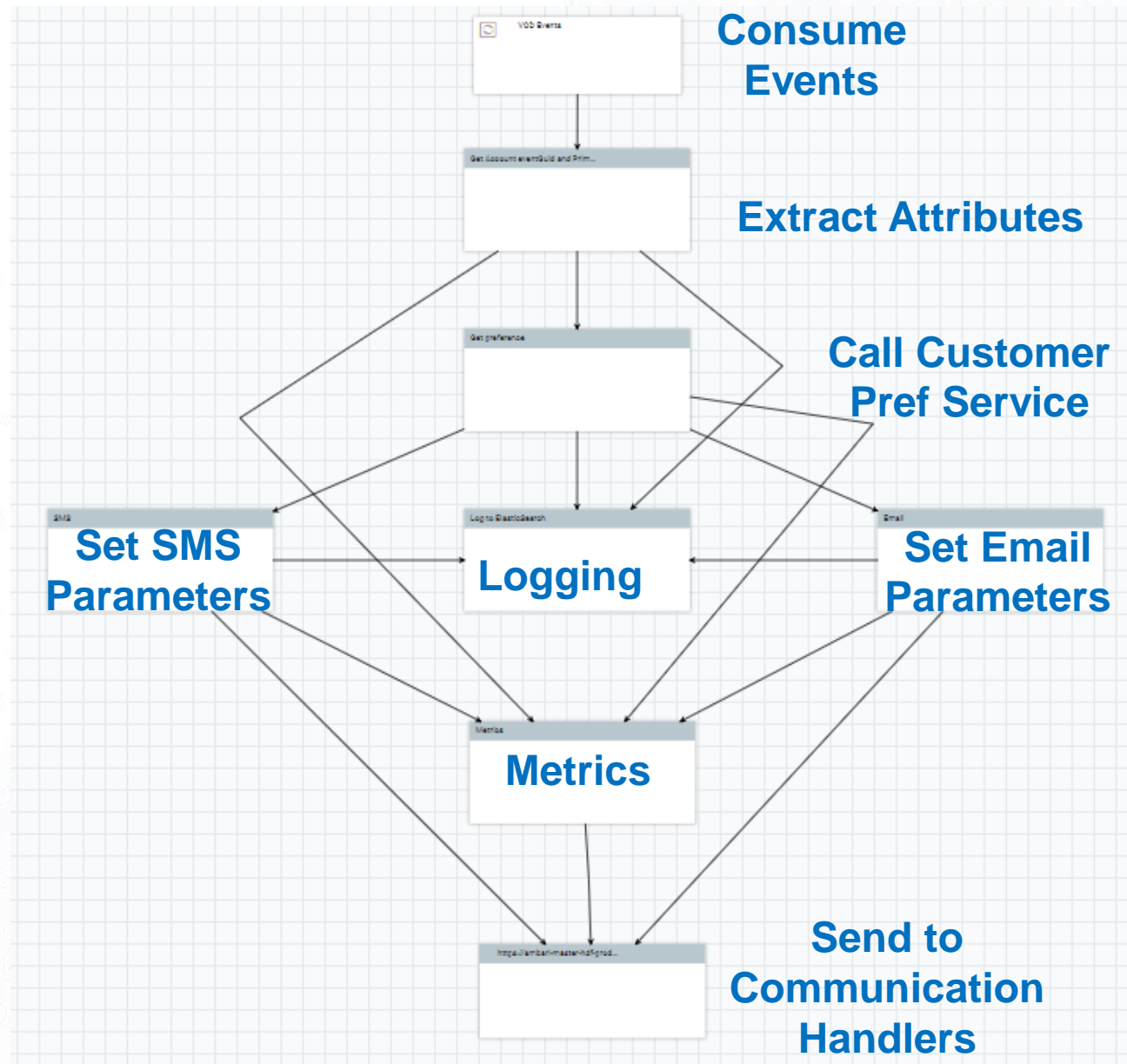
PREFERRED COMMUNICATION (EMAIL OR SMS)

## ACTION:

SEND CONFIRMATION EMAIL OR SMS



# NIFI VERSION







# TRIGGERS

# SQL ON STREAM – APACHE CALCITE

## FLINK APPROACH - SQL

```
// SQL query with an inlined (unregistered) table
Table table = tableEnv.fromDataStream(ds, "user, product, amount");
Table result = tableEnv.sqlQuery(
    "SELECT SUM(amount) FROM " + table + " WHERE product LIKE '%Rubber%'");
```

