



# OpenSource

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THE COMPLETE MAGAZINE ON OPEN SOURCE

## ForYou

An **EFY** GROUP Publication

## The World Of Connected Devices

How IoT Can Make  
The Workplace  
Intelligent

Industry 4.0 And  
Embedded Internet  
Of Things: An  
Introduction



IoT Analytics:  
Making Sense  
Of Big Data

A Complete  
Guide To Getting  
Started With  
Arduino

Open Source India 2022:  
Post-Show Report

Simplified Logging And  
Analysis With Parseable









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# The Importance of Open Source in the Metaverse

The Metaverse is no longer fiction...this virtual world is set to take over our lives, making people all over the globe connect with each other in ways never experienced before. But how relevant or important is the role of open source in this new virtual world? That is the question this article attempts to answer.

**T**he Metaverse has four pillars, namely, virtual spaces, virtual assets, virtual interactions and digital payments. In this new virtual world, co-workers or students can gather for a chat over coffee irrespective of what part of the globe they belong to. Musicians or artists can also interact with fans from around the world in a large digital venue, which would be impossible in the physical world. Today, conferences

can reach new audiences unlike before. All this can be achieved due to 5G, augmented reality (AR), virtual reality (VR), and edge computing. These ultra-reliable, low latency services ensure the rendering of 3D graphics and content, and make virtual experiences faster. “Open source will play a huge role in the Metaverse, and will help it evolve faster,” says Dr Lokesh Boregowda, director, Samsung R&D Institute India.



























# Asia's #1 Open Source Conference

Total registrations

**10,340**

Total attendees

**3732**

Speakers

**90+**



19th Edition

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Date: September 29-30, 2022

Venue: NIMHANS Convention Centre, Bengaluru

Total registrations:  
**10,340**

Total attendees:  
**3,732**

Total number of sessions:  
**50+**

Total number of speakers:  
**90+**



**Pictures of**

01: Attendees visiting the Microsoft booth  
02: Attendees visiting the Shell booth  
03: Attendees visiting the SODA booth  
04: Attendees at registration counter  
05: Attendees at the Google booth





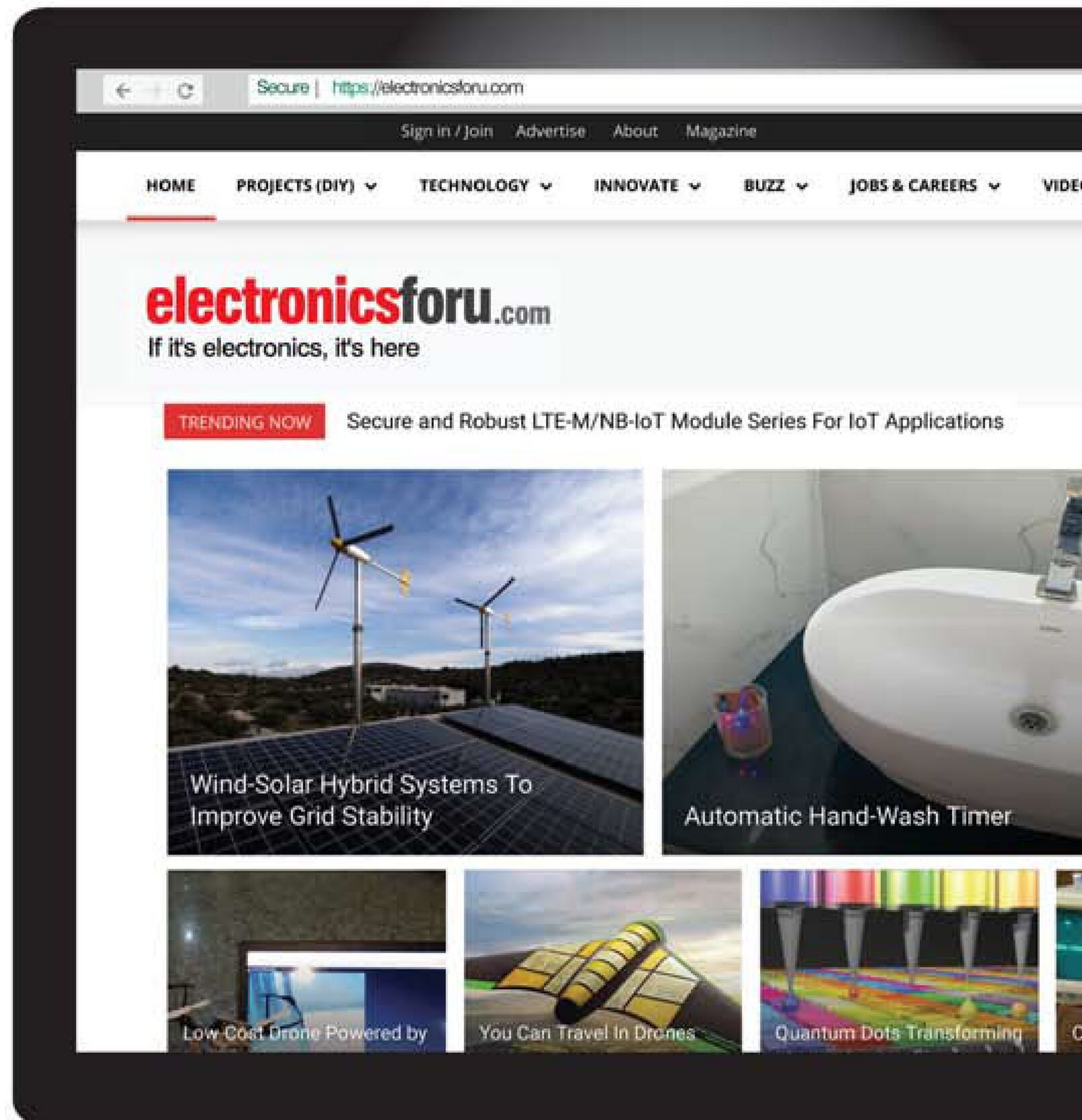








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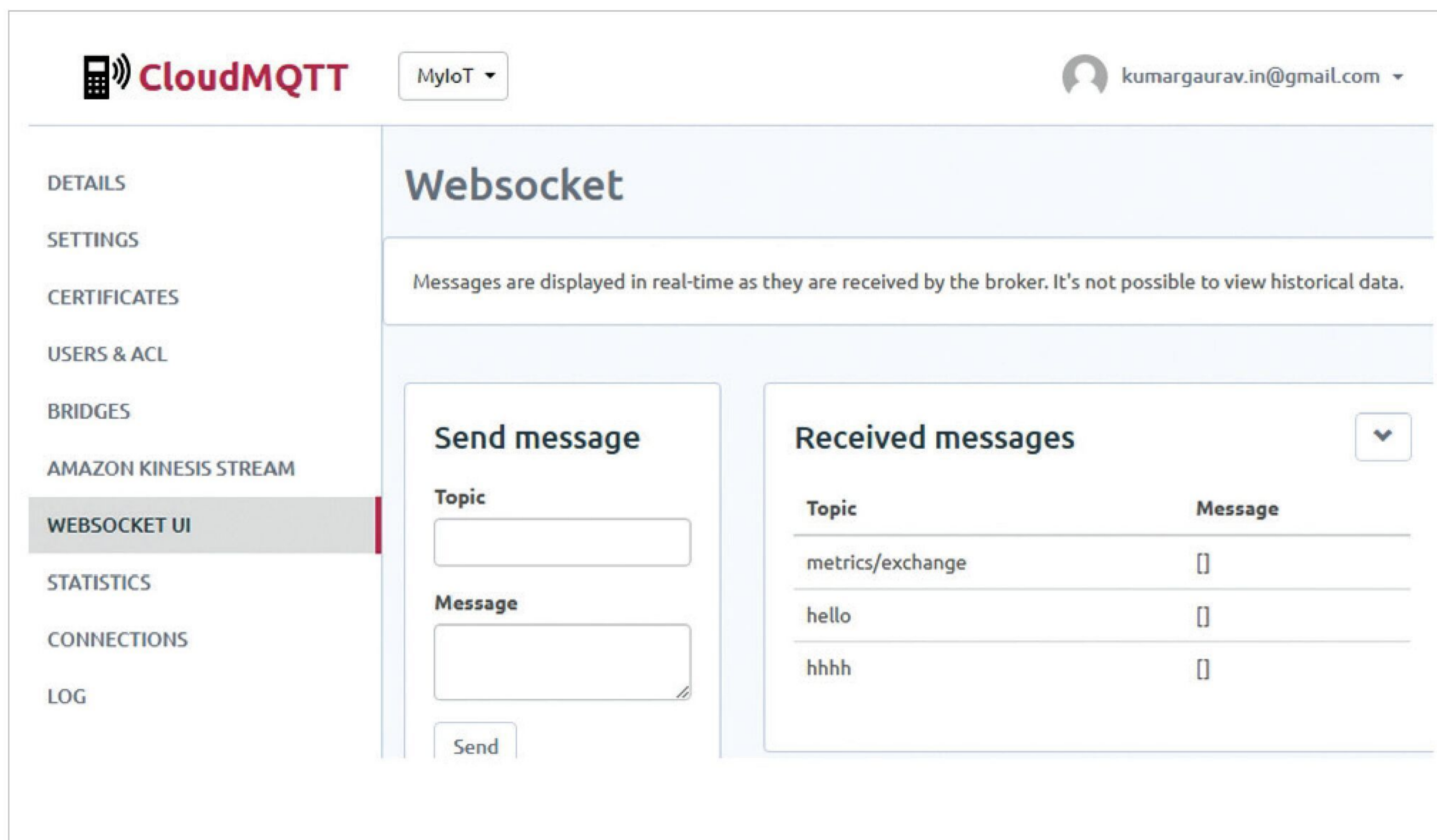