## NIFI APPROACH – TRADITIONAL

- EVALUATEJSONPATH / EXTRACTTEXT
- NIFI EXPRESSION LANGUAGE + ROUTEONATTRIBUTE

## NIFI APPROACH - CALCITE

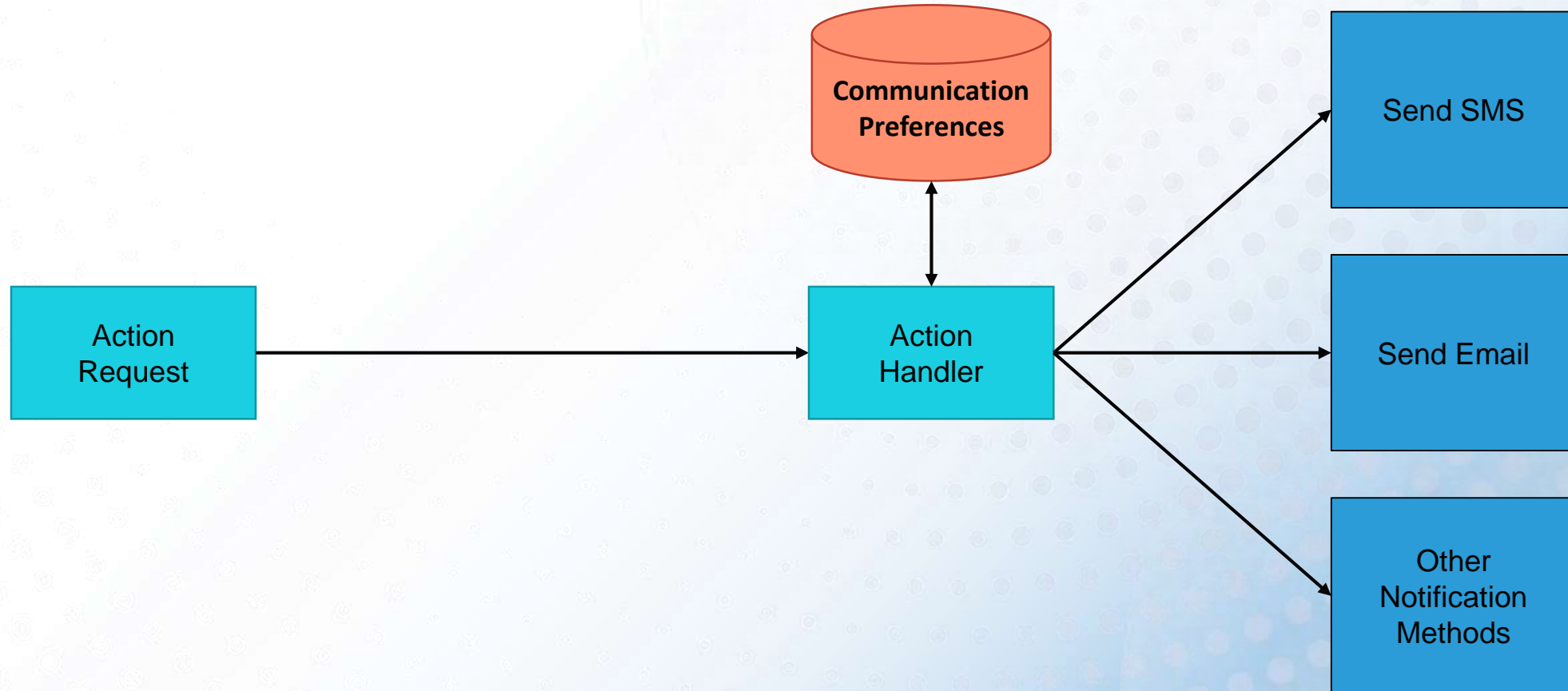
- QUERYRECORD PROCESSOR
- RECORDREADER / RECORDWRITER PATTERN



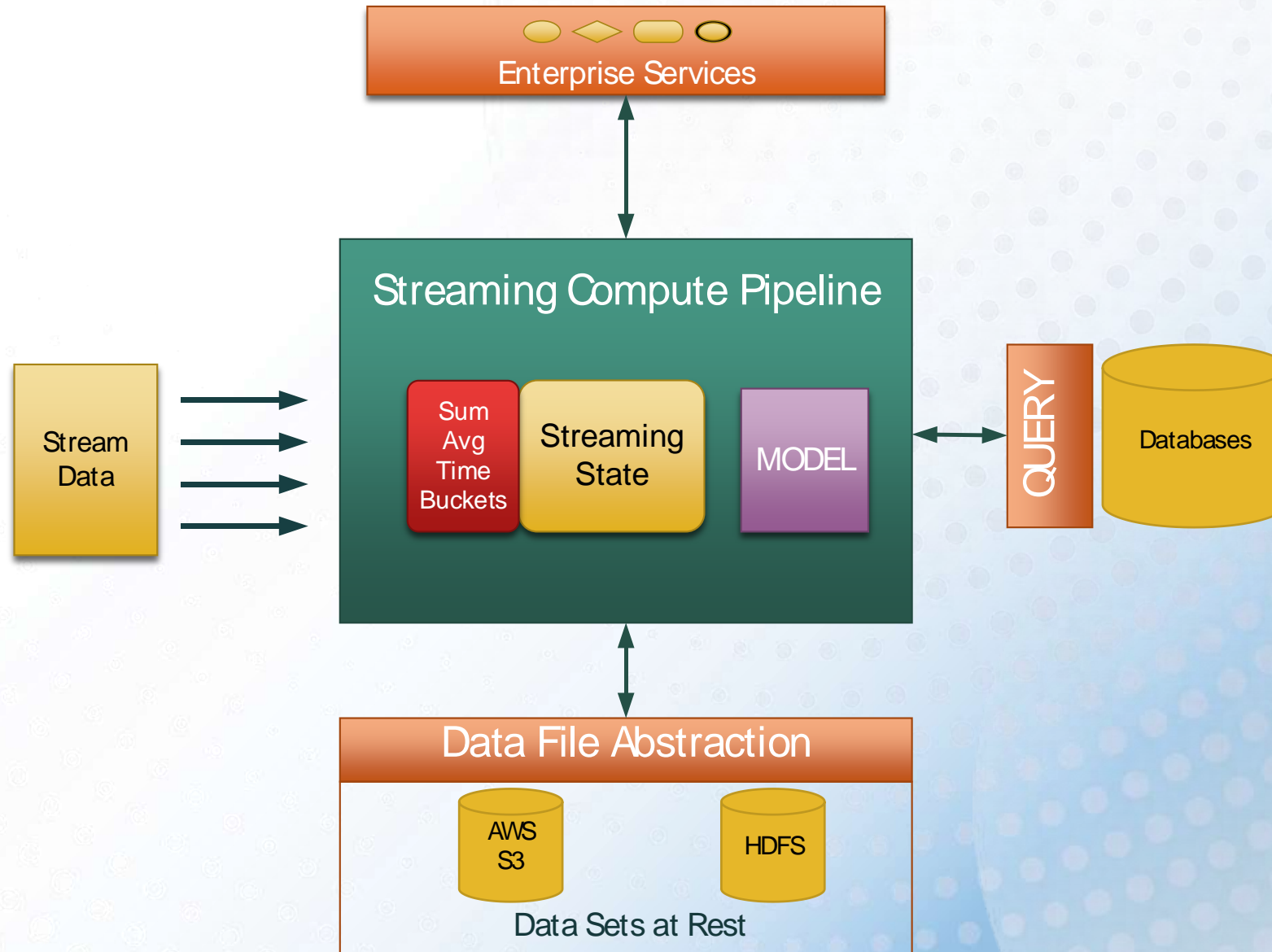
# ENRICHMENT AND ACTIONS



# ACTIONS



# ENRICHMENT DATA PLANE



# CALLING SERVICES - NIFI

## INVOKEHTTP PROCESSOR

### NIFI GOOD FOR

- REQUEST PREPARATION
- RESULT TRANSFORMATION
- HTTP ATTRIBUTE HANDLING
- FAILURE AND RETRY LOGIC



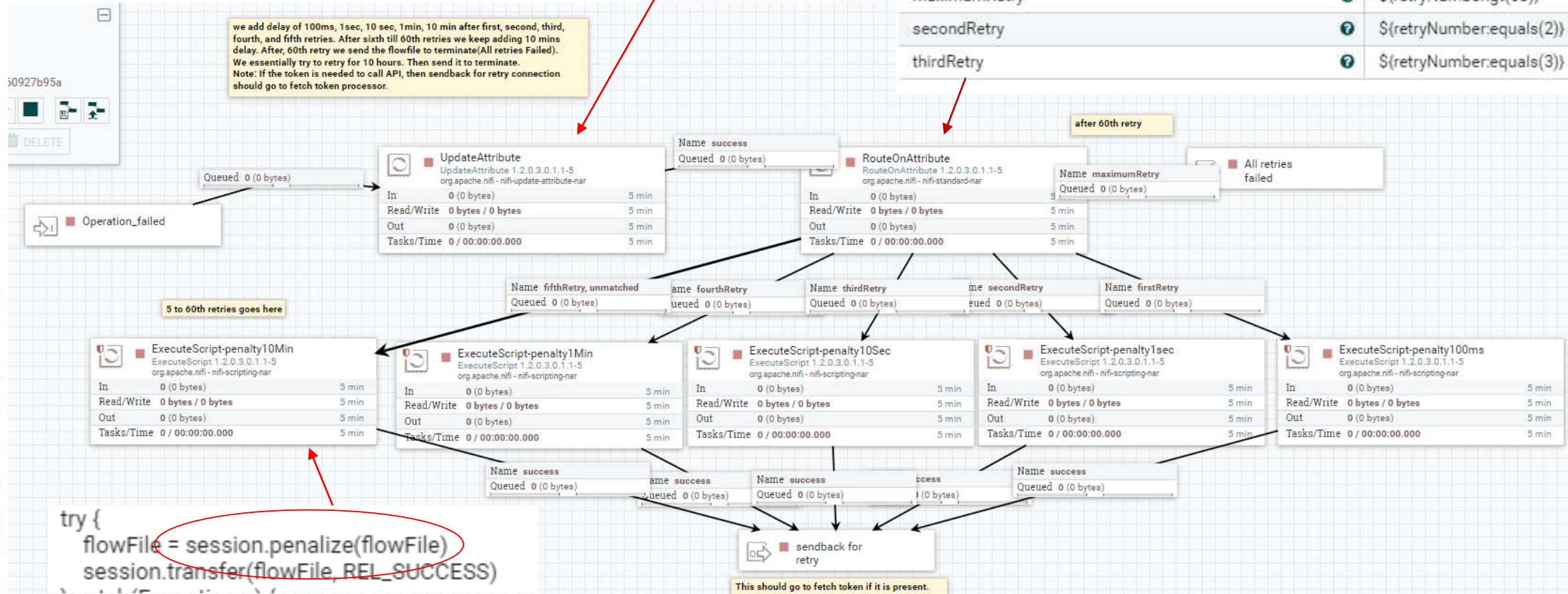
# NIFI - RETRY LOGIC

retryNumber



`${retryNumber:replaceEmpty(0):plus(1)}`

Property	Value
Routing Strategy	Route to Property name
fifthRetry	<code>\${retryNumber:equals(5)}</code>
firstRetry	<code>\${retryNumber:equals(1)}</code>
fourthRetry	<code>\${retryNumber:equals(4)}</code>
maximumRetry	<code>\${retryNumber:gt(60)}</code>
secondRetry	<code>\${retryNumber:equals(2)}</code>
thirdRetry	<code>\${retryNumber:equals(3)}</code>