Figure 3: Interfacing with CloudMQTT and messaging panel

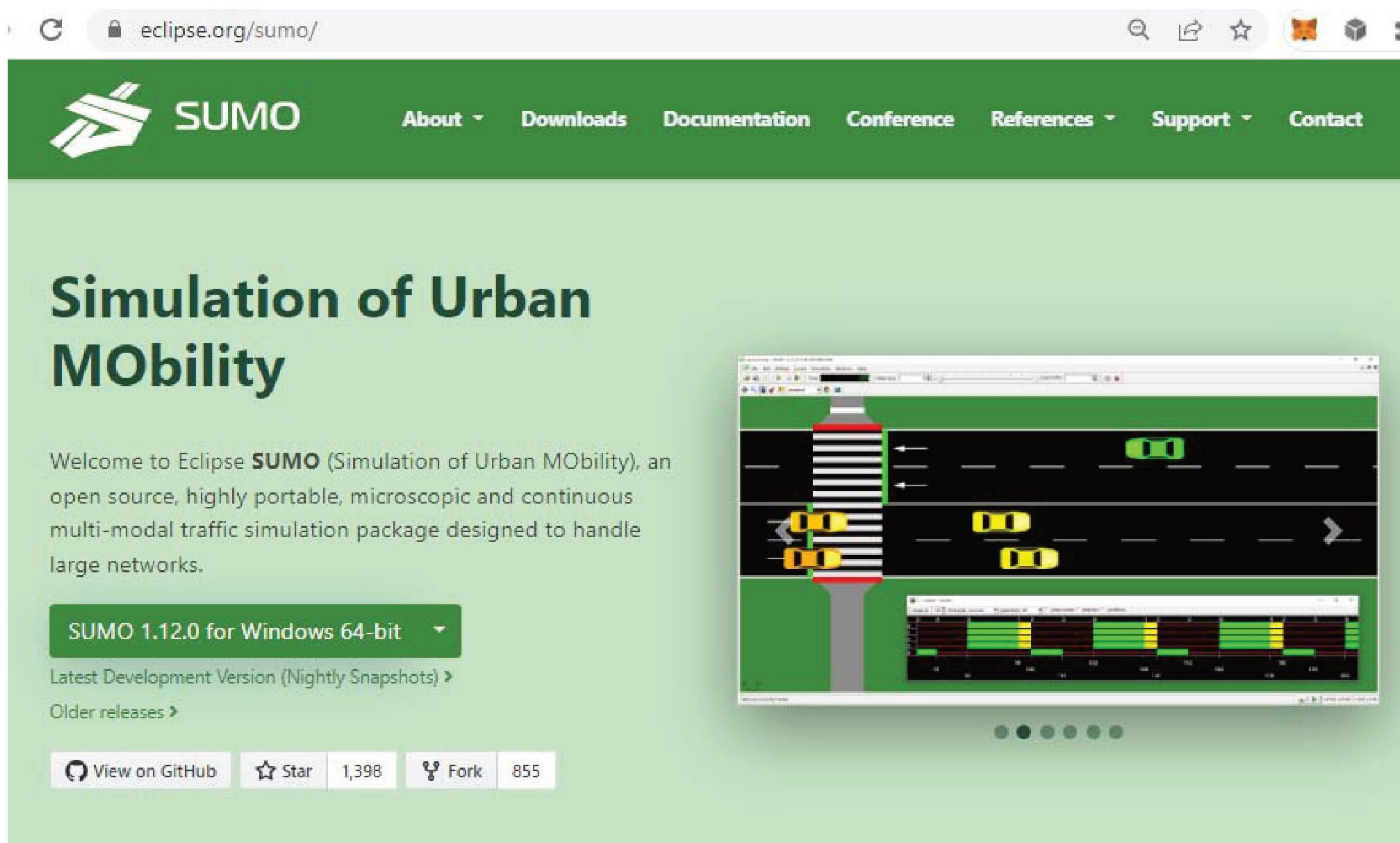


Figure 4: SUMO simulator for smart traffic scenarios



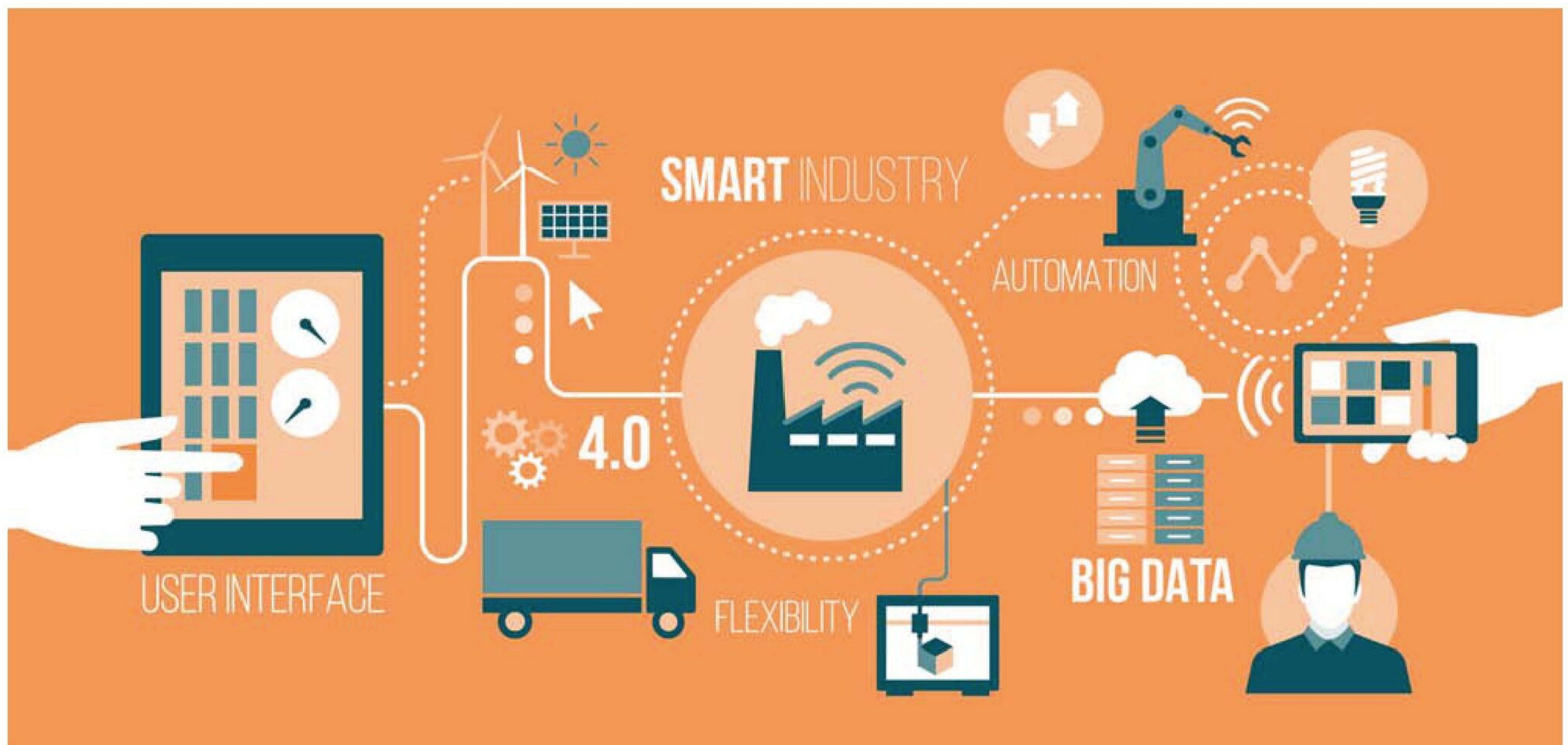






# IoT Analytics: Making Sense of Big Data

This article covers the characteristics of IoT analytics and the challenges faced when adopting it in the industry. It also presents real world use cases of IoT analytics.



The standard definitions of IoT are:

- “A network of physical objects or things accessed through the internet, as defined by technology analysts and visionaries. These things contain embedded technology to interact with internal states or the external environment. In other words, when things can sense and communicate, it changes how and where the decisions are being made and who makes them.” – Cisco
- “The IoT can be viewed as a global infrastructure for the information society, enabling advanced services by interconnecting (physical and virtual) things based on existing and evolving interoperable information and communication technologies.” – ITU

- “An IoT system is a network of networks where, typically, a massive number of objects, things, sensors or devices are connected through communications and information infrastructure to provide value-added services via intelligent data processing and management for different applications (e.g., smart cities, smart health, smart grid, smart home, smart transportation, and smart shopping).” — *IEEE Internet of Things Journal*

Overall, the Internet of Things (IoT) is a network of devices which can sense, accumulate, and transfer data over the internet without any human intervention. IoT and data remain intrinsically linked together. Data consumed and produced keeps growing at an ever-expanding rate.

Internet of Things (IoT) analytics assesses the wide range of data collected from IoT devices. It analyses vast quantities of data and produces useful information called Big Data. It addresses large, diverse, complex, longitudinal, and/or distributed data sets generated from instruments, sensors, internet transactions, emails, videos, click streams, and/or all other digital sources available. The processing and integration of this heterogeneously generated data is done by IoT analytics.

IoT analytics helps gain insights into the operations of an enterprise, boosts productivity, increases the quality and flexibility of operations, and minimises material consumption.

































For example, if you want to make DOM measurements like getting the scroll position or other styles of an element, and then make mutations or trigger synchronous re-render, `useLayoutEffect` is our guy. If you don't need to do all this, you should use `useEffect`. I'll go as far as to say that 99 per cent of the time, you would be using `useEffect`.

## Custom hooks

You may have heard a lot about custom hooks. Let us try and understand what they are exactly. Custom hooks are normal JavaScript functions that can use other hooks inside them, and contain a common stateful logic that can be reused within multiple components. These functions are prefixed with the word 'use'. You can name them anything as long as they have the 'use' prefix. Let's say you have two functions or components which implement some common logic. You can create a third function with this common logic, and implement it in the other two functions. After all, hooks are just functions. They give us the advantage of fewer keystrokes and less repetitive code. I will show how this happens and we'll create our very own hook now.

Let's say we have a `count` state variable and we want to store it in the local storage whenever the value updates. `useEffect` is the perfect candidate here.

```
function App() {
  const [count, setCount] = useState(() => {
    return JSON.parse(
      window.localStorage.getItem('counter-value') ||
      '0'
    );
  });
  useEffect (() => {
    window.localStorage.setItem('counter-value', count);
  }, [count]);

  return (
    <div>
      <button onClick={() => {
        setCount(count + 1)
      }}>{count}</button>
    </div>
  );
}
```

But what if we want to update this value in ten other components? The highlighted code will be repeated in all these 10 components. To avoid this repetition, we will use a custom hook.

```
function useLocalStorage(key, default) {
  const [state, setState] = useState(() => {
    return JSON.parse(
```

```
      window.localStorage.getItem(key) ||
      String(default)
    );
  });
  useEffect (() => {
    window.localStorage.setItem(key, state);
  }, [state]);
}

function App() {
  const [count, setCount] = useLocalStorage('counter-
value', 0);
  return (
    <div>
      <button onClick={() => {
        setCount(count + 1)
      }}>{count}</button>
    </div>
  );
}
```

As you see in the above code, we have created our very own custom hook called `useLocalStorage` and added the repeated code to this hook. Now, in all our 10 components we can simply call the `useLocalStorage` hook, and pass in the key and the default value. It's as simple as that and will work in the exact same way as before.

With the introduction of custom hooks, people started creating hooks for the most common use cases. A simple search for a local storage hook in npm gave 60 already existing packages for various use cases. So whenever you find the use case for a custom hook in your React application, I recommend going through this list; maybe someone has already created a package that you can reuse and save development time.

This is one of the strengths of having such a vast and active community and React has that -- you can surely use it to your advantage.

## `useDebugValue`

```
function useLocalStorage (key, default) {
  const [count, setCount] = useState(0);

  // ...

  // Show a label in DevTools next to this Hook
  // e.g. "LocalStorage: Empty" useDebugValue (count == 0 ?
  'Empty': 'Not Empty');
  useDebugValue(count == 0 ? 'Empty' : 'Not Empty');

  return count;
}
```

**Continued to page...70**

# R Series: Probability Distributions

This fifteenth article in the R series will explore more probability distributions and introduce statistical tests.



We will use R version 4.2.1 installed on Parabola GNU/Linux-libre (x86-64) for the code snippets.

```
$ R --version
```

```
R version 4.2.1 (2022-06-23) -- "Funny-Looking Kid"
Copyright (C) 2022 The R Foundation for Statistical Computing
Platform: x86_64-pc-linux-gnu (64-bit)
```

```
R is free software and comes with ABSOLUTELY NO WARRANTY.
You are welcome to redistribute it under the terms of the
GNU General Public License versions 2 or 3.
For more information about these matters see
https://www.gnu.org/licenses/.
```

## Welch two sample t-test

Consider the *mtcars* data set in the *lattice* library:

```
> head(mtcars)
      mpg  cyl  disp  hp  drat   wt   qsec vs  am  gear  carb
Mazda RX4   21.0   6  160  110 3.90 2.620 16.46 0   1    4    4
Mazda RX4 Wag 21.0   6  160  110 3.90 2.875 17.02 0   1    4    4
Datsun 710  22.8   4  108   93 3.85 2.320 18.61 1   1    4    1
Hornet 4 Drive 21.4   6  258  110 3.08 3.215 19.44 1   0    3    1
Hornet Sportabout 18.7  8  360  175 3.15 3.440 17.02 0   0    3    2
Valiant    18.1   6  225  105 2.76 3.460 20.22 1   0    3    1
```

The displacement values are shown below:

```
> mtcars$disp
 [1] 160.0 160.0 108.0 258.0 360.0 225.0 360.0 146.7 140.8
    167.6 167.6 275.8
 [13] 275.8 275.8 472.0 460.0 440.0  78.7  75.7  71.1 120.1
    318.0 304.0 350.0
 [25] 400.0  79.0 120.3  95.1 351.0 145.0 301.0 121.0
```

We can prepare two data sets, P and Q, from the displacement data, as follows:

```
> P <- mtcars$disp[0:9]
> P
 [1] 160.0 160.0 108.0 258.0 360.0 225.0 360.0 146.7 140.8

> Q <- mtcars$disp[10:19]
> Q
 [1] 167.6 167.6 275.8 275.8 275.8 472.0 460.0 440.0 78.7 75.7
```

The boxplot for the data sets is shown in Figure 1:

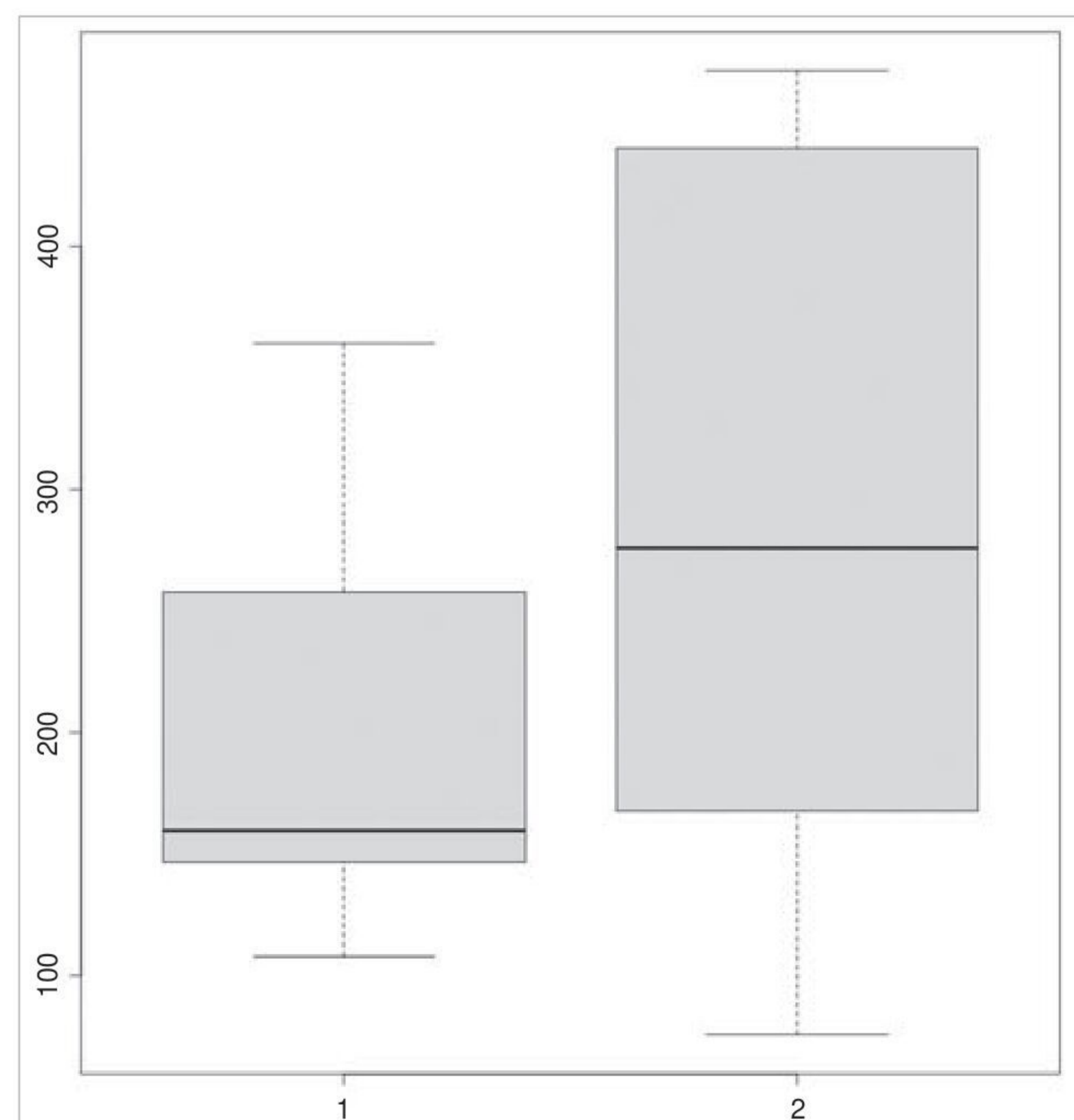


Figure 1: Boxplot *mtcars\$disp*

```
> boxplot(P, Q)
```

The Welch two sample t-test can be performed using the `t.test()` function, as demonstrated below:

```
> t.test(P, Q)
```

```
Welch Two Sample t-test
```

```
data: P and Q
t = -0.98055, df = 15.369, p-value = 0.342
alternative hypothesis: true difference in means is not equal
to 0
95 percent confidence interval:
 -176.63004  65.16337
sample estimates:
mean of x mean of y
 213.1667  268.9000
```