# FLINK METHOD FOR CALLING SERVICES

ASYNC I/O OPERATOR

WORKS WITH ASYNC-CAPABLE POOLS

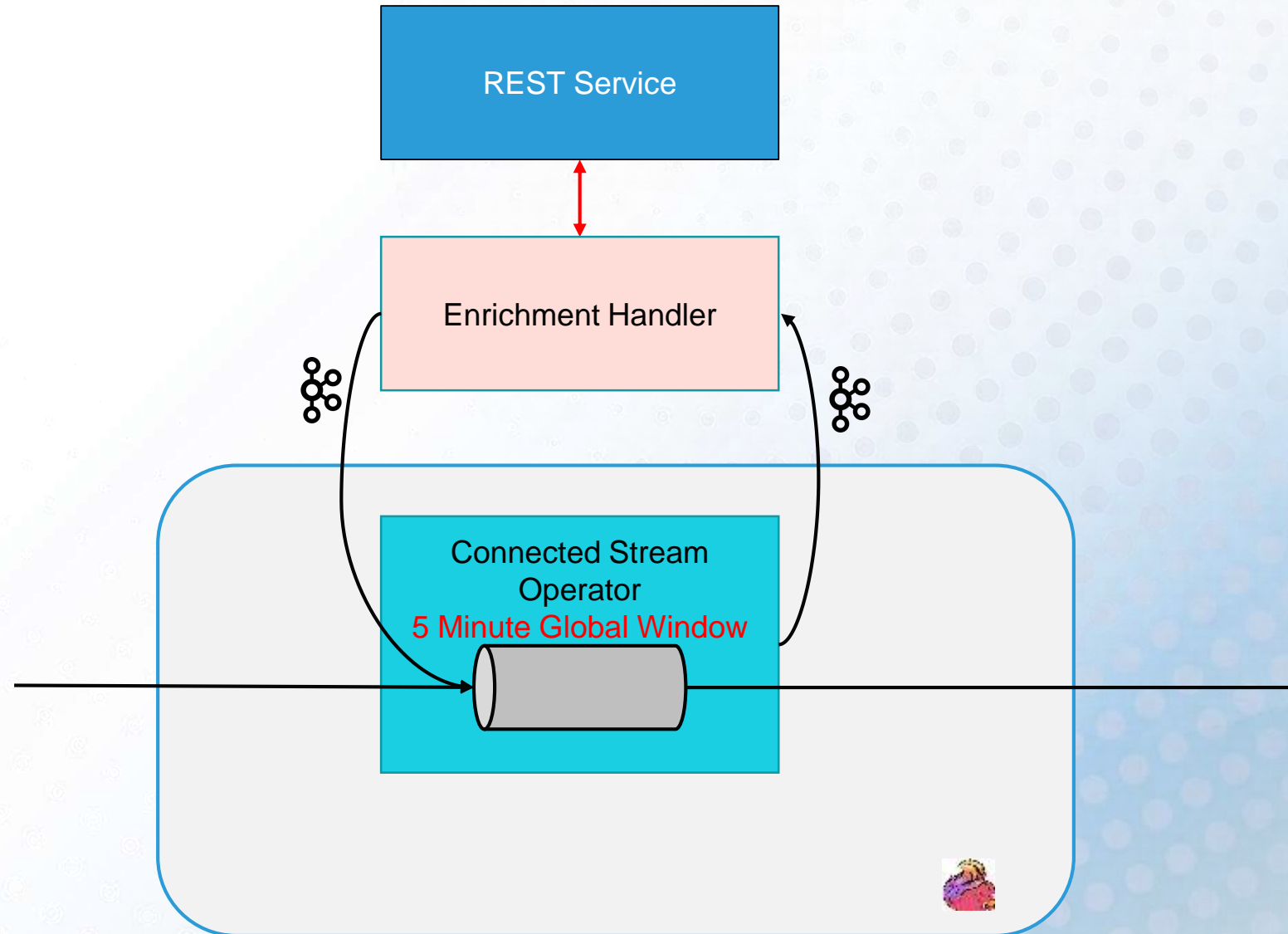
- HTTP
- JDBC

CODE-YOUR-OWN

NO BUILT-IN RETRY CAPABILITY

TIMEOUTS CAN LEAD TO FLOW FAILURE

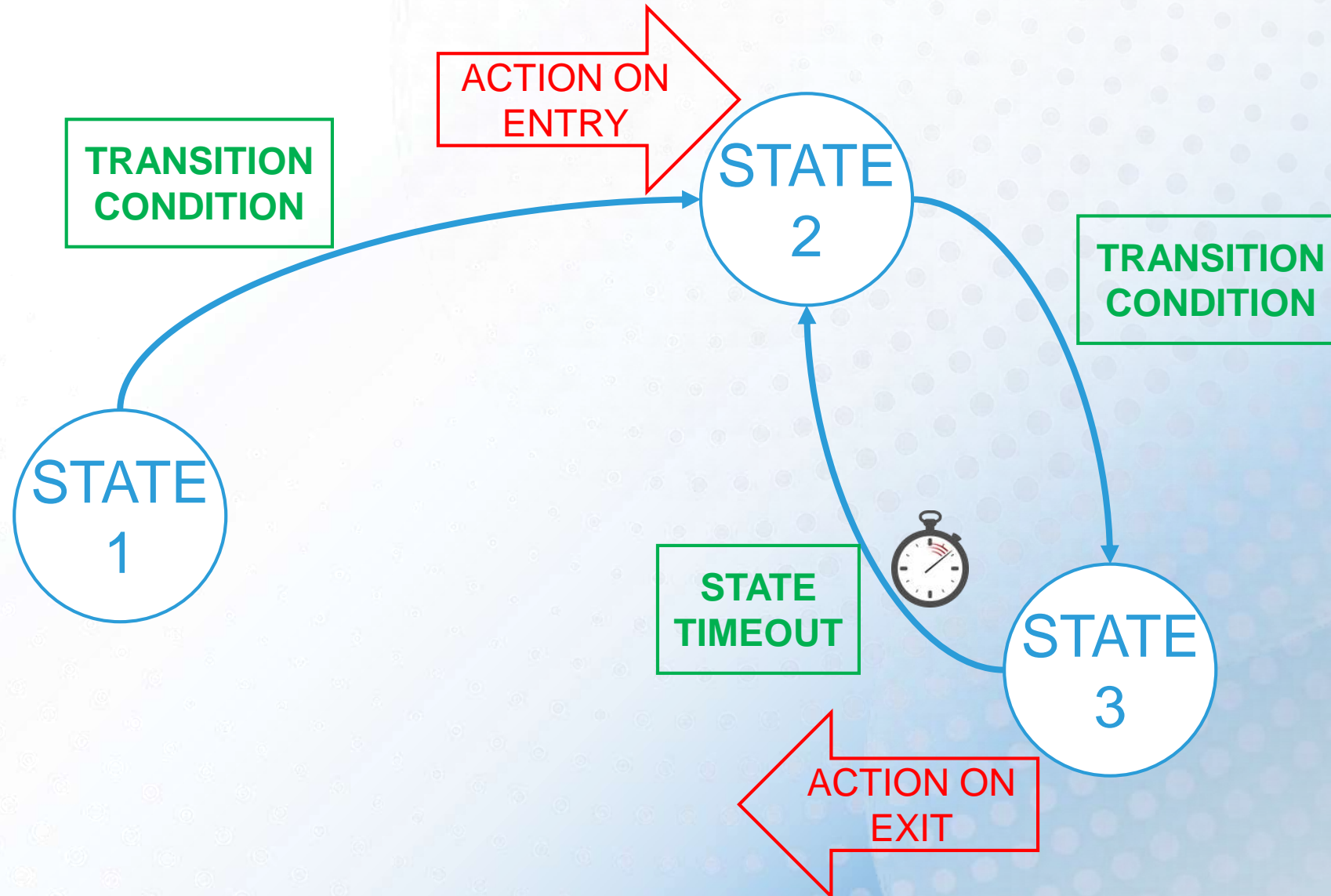
# FLINK CONNECTED STREAM PATTERN



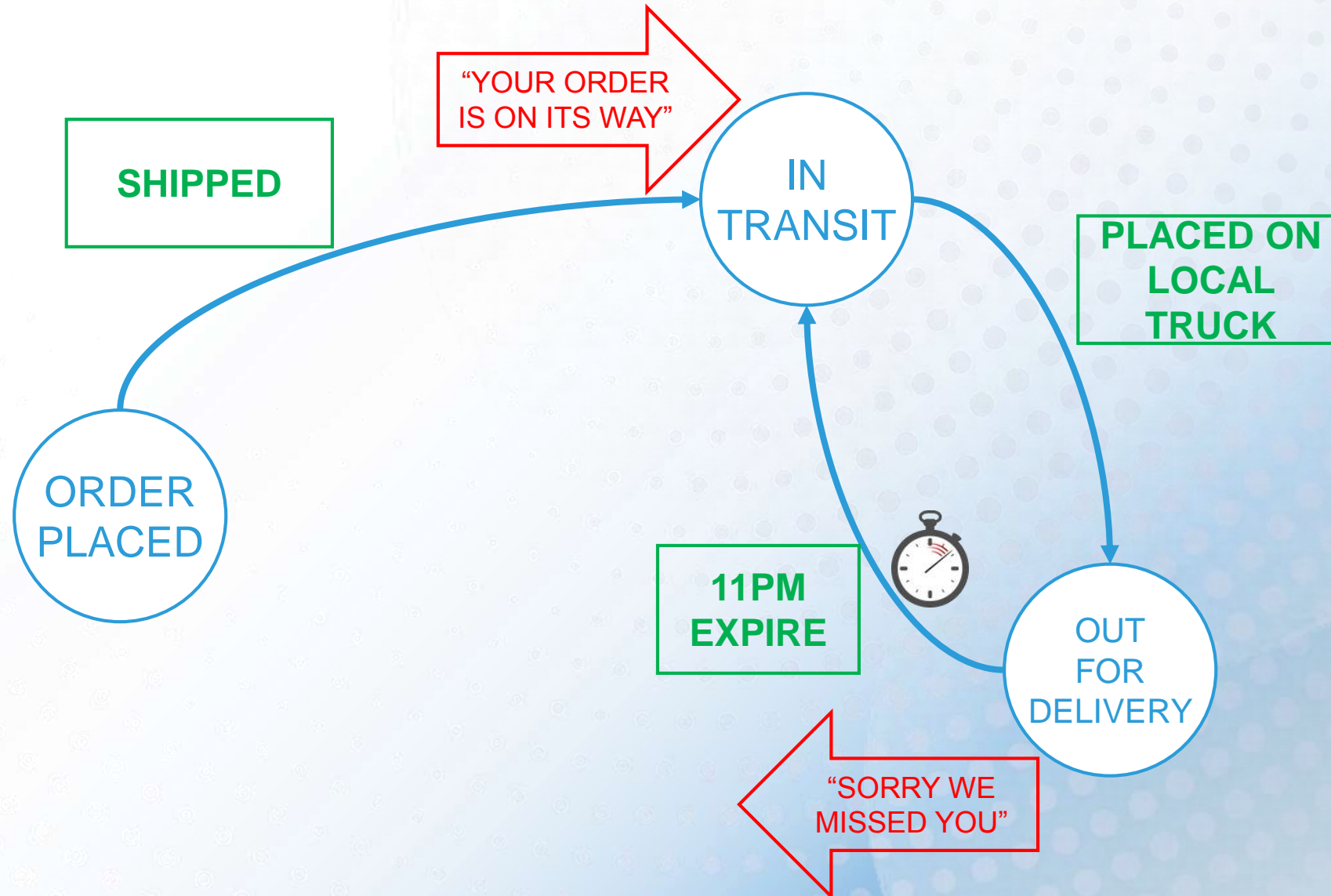


# STATEFUL FLOWS

# WHAT IS “STATE”?



# EXAMPLE STATEFUL JOURNEY





# NIFI STATE

PROCESSOR STATE (LOCAL AND CLUSTERED)

BACKED BY ZOOKEEPER

PROCESSORS:

UPDATEATTRIBUTE (LOCAL ONLY)

ATTRIBUTEROLLINGWINDOW

“DISTRIBUTED” MAP CACHE

IN-MEMORY OR REDIS-BACKED (NEW IN 1.8)

NODE-LOCAL OR “SINGLE NODE” CENTRAL CACHE

PROCESSORS:

PUTDISTRIBUTEMAPCACHE, GETDISTRIBUTEDMAPCACHE

BEFORE NIFI 1.8: NO EASY PARTITIONING / SHARDING

1.8 AND LATER: NODE BALANCED CONNECTIONS

PARTITION BY ATTRIBUTE

CACHE != STATE

(but you can store  
state in a cache)

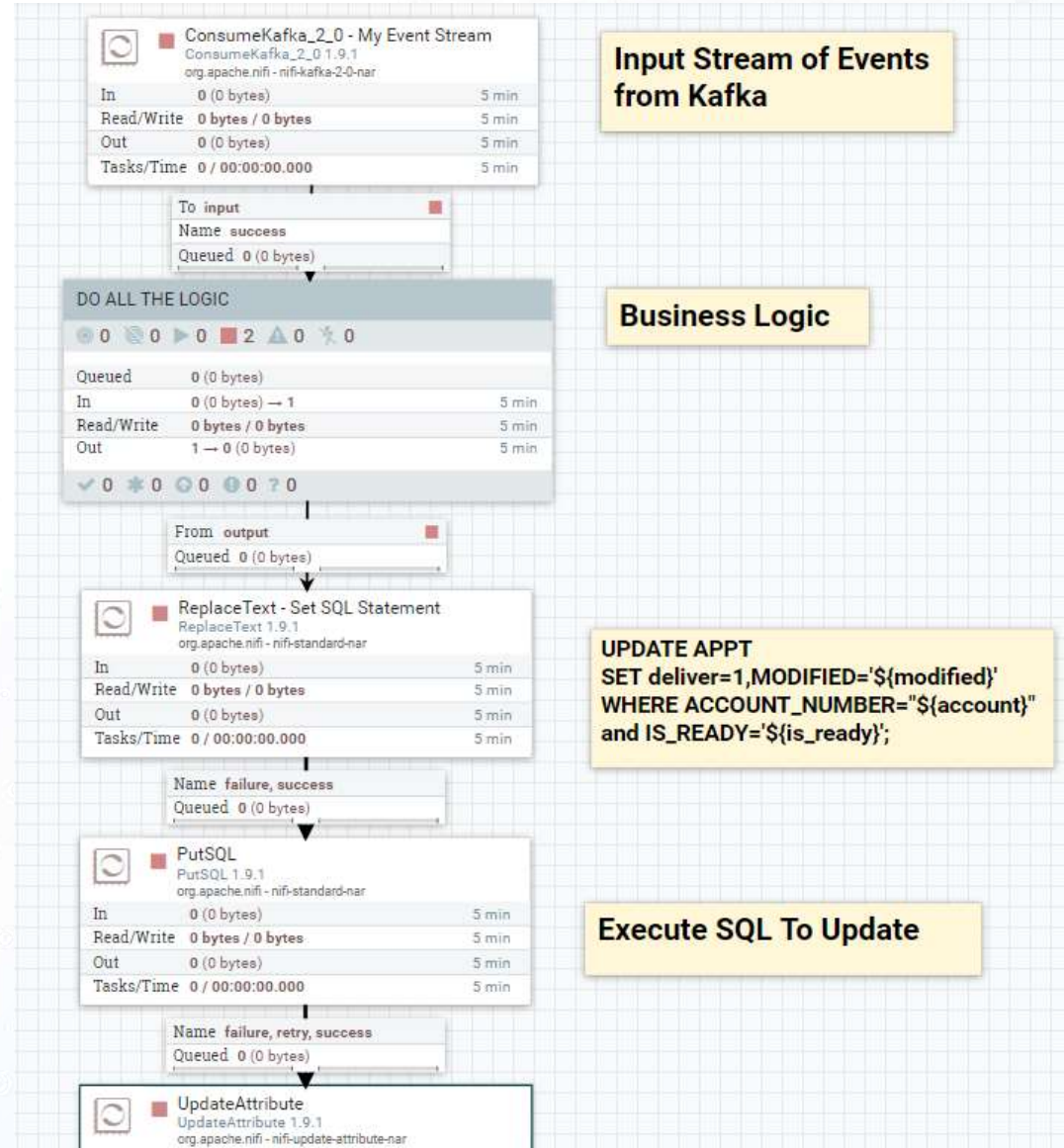
# USING EXTERNAL STATE WITH NIFI

USE EXTERNAL DATABASE (E.G. MYSQL)