We can also run the t-test assuming equal variances by passing `TRUE` to the `'var.equal'` argument, as follows:

```
> t.test(P, Q, var.equal=TRUE)
```

```
Two Sample t-test
```

```
data: P and Q
t = -0.95746, df = 17, p-value = 0.3518
alternative hypothesis: true difference in means is not equal
to 0
95 percent confidence interval:
 -178.54460  67.07793
sample estimates:
mean of x mean of y
 213.1667  268.9000
```

## Two sample Wilcoxon test

The Mann-Whitney-Wilcoxon test is used for randomly selected values from two populations. For our example, we can run the `wilcox.test()` function on the P and Q data sets, as follows:

```
> wilcox.test(P, Q)
```

```
Wilcoxon rank sum test with continuity correction
```

```
data: P and Q
W = 32, p-value = 0.3059
alternative hypothesis: true location shift is not equal to 0
```

```
Warning message:
```

In `wilcox.test.default(P, Q)` : cannot compute exact p-value with ties

The empirical CDFs for the data sets can be drawn using the `plot()` function:

```
> plot(ecdf(P), verticals=TRUE)
> plot(ecdf(Q), verticals=TRUE)
```

The `wilcox.test()` function accepts the following arguments:

Arguments	Description
x	A numeric vector of data values
y	Optional numeric vector of data values
alternative	Character string for alternative hypothesis ('two.sided', 'greater', or 'less')
conf.int	A logical value that indicates if confidence interval should be computed
conf.level	Confidence level of the interval
correct	A logical value on whether to apply continuity correction
data	An optional matrix or data frame
exact	A logical value on whether p-value should be computed
mu	Optional parameter for the null hypothesis
na.action	A function to handle data that contains NAs
paired	A logical value to indicate a paired test
subset	An optional vector specifying a subset of observations
tol.root	A positive numeric tolerance

## Kolmogrov-Smirnov test

The Kolmogrov-Smirnov test or KS test is used to test if two samples come from the same distribution. It can also be modified to be used as a 'goodness of fit' test. The two-sample Kolmogrov-Smirnov test for the P and Q data sets is as follows:

```
> ks.test(P, Q)
```

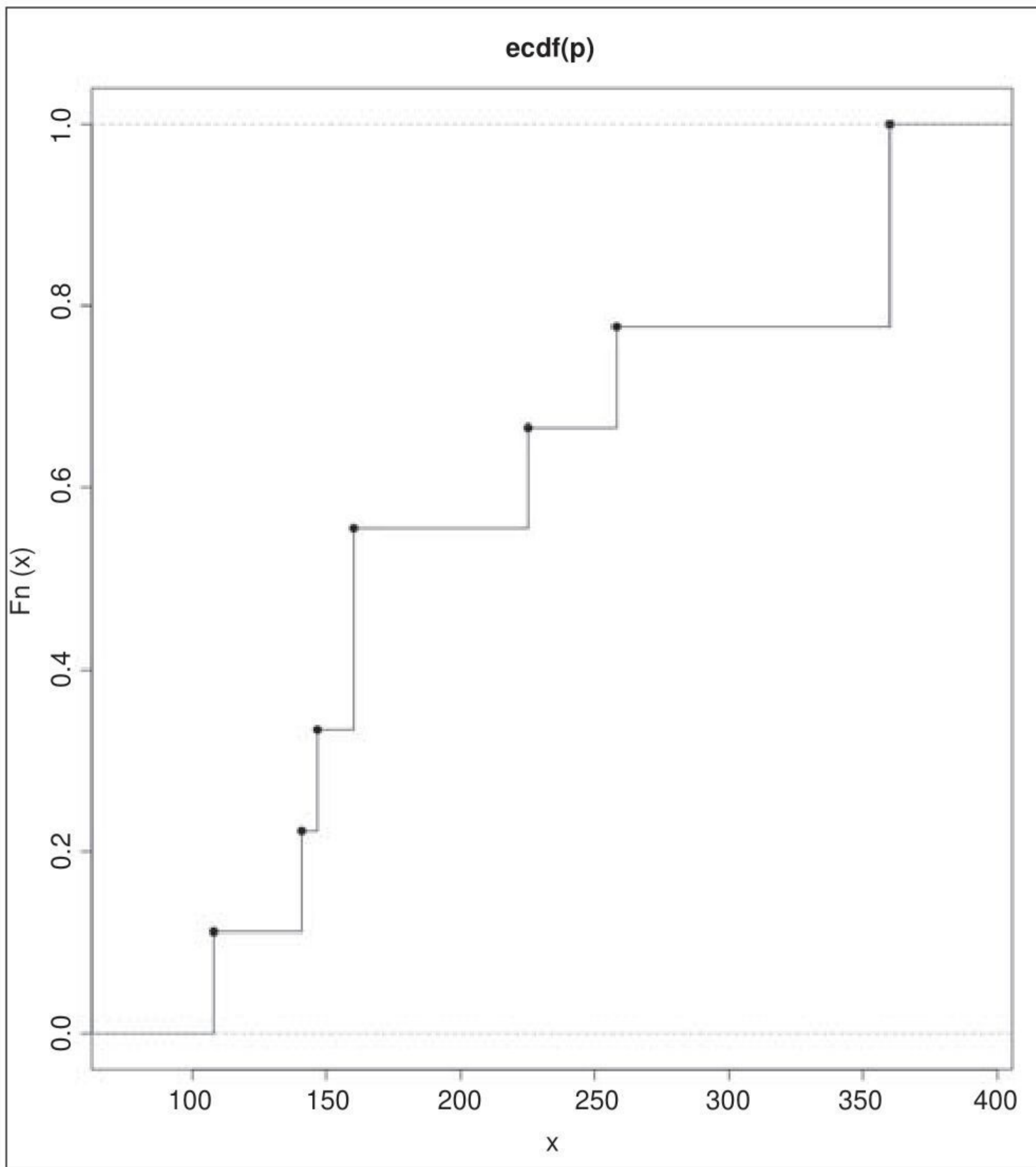


Figure 2: Empirical CDF (P)

[Exact two-sample Kolmogorov-Smirnov test](#)

```
data: P and Q
D = 0.37778, p-value = 0.2634
alternative hypothesis: two-sided
```

You can also perform a one-sample Kolmogrov-Smirnov test. The function accepts the following arguments:

Arguments	Description
x	Numeric vector of data values
y	Numeric vector or character string name of a CDF
alternative	Alternate hypothesis should be 'two-sided', 'less' or 'greater'
exact	NULL or logical value to specify if p-value should be computed
simulate.p.value	A logical value to compute p-values by Monte Carlo simulation
data	An optional data frame
subset	A subset vector of data to be used
na.action	A function to handle data that contains NAs

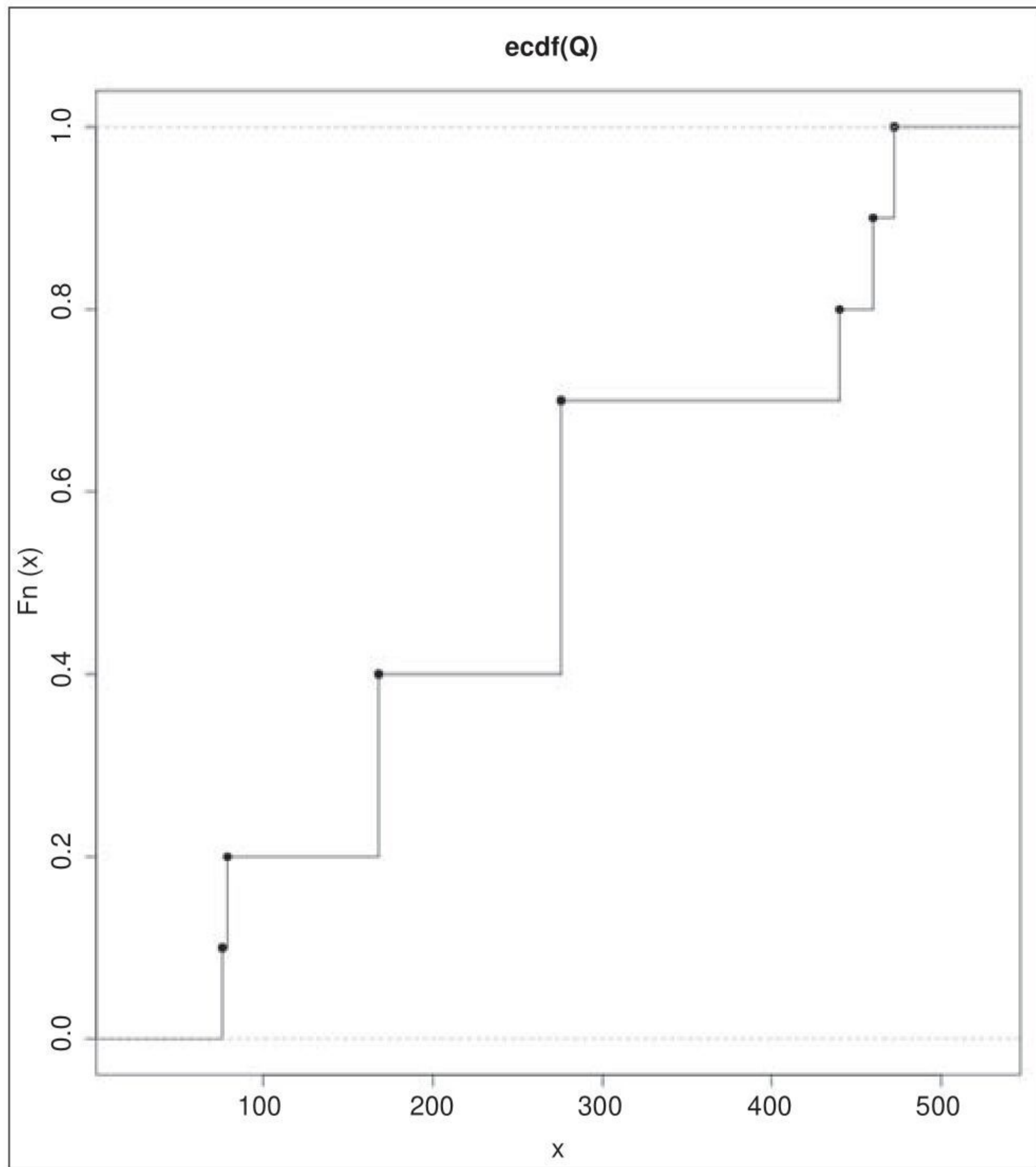


Figure 3: Empirical CDF (Q)

The alternative hypothesis argument accepts the string argument values: 'two.sided', 'less', and 'greater'. These indicate if the null hypothesis of the distribution of 'x' is equal to, less than, or greater than the distribution of 'y'. Any missing values are ignored from both the samples.

### Chi-Square test

The Chi-Square test is a statistical hypothesis test to determine the correlation between two categorical variables. We can determine if the cylinder and horse power variables from the *mtcars* data set are significantly correlated.

```
> data <- table(mtcars$cyl, mtcars$hp)
> print(data)

    52 62 65 66 91 93 95 97 105 109 110 113 123 150 175
180 205 215 230 245 264
   4 1 1 1 2 1 1 1 1 0 1 0 1 0 0 0
0  0 0 0 0 0
   6 0 0 0 0 0 0 0 0 1 0 3 0 2 0 1
0  0 0 0 0 0
   8 0 0 0 0 0 0 0 0 0 0 0 0 2 2
3  1 1 1 2 1
```

The *chisq.test()* function can be performed on the data variables, as shown below:

```
> chisq.test(data)
```

Pearson's Chi-squared test

```
data: data
```

```
X-squared = 59.429, df = 42, p-value = 0.0393
```

A p-value of less than 0.05 shows that there is a strong correlation between cylinder and horsepower.