PERIODIC QUERY TO FIND EXPIRED TIMERS

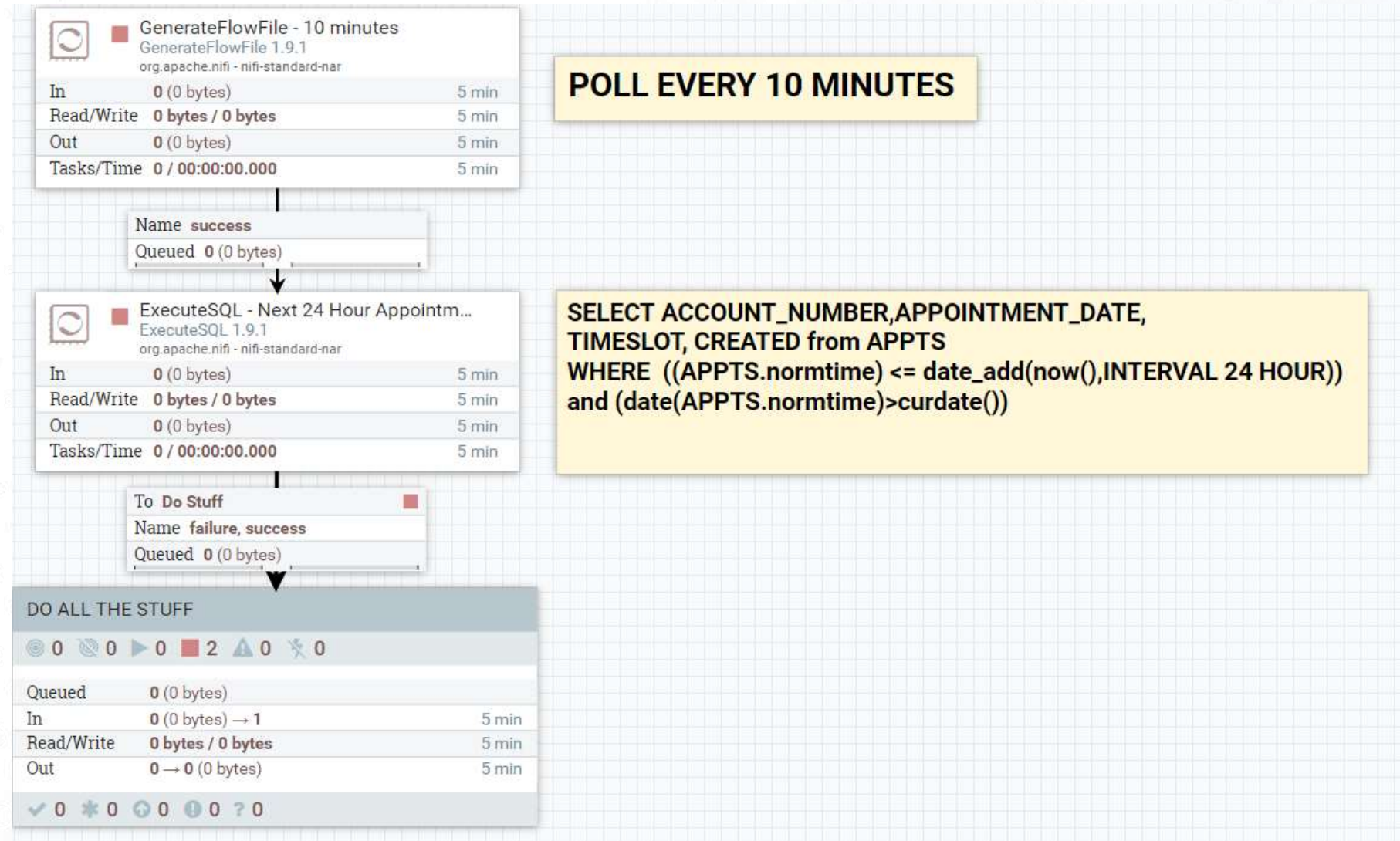
BEWARE OF RACE CONDITIONS / FREQUENT UPDATES

# NIFI – SQL BASED STATE (STATE UPDATE)





# NIFI – SQL BASED STATE (TIMER EXPIRATION)



# FLINK APPROACH TO STATE

KEYED (NODE LOCAL) STATE

WINDOWED OPERATIONS (E.G. 10 MINUTE WINDOW SLIDING BY 1 MINUTE)

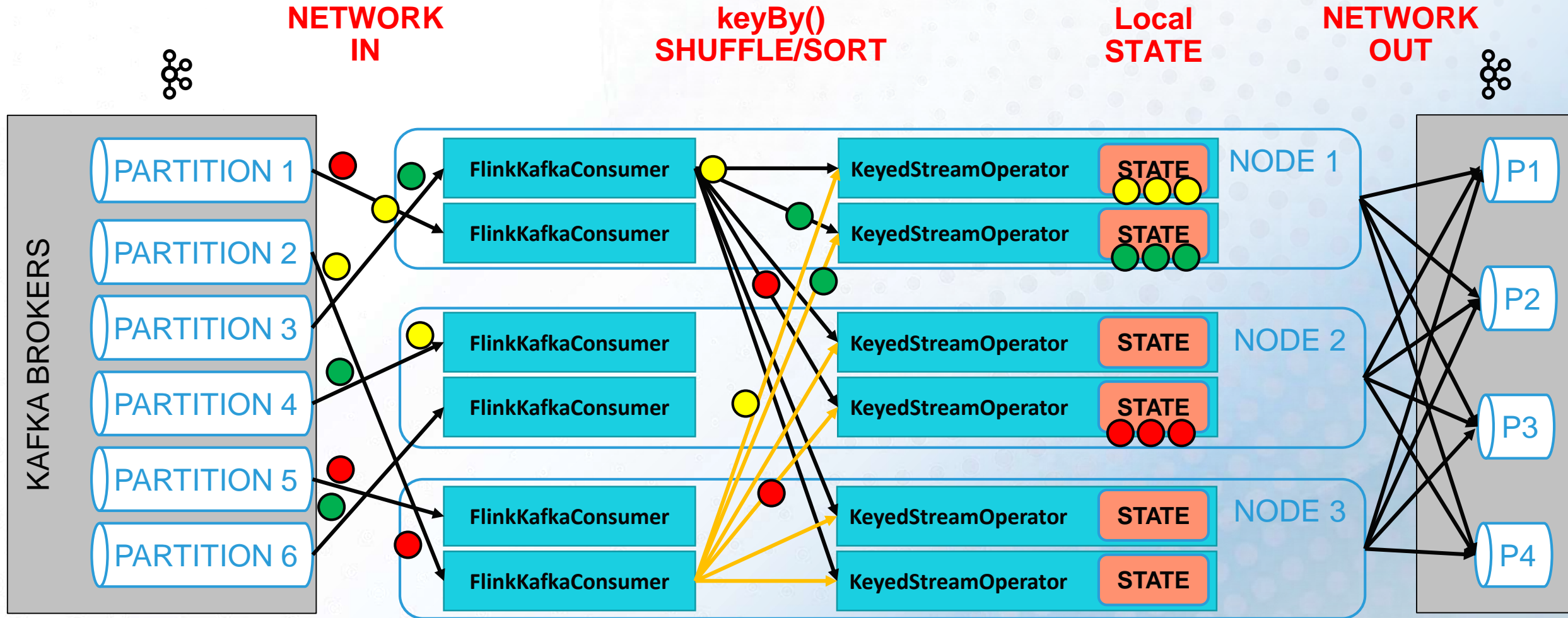
EVERY OPERATOR CAN HAS ITS OWN STATE

QUERYABLE STATE

ROCKSDB (IN-MEMORY + DISK STORAGE)

CHECKPOINTS AND SAVEPOINTS TO DURABLE FILESYSTEM (HDFS, S3)

# DISTRIBUTED FLINK STATE





# WORKING WITH FLINK STATE

```
private transient MapState<String, String> myState;
```

DECLARE VARIABLE

```
public void open(Configuration config) {
```

```
    MapStateDescriptor<String, String> descriptor =
```

```
        new MapStateDescriptor<String, String>(
```

```
            "myStateName", // the state name
```

```
            String.class, String.class); // K/V types
```

```
    //get the mapstate for the key
```

```
    myState = getRuntimeContext().getMapState(descriptor);
```

DESCRIPTOR  
WITH TYPE  
INFORMATION

INITIALIZE  
STATE

```
}
```

```
public String map(String myField) {
```

```
    String myValue = myState.get(myField);
```

```
    myState.put(myField, myValue + " another one");
```

READ/WRITE STATE

```
}
```



# INTEGRATING NIFI AND FLINK

# OPTION 1: BUILT-IN FLINK-NIFI CONNECTOR

USES NIFI “SITE TO SITE” PROTOCOL

ENABLES PASSING “FLOWFILE ATTRIBUTE” AND “FLOWFILE CONTENT” INTACT

```
public interface NiFiDataPacket {  
    byte[] getContent();  
    Map<String, String> getAttributes();  
}
```

FLINK BACKPRESSURE CONCERNS

[HTTPS://GITHUB.COM/APACHE/FLINK/TREE/MASTER/FLINK-CONNECTORS/FLINK-CONNECTOR-NIFI](https://github.com/apache/flink/tree/master/flink-connectors/flink-connector-nifi)



# OPTION 2: KAFKA TOPIC

LOOSER COUPLING

ALLOWS MANY “ACTION HANDLERS” (NOT JUST NIFI)