The *chisq.test* function accepts the following arguments:

Arguments	Description
x	A numeric vector or matrix
y	A numeric vector, or ignored by x is a matrix
correct	A logical value on whether to apply continuity correction
p	A vector of probabilities
rescale.p	A logical scalar to sum to 1
simulate.p.value	A logical value to whether compute p-values by Monte Carlo simulation

## Beta

The Beta function is mathematically defined by the integral for two inputs, alpha and beta, as shown below:

$$B(\alpha, \beta) = \frac{\Gamma(\alpha)\Gamma(\beta)}{\Gamma(\alpha + \beta)} = \int_0^1 t^{\alpha-1}(1-t)^{\beta-1} dt$$

Figure 4: Beta distribution

You can use the *beta()* function for the P and Q data sets, as follows:

```
> beta(P, Q)
```

```
[1] 7.307338e-100 7.307338e-100 2.515827e-100 5.970038e-162
2.168131e-190
```

```
[6] 8.246568e-192 1.139582e-245 1.211659e-144 2.186038e-63
1.931142e-65
```

The *lbeta()* function provides the natural logarithm of the beta function, as demonstrated below:

```
> lbeta(P, Q)
```

```
[1] -228.2696 -228.2696 -229.3359 -371.2320 -436.7173
```

```
-439.9865 -564.0027
```

```
[8] -331.3803 -144.2808 -149.0099
```

The *dbeta()* function provides the density distribution. An example is given below with a plot (Figure 5).

```
> p = seq(0, 5, length=50)
```

```
> plot(p, dbeta(p, 3, 5), type='l')
```

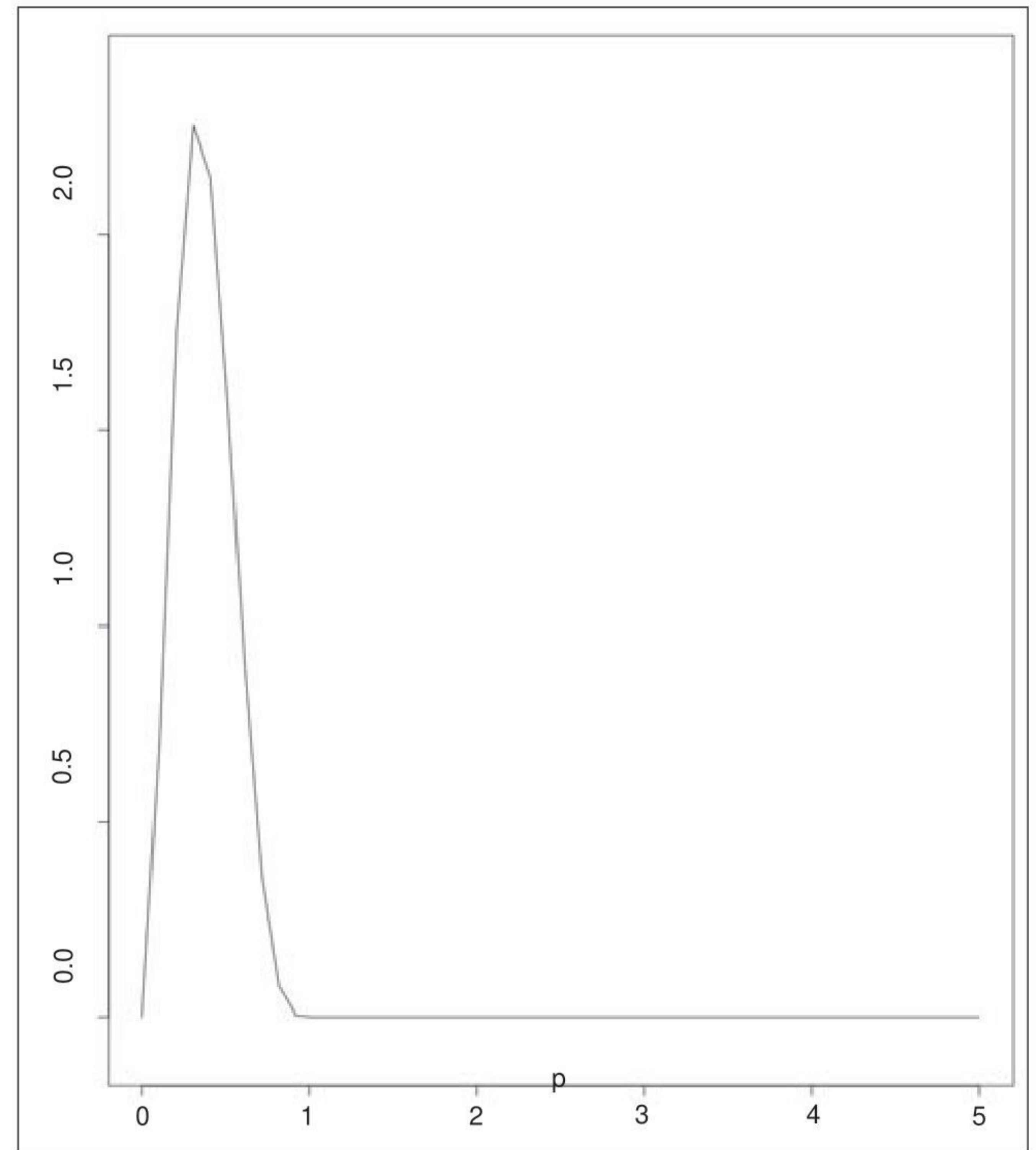


Figure 5: DBeta distribution

## Gamma

The Gamma distribution is a continuous probability distribution that has a shape (z) and scale parameter (k), which is defined as shown in Figure 6.

$$\Gamma(\alpha) = \lambda^\alpha \int_0^\infty y^{\alpha-1} e^{-\lambda y} dy$$

Figure 6: Gamma distribution

The *dgamma()* function provides the density function. In the following example, a sequence of values is produced and a plot for its gamma distribution is generated.

```
> a <- seq(0, 50, by=0.01)
```

```
> y <- dgamma(a, shape=3)
```

```
> plot(y)
```

The *lgamma()* function provides the natural logarithm of the absolute value of the gamma function. For example:

```
> l <- lgamma(a)
```

```
> head(l)
```

```
[1] Inf 4.599480 3.900805 3.489971 3.197078 2.968879
```

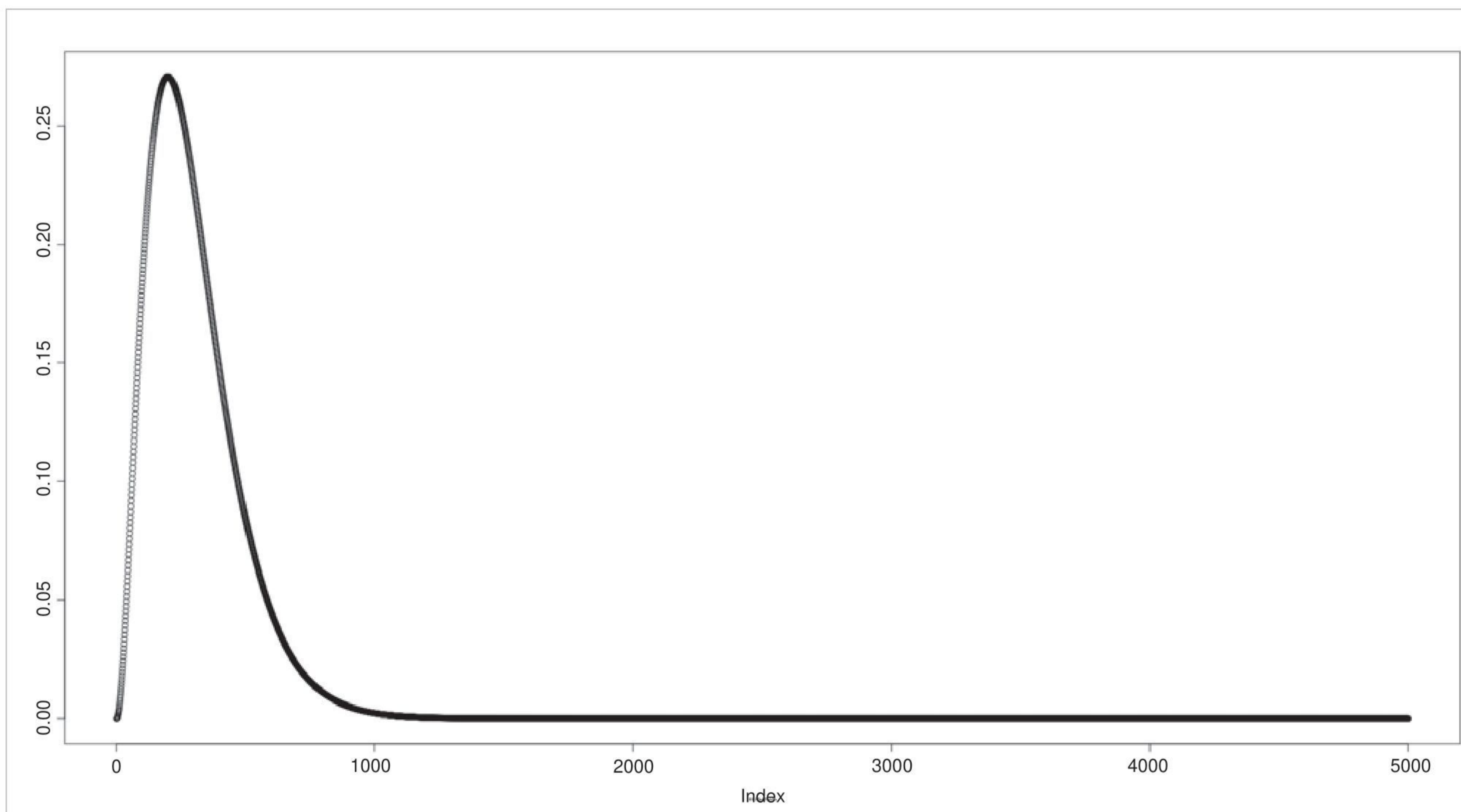


Figure 7: Gamma function

These functions accept the following arguments:

Arguments	Description
a, b	Positive numeric vectors
x, n	Numeric vectors
k, d	Integer vectors

Do read the manual pages for the above R functions to learn more on their arguments, options and usage. **END**

**By: Shakthi Kannan**

The author is a free software enthusiast.

## Continued from page...65

As you may know, React dev tools are an amazing way to debug apps. React shows a component tree with props values while running the app. `useDebugValue` is used to display labels for custom hooks in the React dev tools. For example, if you look at a custom hook in the code above, we can display the state value of our custom book by using `useDebugValue`, which will show us the label with the key as the hook name (it will just remove the ‘use’ word; so it says local storage here instead of ‘useLocalStorage’) and the value will be dependent on the state value.

We can pass an optional function to this hook solely for formatting purposes, i.e., for data to look good when we inspect the components. Keep in mind that this is only for debugging and it won’t be seen on the UI. This is just made to make the lives of developers easy when they inspect elements. `useDebugValue` takes in the debug value and returns the formatted display just for the developers to see the data. So the data looks pretty and is easier to understand.

## Some rules

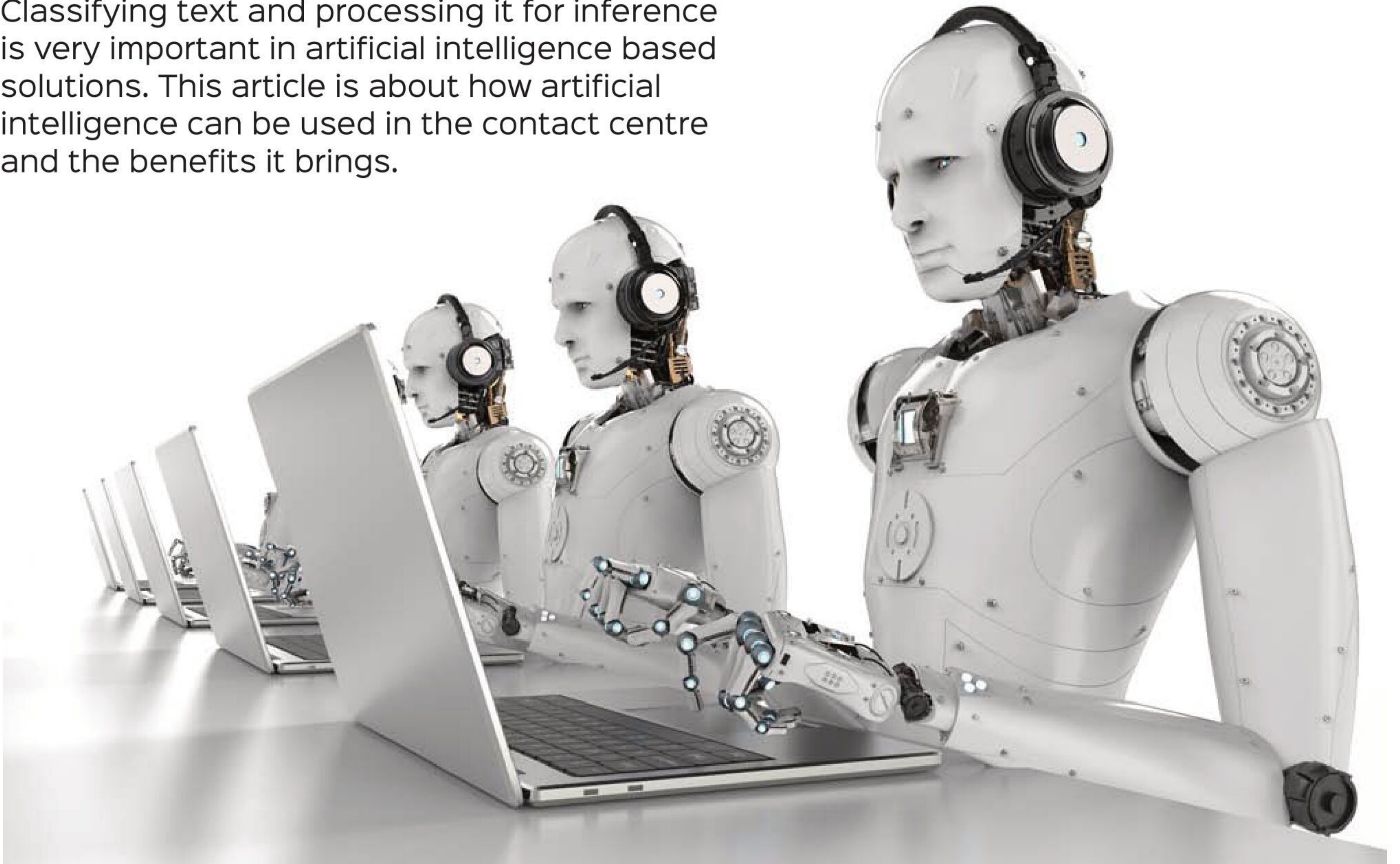
Now that you know all about hooks, you should know two additional rules that are imposed by them. First, we have to call hooks only at the top level. That is, don’t call hooks inside loops, conditions, or nested functions. Second, call hooks only from React function components, and not from regular JavaScript functions. There is just one other valid place to call hooks, and that is your own custom hook as we saw in the custom hook section. Basically, follow these two rules and everything will work as expected for you. **END**

**By: Janhavi Dahihande**

The author is a software engineer based in San Francisco. She is interested in learning and talking about new technologies, and likes contributing to open source. When not coding, she likes to attend book club events, travel, and try out new cuisines.

# How Contact Centres can Benefit from Artificial Intelligence

Classifying text and processing it for inference is very important in artificial intelligence based solutions. This article is about how artificial intelligence can be used in the contact centre and the benefits it brings.



**C**ontact centre automation creates hassle-free customer support and helpdesk management. The application of artificial intelligence (AI) in a contact centre is still new and evolving. However, it can reduce operational costs, personalise the customer experience, increase agent efficiency, and provide more actionable analysis in the following ways.

**Chatbots:** Chatbots may be the most visible use of artificial intelligence (AI) in the customer service process. When customers choose to chat online with a business, chatbots greet them,

collect some background information, and try to solve their issues. AI chatbots are good at solving very simple problems, but the more complicated issues still need an agent's touch. The AI chatbot will pass along the information it collected to make the transition as seamless as possible and to boost agent efficiency.

**More intelligent routing:** AI makes the routing of the ACD (automatic call distributor) even smarter. Now contact centres can route enquiries based on additional criteria, such as customer personality and information gleaned from previous contacts. Matching a

customer with the right agent at the right time can do a lot to improve the customer experience.

**Insightful analysis:** AI can also elevate analysis and provide business leaders with information they can act upon. For example, using AI powered analysis, businesses can analyse customer behaviour, identify ones who are at risk of churning, and reach out to them with a compelling, personalised offer.

AI can bring down costs in the contact centre due to increased self-service. It also helps to improve the customer experience, as customers can

communicate using their channel of choice any hour of the day or night.

However, organisations must realise that the role of a contact centre agent will become more challenging with the introduction of AI. Automation remains most effective with interactions that involve simpler tasks and that do not pull in a lot of different pieces. Here, the human touch is not that critical, and AI can provide straightforward information to customers overnight, during holidays and other times when it can be costly to staff a contact centre. This means that agents will receive a larger percentage of calls that are more complicated and challenging.

When customers need information about a specific problem, recovery from a mistake or a more detailed solution that is too complicated for automation, there is a significant need for a human agent. Here, human interaction is necessary to help relieve frustrations and provide correct responses with the appropriate empathy and emotions (which, at times, is more difficult than just navigating a system).

## How AI can be used in a contact centre

**Use of AI to assist agents:** While an agent listens to a customer during a phone call, AI can run in parallel and do some of the heavy lifting of searching a knowledge base for answers while allowing the agent to focus on the customer interaction. Once the information is presented to the agents, they can review the results in real-time, decide what will work best in each situation, and communicate the response to the customer.

AI also works better if information is coming in from the customer via the written word and/or images in the form of an email or chat session. This removes accents, translations, and other questionable input so that automated processes can easily understand the data and then respond to those interactions. In either

case, once AI is providing accurate information in a consistent manner, the technology can interact directly with customers via a bot.

**Use of AI to run analytics in the background:** First, predictive contact routing analyses key pieces of information such as whether the caller is a high spender, what kind of products they buy, their sales history, projected future behaviour, and other key factors to route calls to the agent who has the best set of skills to successfully work with the customer.

Second, contact centres can use speech analytics technology to analyse recorded calls with customers (post-call analytics). After listening to a call, AI can identify when a voice inflection goes above a specific threshold level, and discover when and why customers get angry and potentially churn.

Speech analytics technology can also be used on a real-time basis to analyse the tone and inflections of a caller to indicate when they appear frustrated, show anger, and need intervention from a higher skilled agent/supervisor. This is a more expensive use of AI in contact centres, but can provide an opportunity to avoid a negative interaction, making customers happier and increasing company loyalty.

There will always be a percentage of calls that will be fully automated using a form of AI. If an automated system works well, customers may even reach out more frequently to get their answers quickly and easily. This will reduce the time spent waiting in a queue, eliminate the time involved for a human response, and drive down overall costs. However, on the flip side, agents will need to be better trained and require higher skills to deal with the more complicated and sensitive calls that can't be handled through automation, which will offset some of the savings.

Businesses with large budgets can test various AI processes to see what works and what doesn't. But smaller contact centres really need to look at

the time and costs involved before implementing any kind of AI system. To take this step, it is important to ensure that effective training and coaching, workforce management, and other technologies are already in place. Customer satisfaction should be a top priority.

A number of AI services for contact centres are available in the market. Let's take a look at some of the best ones.

## Amazon Connect

AWS provides Amazon Connect as a fully managed cloud solution for contact centre automation.

Contact center AI is integrated with DialogFlow, which uses natural language processing (NLP) for voice based heuristic search for customer queries. It also helps to do contextual routing to the required support service, based on the query typed by the end user. A dashboard and analytics are on offer for query related metrics on a day-to-day basis based on ticket status like 'active', 'closed', 'waiting', to name a few. It is a hybrid 'build once and deploy anywhere' solution, and can work on smart devices including Alexa and Siri enabled devices.

AWS Connect helps to build a scalable, resilient IVR solution without any worry about infrastructure, deployment models and integration with other services for a public cloud environment. It is an omni-channel cloud contact centre service with unified machine learning (ML) capabilities to manage the customer and contact centre client (agent) experience seamlessly. It makes setting up a contact centre and chatbots very easy. This can be done without much technical experience as Amazon takes care of most of the technical configuration based on your inputs.

If you don't have much experience in contact centre development, you can make use of the Contact Center Intelligence (CCI) support facility in Amazon, which can help in designing a strategy for the centre. You can choose

any AWS CCI partner for setting up the contact centre, and integrate it with other AWS native services like data analytics, ML based data processing and data storage, to name a few.

## Azure Cognitive Services

Microsoft's Azure Cognitive Services can help you realise partial or full automation of telephony based customer interactions, and provide accessibility across multiple channels. With its language and speech services, you can analyse call centre transcriptions, extract and redact personally identifiable information (PII), summarise the transcription, and detect the sentiments.

Azure Cognitive Services can be implemented in call and contact centres in various ways.

- **Virtual agents:** Conversational AI based telephony-integrated voice bots and voice-enabled chatbots.
- **Agent assistance:** Real-time transcription and analysis of a call to improve the customer experience by providing insights and suggesting actions to agents.
- **Post-call analytics:** Post-call analysis for creating insights into customer conversations to improve understanding and support continuous improvement of call handling.

## Google Contact Center AI

Google Cloud Platform (GCP) provides loads of AI based solutions, which are integrated with Google Contact Center AI services for virtual assistance. GCP's Contact Center AI is a hybrid solution suitable for on-premises private as well as the public cloud environment.

Some of its important components, which are now in general availability (GA), are listed below.

**Dialogflow CX:** This helps with handling complex customer queries and supplemental questions by looking for the required responses from a knowledge base. It supports human agents by providing the relevant details required to respond to a query. Dialogflow CX agents build on Google's natural language understanding (NLU) algorithms to handle these search capabilities.

**Agent Assistant:** This is built with AI assisted conversational services to prepare the recommended answer choices for human agents to choose from, for replying to customer queries. It uses a centralised knowledge base to prepare ready-to-use responses. It transcribes live calls in different languages and helps train AI models to analyse frequently asked questions, answer patterns and customer groups based on interest.

**CCAI Insights:** These services include text-to-speech and speech-to-text conversion, sentiment analysis, ranking of responses, integrated IVR services, and natural language processing capabilities to provide unified customer support powered by Google Cloud AI services.

## Contact centre AI: The trends

Contact centres are undergoing a massive transformation. During the Covid-19 pandemic, call volumes increased but the number of customer service agents on duty fell. Calls increased by nearly 300 per cent during the first few months of the pandemic, resulting in longer hold times and more escalations to human agents or other support representatives.

With about 90 per cent of contact centres migrating to remote and

hybrid workplace models since the beginning of the pandemic, companies are investing in new technologies that allow them to provide high quality and personalised customer service experiences.

In response to the changing landscape, many companies are turning to AI to power customer service operations. Listed below are six trends with respect to the use of AI in contact centres that promise to transform customer service and experience.

**Alleviation of shortages in staff:** Labour shortages were a side effect of the pandemic, and many industries found it difficult to manage high call volumes with low volumes of agents. Many businesses are turning to AI to account for the gaps within their workforces.

AI is helping to fill skills shortages of the existing workforce through career transition support tools. It is also helping employees do their jobs better and faster using digital assistants and in-house AI-driven training programmes.

**Understanding the nuances of human conversations:** AI solutions that are perceptive to caller intent, language, and sentiment are vital. Contact centre AI helps to understand the nuances of human conversation because it can pick up on the tone of voice, inflection, etc, to detect mood and modify behaviour accordingly. Understanding voice nuances and serving customers on that basis improves the overall experience.

**Self-service:** Self-service helps to deliver customer support quickly and efficiently since customers don't have to wait for a human agent. Companies continue to provide human backup, but prioritise AI support for their contact centres. One way businesses can use AI to deliver round-the-clock support is through chatbots and interactive voice response (IVR) systems.

Chatbots automate a personalised experience, connect meaningfully with

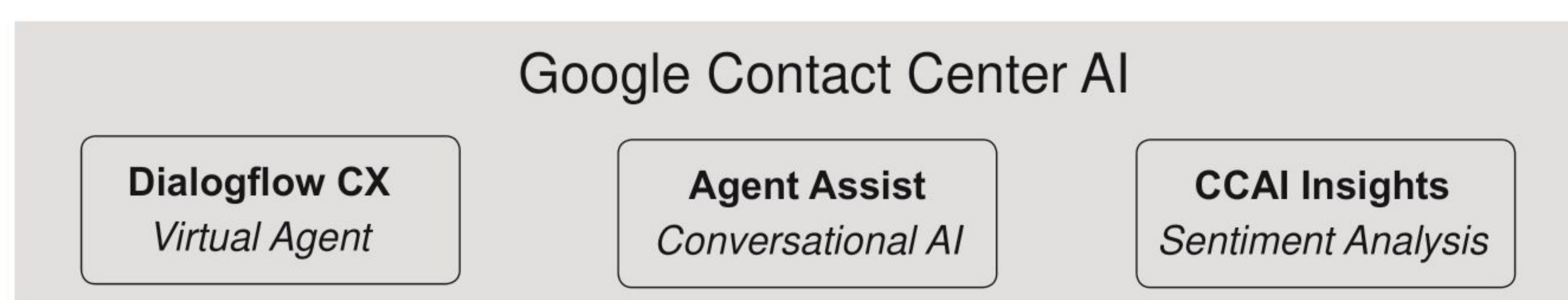


Figure 1: Google Contact Center AI

## Amazon Transcribe Medical

In a crisis like Covid-19, remote medical consultation is a real need. Amazon Transcribe Medical is a machine learning based service, which can convert audio instructions given by doctors into text, and can interpret the technical medical terms used in the audio. It uses machine learning based automatic speech recognition (ASR) to capture the conversation between the doctor and the patient for making an electronic medical/health record (EHR). This helps doctors to attend to patients quickly.