MORE BUFFERING / REDUCE BACKPRESSURE RISK

JSON AS STANDARD PAYLOAD





# NIFI + FLINK SOLUTION APPROACH

# SOLUTION APPROACH

## FLINK AS THE HIGH VOLUME EVENT PROCESSOR

- MANY USE CASES WITH ONE STREAM
- SQL ON STREAM

## FLINK-BASED TRIGGER, FILTER, ENRICHMENT REQUEST, AND ACTION REQUEST

Configuration-based use cases in Flink

## FLINK MANAGES CUSTOMER JOURNEY STATE

## NIFI FOR:

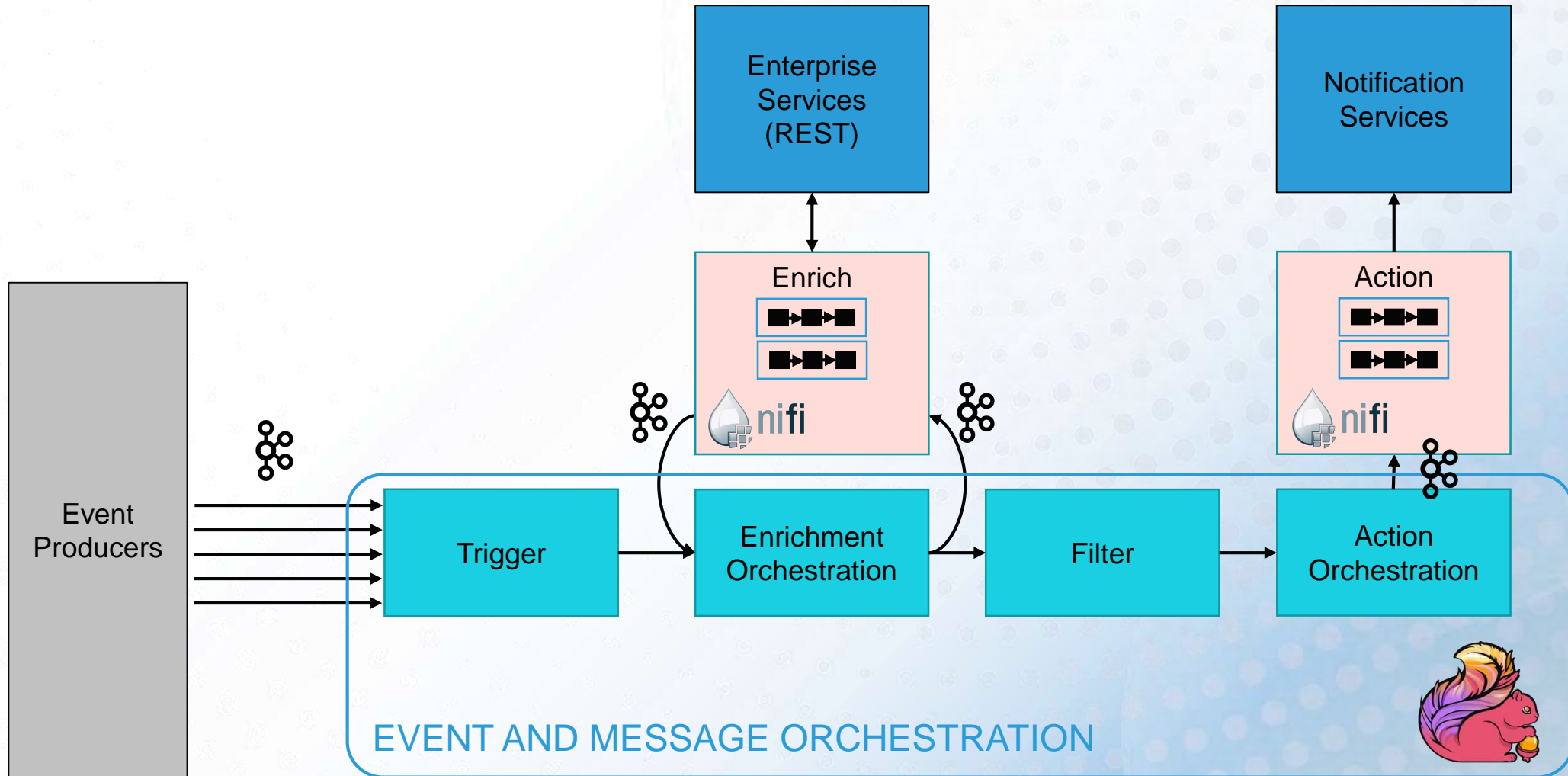
NAMED “PROFILES” FOR ENRICHMENT SERVICES

NAMED “PROFILES” FOR NOTIFICATIONS AND ACTIONS

Library of handlers in NiFi



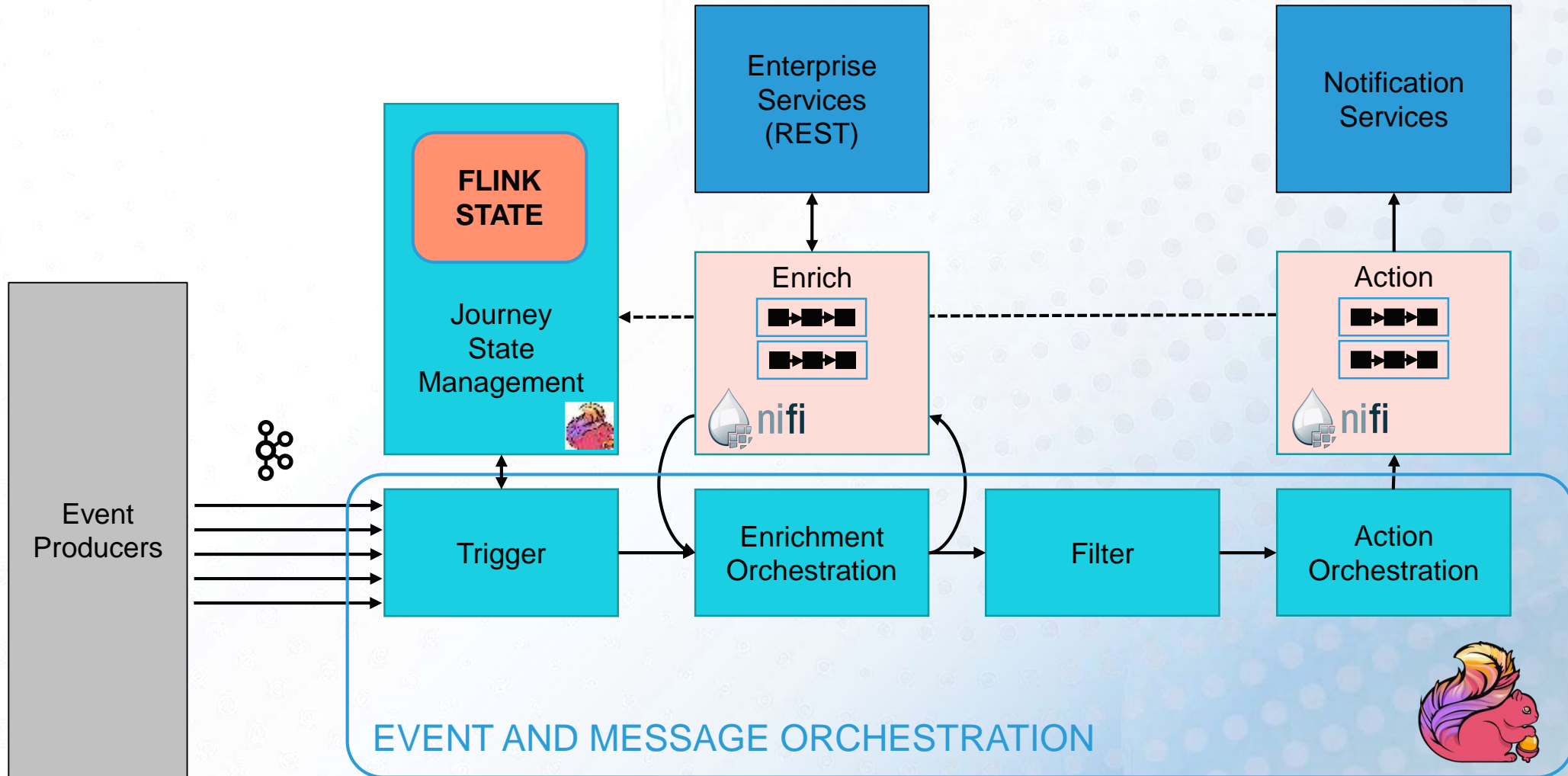
# HIGH LEVEL SOLUTION



# USE CASE CONFIGURATION (SIMPLIFIED)

```
{  "source": {
    "type": "kafka",
    "name": "vod_event_stream"
  },
  "triggerSql": "data.price > 5 AND data.order_type = 'Rental'",
  "enrichment":
    {"profileName": "communicationprefs"},
  "actions": [
    {"profileName": "email",
      "templateId": "1234",
      "fieldMapping": [ {"field": "cost", "source": "data.price"} ] },
    {"profileName": "sms",
      "templateId": "5678",
      "fieldMapping": [ {"field": "cost", "source": "data.price"} ] } ] }
```

# HIGH LEVEL SOLUTION (WITH STATE)





# NIFI + FLINK SOLUTION SUMMARY

NIFI FOR SERVICES, DATAFLOW, AND TEXT HANDLING



FLINK FOR HIGH-PERFORMANCE STREAM PROCESSING

FLINK FOR COMMON PATTERNS – CONFIG DRIVEN

FLINK FOR STATE MANAGEMENT



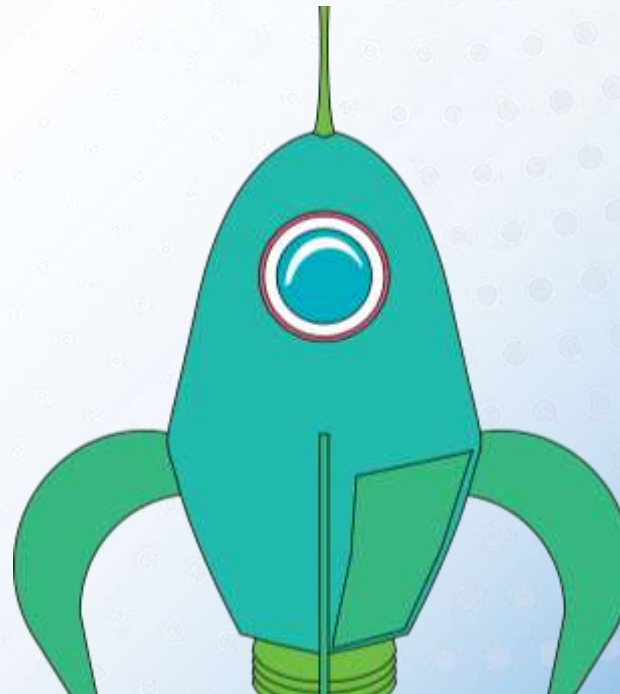
DECOUPLED LIBRARY OF ENRICHMENT HANDLERS AND ACTION HANDLERS

# FUTURE WORK

**FLINK + NIFI  
SELF-SERVICE  
USE CASE PORTAL**

**INCREASE  
CATALOG OF  
ACTIONS AND  
ENRICHMENT  
PROFILES**

**MOVE MORE  
COMMON  
CAPABILITIES  
TO FLINK**





# WE'RE HIRING!



**PHILADELPHIA  
WASHINGTON, D.C.  
SUNNYVALE  
DENVER**







THANK YOU!



COMCAST