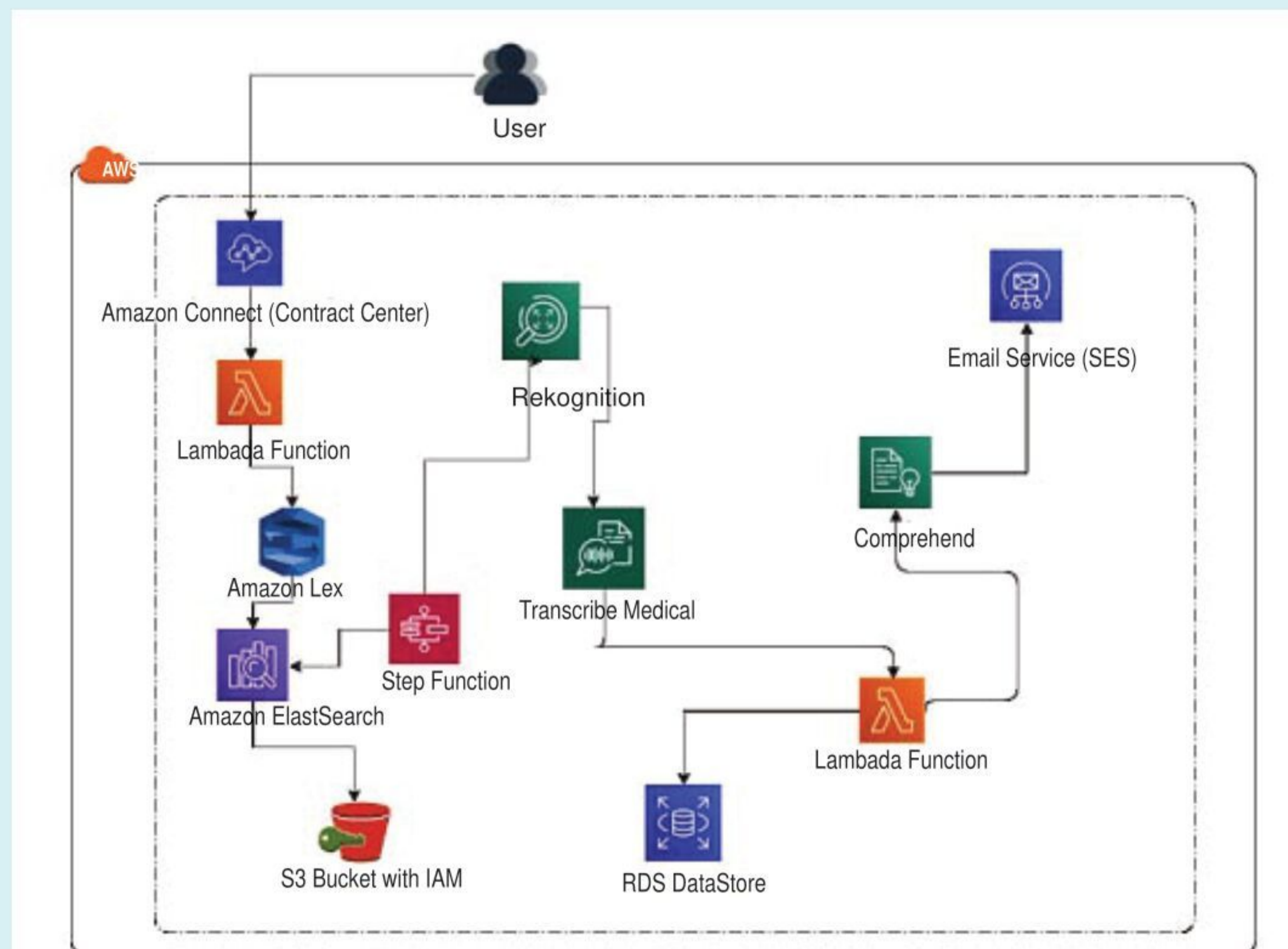


Figure 2: Architecture of Amazon Transcribe Medical based contact centre

As can be seen in Figure 2, a user connects to Amazon Connect for interactive chats, which is a virtual assistant service that works with a given knowledge base for answering queries (e.g., the remedy for a dry eye problem). Lex (chatbot service) is used to fetch the follow-up questions that the user is asked. This is done through a Lambda function invocation, which searches the knowledge base. If the required response is not found, it moves into the next level of search through Rekognition, which helps identify the face of the user, and connects him or her to their preferred doctor's advice. The advice for various medical problems is stored as an audio file and can be searched through Transcribe Medical service to get the solution for the given query. This is then given to Comprehend to convert as a response to the user in Amazon Connect or through email.

customers and deliver engaging content. IVRs are like 'virtual receptionists'. Callers interact with them through a series of menus, which direct them to the most appropriate help for their needs.

**24/7 customer service:** Contact centre AI enables customer service during every hour of the day, as it does not need to sleep or take breaks.

Companies can strategise staff shifts for 24/7 service, taking the weight off of individuals expected to be on call at all hours of the night. Utilising AI for 24-hour contact service helps companies to allow fewer irregular work hours for employees, while making sure customers receive help whenever they need.

**Enabling cost-effective pricing:** Like any investment in new technology, businesses are wary of contact centre AI pricing too. However, research shows that investing in quality AI for contact centres will save businesses money and increase the quality of service provided over time. Contact centre AI also helps generate revenue by allowing allocation of employee hours to other key business functions.

**The competitive advantage:** Since customers like to solve issues at any time and on their own, the quality of a contact centre's AI self-service adds hugely to the value of a contact centre team.

Contact centre AI is intuitive and accurate, and helps businesses

deliver experiences that meet customers' demands. Contact centre AI technology also helps mitigate stressors like long hold times and repetitive questions. Businesses that use AI for their contact centre achieve higher year-on-year revenue and profit margins. **END** 🐧

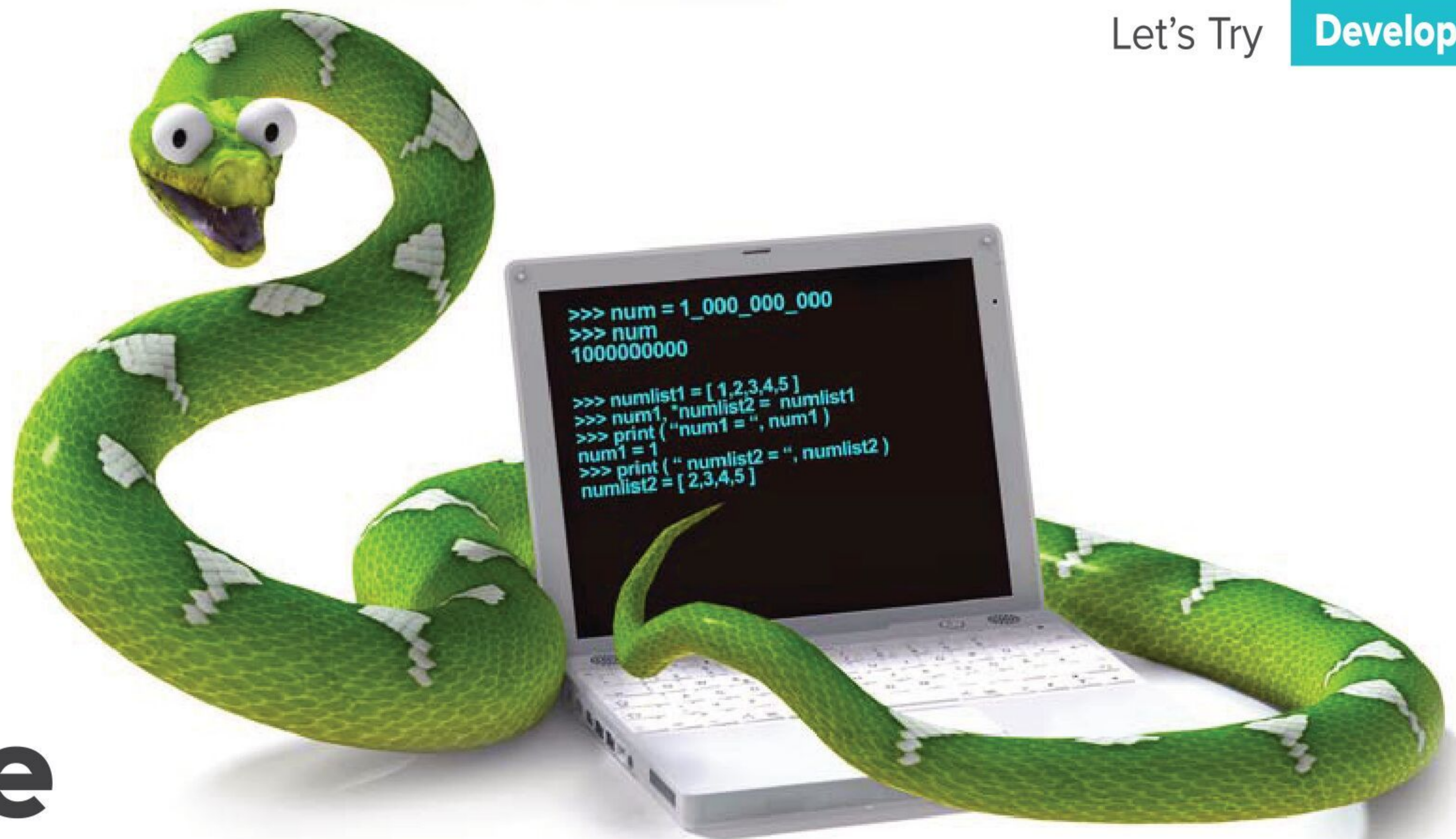
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**Dr Anand Nayyar** is a PhD in wireless sensor networks and swarms intelligence. He works at Duy Tan University, Vietnam, and loves to explore open source technologies, IoT, cloud computing, deep learning and cyber security.

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# Twelve

## Python Tips for Beginners

In a previous article published in the March 2021 edition of *Open Source For You* ('Python: A Few Useful Tips for Beginners'), the author of this article had written some simple but useful tips for those beginning to learn the Python language. He has now compiled twelve more tips that are interesting and useful for Python programmers. These tips will help write concise and easy-to-read code.

As per both the TIOBE index and the PYPL (Popularity of Programming Language) site, as on September 2022, Python is the most popular programming language and has retained its popularity for almost three years now. This is because of its ease of programming and the availability of a very large number of libraries covering a large number of areas, right from business and finance to scientific computing and AI. It is also easy to learn compared to other languages like C/C++ and Java.

So let's begin with the Python tips that will help you write concise code easily.

### Use of underscore to separate digits of long numbers

It is difficult to count the number of digits if a number, be it an integer or floating-point number, is very long. Python allows the use of underscores (\_) as visual separators for grouping digits to make it easier to read the number. Hence, the number 1000000000 can be written as 1\_000\_000\_000.

```
>>> num = 1_000_000_000
>>> num
1000000000
```

### List unpacking and partial assignment

If we need to assign some of the elements of a list to

particular variables and the remaining values to some other variable, the '\*' notation for unpacking can be used in Python.

```
>>> numlist1 = [ 1,2,3,4,5 ]
>>> num1, *numlist2 = numlist1
>>> print ( "num1 = ", num1 )
num1 = 1
>>> print ( " numlist2 = ", numlist2 )
numlist2 = [ 2,3,4,5 ]
```

Unpacking is used in the assignment statement below to assign values from the list to three variables simultaneously, and the '\*' is used to assign all the remaining values.

```
>>> numlist1 = [ 1,2,3,4,5 ]
>>> num1, *numlist2, num3 = numlist1
>>> print ("num1 = ", num1)
num1 = 1
>>> print ( "numlist2 = ", numlist2 )
numlist2 = [ 2, 3, 4 ]
>>> print ( "num3 = ", num3 )
num3 = 5
```

### Use of underscore in unpacking

The underscore (\_) can also be used to ignore specific values while unpacking. The value that has to be ignored is assigned

to underscore (`_`).

```
>>> num1, _, num2 = [ 1,2,3 ]
>>> print ( num1 )
1
>>> print ( num2 )
3
```

The `*` symbol is used as a prefix to underscore (`_`) to unpack multiple values and assign them to a list.

```
>>> num1, *_ , numlist2 = [ 1,2,3,4,5,6 ]
>>> print ( num1 )
1
>>> print ( numlist2 )
6
```

### Getting a password from a user

An easy way to get a password as input from the user is to use the `getpass` function defined in the `getpass` module. The function displays a prompt and then prevents echo on the display when the user types the password.

```
!pip install getpass
```

```
from getpass import getpass
uname = input ( "Username: " )
password = getpass ( " Password: " )
```

### List comprehension

List comprehension offers an easy way to create a new list in a single line, compared to the traditional methods. An example is given below. If we want to create a new list using the `for` loop, the code will be as follows:

```
#create a list containing the cube of the first 9 integers
>>> cubelist = [ ]
>>> for i in range ( 1,10 ):
>>>     cubelist.append ( i * i * I )
>>> print ( cubelist )
[ 1, 8, 27, 64, 125, 216, 343, 512, 729 ]
```

The same can be written using list comprehension in the following way in a single line of code:

```
>>> cubelist = [ i * i * i for i in range (1,10) ]
>>> print ( cubelist )
```

You can even use it for conditional logic and filtering.

```
>>> numlist1 = [ 35, 49, 45, 75, 90, 15, 65, 63, 84, 54 ]
>>> #create a new list whose elements are divisible by 7
```

```
>>> numlist2 = [ i for i in numlist1 if i % 7 == 0 ]
>>> print ( numlist2 )
[ 35, 49, 63, 84 ]
```

### zip() function

The `zip()` function is an inbuilt function in Python that takes two or more iterable contents passed as arguments like list, dictionary, string or even iterables that are user defined, and combines them to create a single tuple, an iterator object. The `zip` function combines the elements with the same index in pairs (or more if the number of iterators is more) in a tuple. The first item of each argument iterator is combined, then the second is combined, and so on, until the length of the shorter iterable is covered, by default, to create a tuple object. Given below is a simple example:

```
>>> names = [ "Ganesh","Siva Sundar","Gunasekhar","Santosh" ]
>>> marks = [ 90, 88, 75, 72 ]
>>> marklist = tuple ( zip ( names, marks ) )
>>> print ( marklist )
(('Ganesh', 90), ('Siva Sundar', 88), ('Gunasekhar', 75), ('Santosh', 72))
```

The `zip` function is extremely powerful as it can take iterators like strings and dictionaries as arguments. It can also take more than two iterables as arguments, and the iterables can be of varying lengths. It even gives options for iterating all the elements of the longer tuple if the iterable arguments are not of the same length.

### Combining two lists into a dictionary

We can combine two lists and create a dictionary by using the `zip` function.

```
>>> names = [ "Ganesh", "Siva Sundar", "Gunasekhar", "Santosh" ]
>>> marks = [ 90, 88, 75, 72 ]
>>> marklist = dict ( zip ( names, marks ) )
>>> print ( marklist )
{'Ganesh': 90, 'Siva Sundar': 88, 'Gunasekhar': 75, 'Santosh': 72}
```

### The `pass` keyword

The `pass` keyword can be used as a placeholder for incomplete code. This keyword is a statement by itself and results in NOP (no operations) as it is discarded during the byte-compile phase and nothing is executed. It is useful for code that you want to add later. Two examples are given below.

*Example 1:*

```
def passDemo ():
```

```
pass
passDemo ()
```

Example 2:

```
marks = 80
if marks >= 75:
    pass
```

## Counter function in *collections* module

The *collections* module of Python has different types of containers. *Counter*, one of the containers in the *collections* module, is a *dict* subclass that provides an efficient way to count objects. The *keys* component of the dictionary stores the object, whose occurrence has to be counted, and the *values* component of the dictionary holds the object's count, that is, its frequency. *Counter* takes an iterable list as an argument and returns a *dict* object containing each distinct item in the iterable list and its frequency as a key-value pair. For example:

```
>>> from collections import Counter
>>> alphabets = [ 'a', 'b', 'c', 'd', 'b', 'a', 'b', 'c',
' a', 'b', 'c' ]
>>> num_alphabets = Counter ( alphabets )
>>> print ( num_alphabets )
Counter({'b': 4, 'a': 3, 'c': 3, 'd': 1})
```

Notice that the key-value pairs are ordered as per the descending order of the count of the occurrences in the iterable. The *Counter* can also be used to merge two dictionaries. The keys are preserved and the values of matching keys are added. For example:

```
>>> from collections import Counter
>>> marks1 = { 'Ganesh': 90, 'Siva Sundar': 88, 'Gunasekhar':
75, 'Santosh': 72 }
>>> marks2 = { 'Ganesh': 90, 'Siva Sundar': 88, 'Gunasekhar':
75, 'Santosh': 72, 'Shashank':78 }
>>> finalmarks = Counter( marks1 ) + Counter ( marks2 )
>>> print ( finalmarks )
Counter({'Ganesh': 180, 'Siva Sundar': 176, 'Gunasekhar':
150, 'Santosh': 144, 'Shashank': 78})
```

## Expression evaluation using the *eval* function

The built-in *eval* function accepts a string as an argument. If the string is an expression, then the expression is evaluated. This is useful for evaluating any Python expression that comes as an input dynamically. For example:

```
>>> x = 7
```

```
>>> y= 45
>>> eval('x * y')
315
```

```
>>> eval ('2 ** 8')
256
```

```
>>> z = eval('x * y + 4')
>>> print (z)
319
```

## Factorial


Factorial of a non-negative integer 'n' is the product of all positive integers less than or equal to 'n', but greater than or equal to 1. The math module of Python has a function named *factorial* to compute the factorial of an integer passed as an argument to the function.

```
>>> import math
>>> num = 9
>>> fact = math.factorial ( num )
>>> print ( fact )
362880
```

## Playing sound notifications in Python

If you need to notify the user of the sound of some event, you can use the *chime* module to generate the standard sounds.

```
import chime
chime.info ()
chime.success ()
chime.error ()
chime.warning ()
```

The above tips will help programmers code faster, create more efficient and concise code, and will increase their productivity. The use of powerful features like *zip*, *Counter* and list comprehension makes the code concise and easy to understand. Happy Pythoning! 

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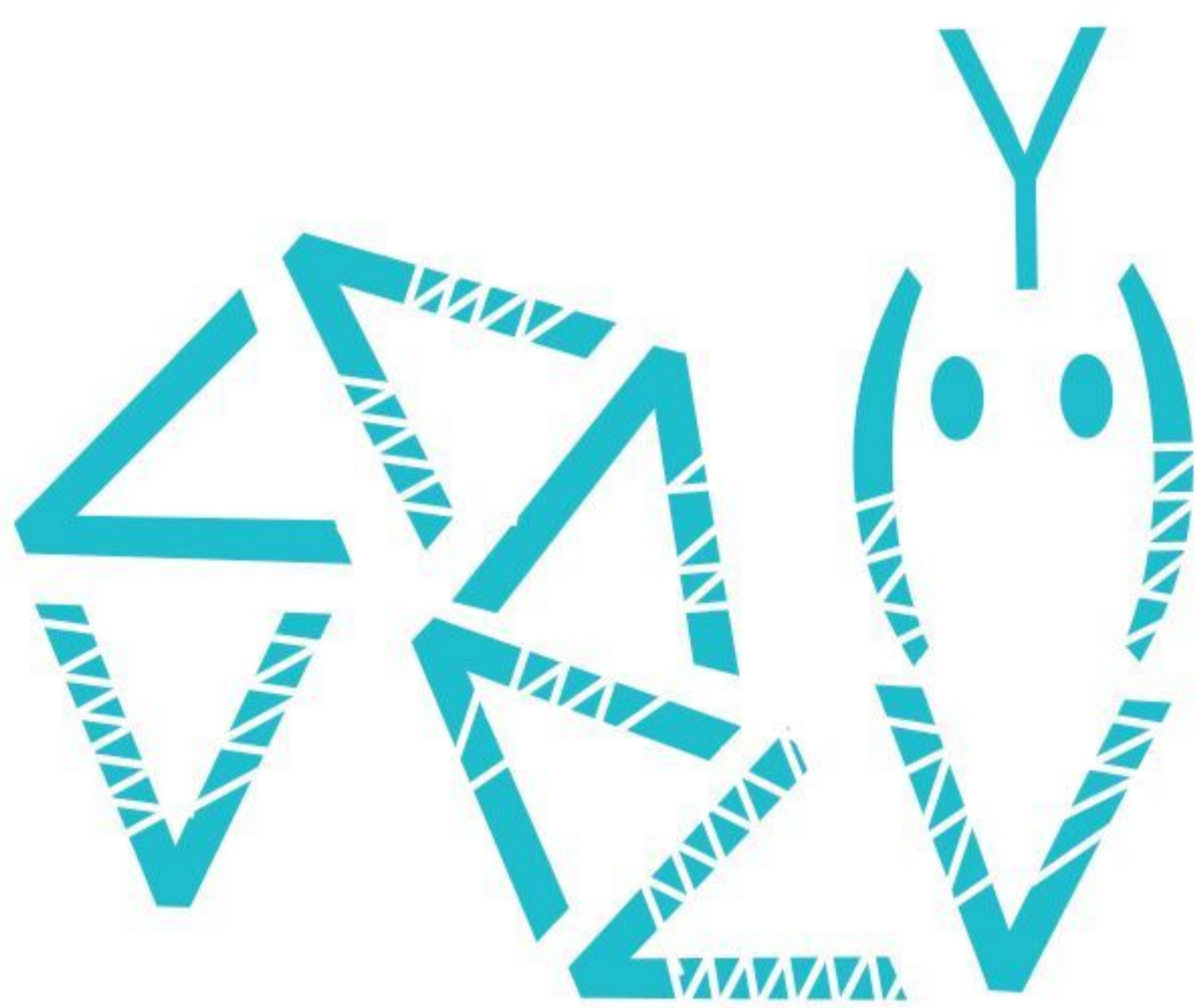
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# AI: Anaconda and More on Probability

In the previous article in this series on AI and machine learning, we began by exploring the intricacies of using TensorFlow, a very powerful library used for developing AI and machine learning applications. Then, we discussed probability and paved the way for many of our future discussions. In this article, the fifth in the series, we will continue exploring concepts in probability and statistics.



To begin with, let us first install Anaconda, a distribution of Python for scientific computing especially useful for developing AI, machine learning and data science based applications. Later, we will also introduce a Python library called Theano in the context of probability theory. But before doing that, let us discuss the future of AI a little bit.

While going through the earlier articles in this series for evaluation and course correction, I wondered whether my tone was a bit sceptical at times while discussing the future of AI. By being brutally honest about some of the topics we discussed, I may have inadvertently demotivated a tiny fraction of the readers and potential practitioners of AI. This made me research the financial aspects of AI and machine learning. I wanted to identify the kind of companies involved in the AI market. Are the bigwigs heavily involved or are there just some startups trying to move away from the pack? Another important question was: how much money will be pumped into the

AI market by these companies in the near future? Is it going to be just a couple of million, or a few billion or maybe even a few trillion?

For the predictions and data stated here, I depended on articles published in respected newspapers in the recent past rather than on scholarly articles which I couldn't grasp well to understand the complex dynamics behind the development of an AI based economy. An article published by *Forbes* in had 2020 predicted that companies would spend 50 billion dollars on AI in financial year 2020. Well, that is a really huge investment, even if we acknowledge that the American billion ( $10^9$ ) is just one-thousandth of the British billion ( $10^{12}$ ). An article published in *Fortune*, another American business magazine, reported that venture capitalists are shifting some of their focus from artificial intelligence to newer and trendier fields like Web3 and decentralised finance (DeFi). But *The Wall Street Journal* (an American business-focused newspaper) in 2022 confidently predicted that, 'Big Tech Is Spending Billions on AI Research. Investors Should Keep an Eye Out'.

What about the Indian scenario? *Business Standard* reported in 2022 that 87 per cent of the Indian companies will hike their AI expenditure by 10 per cent in the next three years. So, overall, it looks like the future of AI is very safe and bright. But which are the top companies investing in AI? As expected, all the

giants like Amazon, Meta (Facebook), Alphabet (Google), Microsoft, IBM, etc, are doing so. But, surprisingly, companies like Shell, Johnson & Johnson, Unilever, Walmart, etc, whose primary focus is neither computing nor information technology, are also in the list of big companies heavily investing in AI. And yes! Amazon is a tech company and not an e-commerce company.

So it is clear that many of the giant companies in the world believe that AI is going to play a prominent role in the near future. But what changes and new trends are these leaders expecting in the future? Again, to find some answers, I depended on news articles and interviews, rather than on scholarly articles. The terms frequently mentioned in context with future trends in AI include responsible AI, quantum AI, IoT with AI, AI and ethics, automated machine learning, etc. I believe these are vast topics and we will discuss some of these terms (except AI and ethics, which we already discussed in the last article) in detail, in the coming articles in this series.

## An introduction to Anaconda

Let us now move to discussing the necessary tech for AI. From this article onwards, we will start using Anaconda whenever necessary. Anaconda is a distribution of the Python and R programming languages for scientific computing. It helps a lot by simplifying package management.

Now, let us install Anaconda. First, go to the web page <https://www.anaconda.com/products/distribution#linux> and download the latest version of the Anaconda distribution installer. Open a terminal in the directory to which the distribution installer is downloaded. As of writing this article (October 2022), the latest Anaconda distribution installer for systems with 64-bit processors is `Anaconda3-2022.05-Linux-x86_64.sh`. In order to check the integrity of the installer, run the following command on the terminal:

```
shasum -a 256 Anaconda3-2022.05-Linux-x86_64.sh
```

If you have downloaded a different version of the installer, then use the name of that version after the command

`'shasum -a 256'`. You will see a hash value displayed on the terminal, followed by the name of the installer. In my case, the line displayed was:

```
a7c0afe862f6ea19a 596801fc138bde0463
abcbce1b753e8d5c474b506a2db2d
Anaconda3-2022.05-Linux-x86_64.sh
```

Now, go to the web page <https://docs.anaconda.com/anaconda/install/hashe> and go to the hash value of the corresponding version of the installer you have downloaded. Make sure that you continue with the installation of Anaconda only if the hash value displayed on the terminal and the hash value given in the web page are exactly the same. If the hash values do not match, then the installer downloaded is corrupted. In this case, restart the installation process once again. Now,

if the hash values match, execute the following command on the terminal to begin the installation:

```
bash Anaconda3-2022.05-Linux-x86_64.sh
```

But in case you have downloaded a different installer, then use the appropriate name after the command `bash`. Now, press *Enter*, scroll down to go through the agreement and accept it. Finally, type `'yes'` to start the installation. Whenever a prompt appears, stick to the default option provided by Anaconda (unless you have a very good reason not to do so). Now, the Anaconda installation is finished.

Anaconda installation by default also installs Conda, a package manager and environment management system. Wikipedia says that the Anaconda

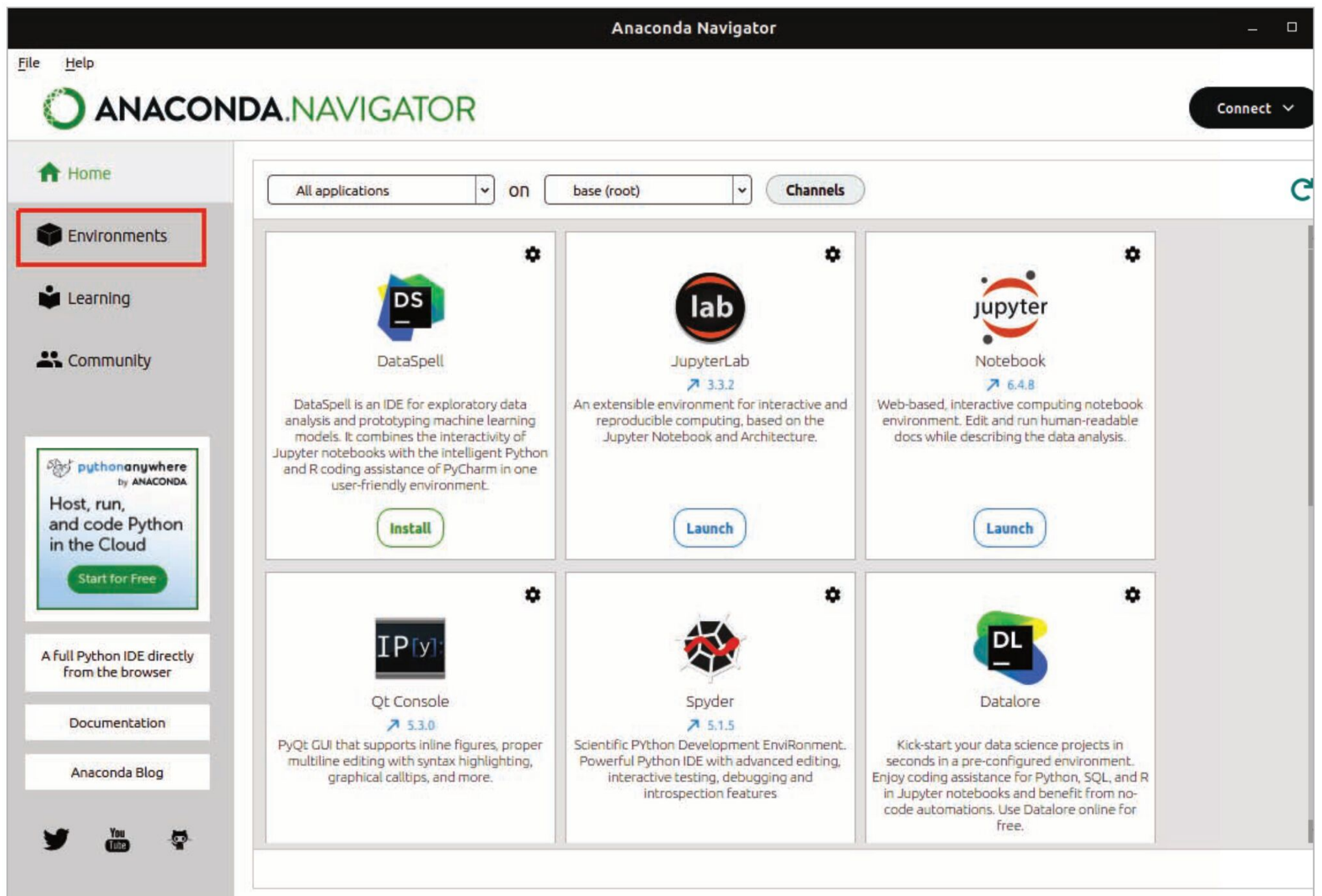


Figure 1: Anaconda Navigator

distribution comes with over 250 packages automatically installed, with the option of installing over 7500 additional open source packages. The most important thing to remember is that whatever package or library you have installed by using Anaconda can be used in your Jupyter Notebook also. Whatever updation is required by other packages or libraries during the installation of a new package will be automatically handled by Anaconda carefully, without bothering you in the least.

So, finally, we have reached a place in our journey where we no longer need to worry about installing the new packages and libraries necessary to continue our quest for developing AI and machine learning based applications. Notice that Anaconda only has a command-line interface (CLI). Are we in trouble? No! Our installation also gives us Anaconda Navigator, a graphical user interface (GUI) for Anaconda. Execute the command ‘*anaconda-navigator*’ on the terminal to run Anaconda Navigator (Figure 1). Soon, we will see an example of its power.

### Introduction to Theano

Now, let us try to work with Theano, a Python library and optimising compiler for evaluating mathematical expressions. The installation of Theano is very easy since we have Anaconda Navigator. First, open Anaconda Navigator. On the top right corner you will see the button *Environments* (marked with a red box in Figure 1). Press that button. You will go to a window showing the list of all currently installed packages. From the drop-down list on top, choose the option *Not installed*. Scroll down, find the option *Theano*, and click on the checkbox on the left. Now press the green button named *Apply* at the bottom right corner of the window. Anaconda will find out all the dependencies for installing Theano and show them in a pop-up menu. Figure 2 shows the pop-up menu I got during the installation of Theano in my system. You can see that in addition to Theano, one more new package is installed and eight other packages are modified. Imagine how difficult this would have been if I was trying to

manually install Theano. But with the help of Anaconda, all we need to do is press the button *Apply* on the bottom right corner of this pop-up menu. After a while, the installation of Theano will be completed smoothly. Now, we are ready to use Theano in our Jupyter Notebooks.

We are already familiar with the Python library called *SymPy* used for symbolic calculation but Theano takes it to the next level. Let us see a simple example to understand the power of Theano. Consider the code shown in Figure 3. First, let us try to understand the code. Line 1 of the code imports Theano. Line 2 imports *tensor* and names it *T*. We have already encountered tensors when we discussed TensorFlow. Mathematically, tensors can be treated as multi-dimensional arrays. *Tensor* is one of the key data structures used in Theano and can be used to store and manipulate scalars (numbers), vectors (1-dimensional arrays), matrices (2-dimensional arrays), tensors (multi-dimensional arrays), etc. In Line 3, a Theano function called *function( )* is imported. Line 4 imports a Theano function called *pp( )*, which is used for pretty-printing (printing in a format appealing to humans). Line 5 creates a symbolic scalar variable of type double called *x*. It is a bit tricky to understand these sorts of symbolic variables. Think of it as a 0-sized double variable with no value or storage associated. Similarly, Line 6 creates another symbolic scalar variable called *y*. Line 7 acts like a function in a sense. This line tells the Python interpreter something like the following, ‘if and when symbolic scalar variables *x* and *y* get some values, add those values and store inside me’.

To further illustrate symbolic operations at this point, let us try to understand Line 8. From Figure 3, it is clear that the output of this line of code is  $(x+y)$ . So, it is clear that actual addition of two numbers is yet to take place. Lines 9 to 11 similarly define symbolic subtraction, multiplication,

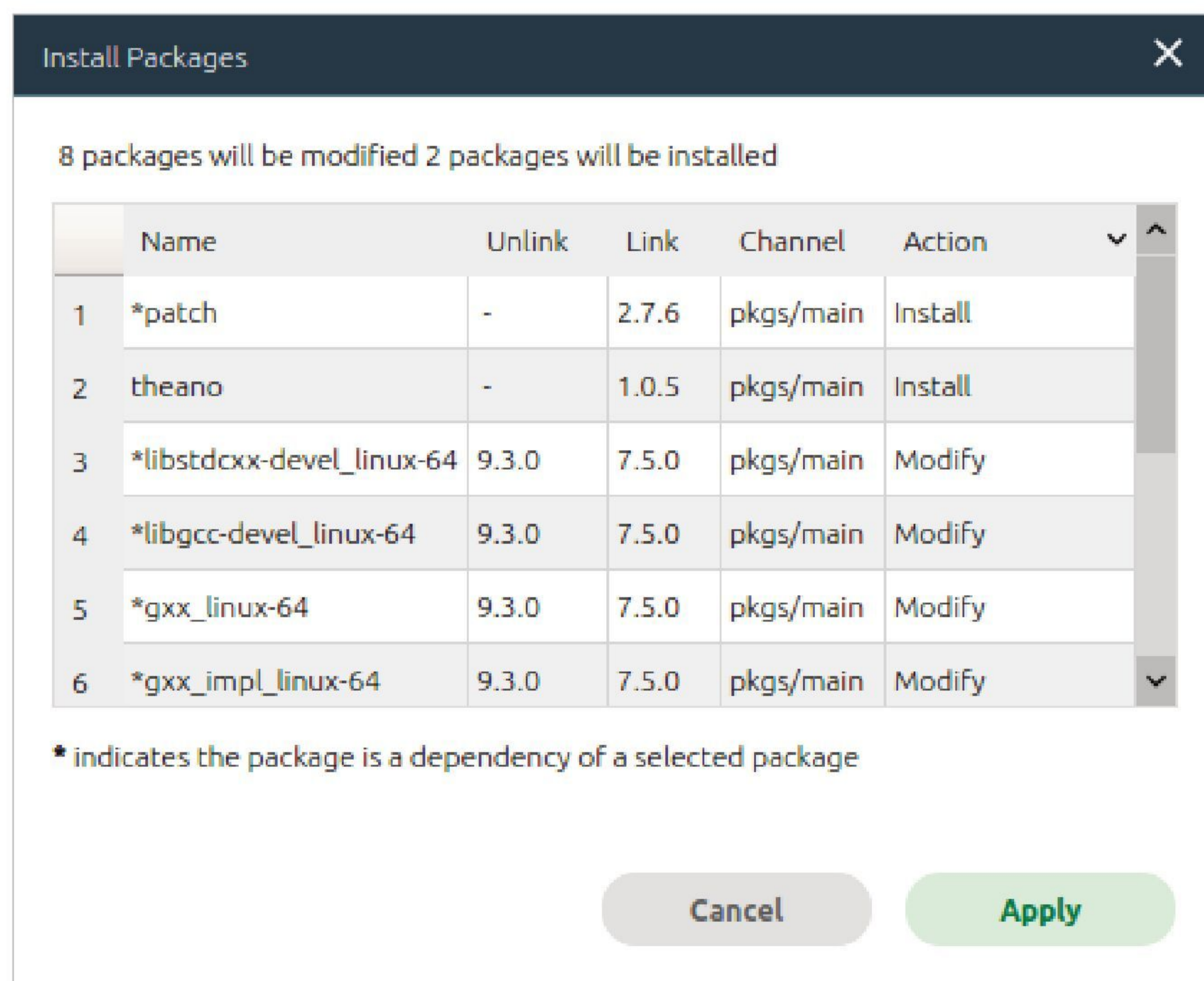


Figure 2: Installation of Theano

and division, respectively. If you want further clarity, use the function `pp()` to find the values of  $b$ ,  $c$ , and  $d$ . Line 12 is very critical. It defines a function named  $f()$  using the function `function()` of Theano. The function `function()` takes two parameters. Parameter 1 is the data to be operated upon and parameter 2 is the function to be applied on the data given as parameter 1. Here, the data is the two symbolic scalar variables  $x$  and  $y$ . The function is given by  $[a \ b \ c \ d]$  which represents symbolic addition, subtraction, multiplication, and division, respectively. Finally, in Line 13, the function  $f()$  is provided with actual values rather than symbolic ones. The output of this operation is also shown in Figure 3. It is very easy to verify that the output shown is correct.

Now, let us see how matrices can be created and manipulated using Theano. Consider the code shown in Figure 4. It is important to note that the first three lines of code shown in Figure 3 should be added here also, if you are writing this program independent of the programs we have discussed so far. Now, let us try to understand the code. Line 1 of the code creates two symbolic matrices  $x$  and  $y$ . Think of  $x$  and  $y$  as two 0-dimensional arrays. But this time these matrices are of type integer unlike the last time where the data type was double. Further, this time a plural constructor (`imatrices`) is used so that more than one matrix can be constructed at the same time. Lines 3 to 5 perform symbolic addition, subtraction, and multiplication, respectively, on symbolic matrices  $x$  and  $y$ . Here again you can use `print(pp(a))`, `print(pp(b))`, and `print(pp(c))` to better understand the symbolic nature of the operations being performed. If you add these lines of code, you will get  $(x+y)$ ,  $(x-y)$ , and  $(x \cdot y)$ , respectively, as output. Line 5 generates a function  $f()$  which takes two parameters as before. Again, parameter 1 is the data to be operated upon and parameter 2

```
1 import theano
2 import theano.tensor as T
3 from theano import function
4 from theano import pp
5 x = T.dscalar('x')
6 y = T.dscalar('y')
7 a = x + y
8 print(pp(a))
9 b = x - y
10 c = x * y
11 d = x / y
12 f = function([x, y], [a, b, c, d])
13 f(333, 222)
```

(x + y)  
[array(555.), array(111.), array(73926.), array(1.5)]

Figure 3: Our first code using Theano

```
1 x, y = T.imatrices('x', 'y')
2 a = x + y
3 b = x - y
4 c = x.dot(y)
5 f = function([x, y], [a, b, c])
6 f([[1, 2],[3, 4]], [[5, 6],[7, 8]])
```

[array([[ 6, 8],  
 [10, 12]], dtype=int32),  
 array([[ -4, -4],  
 [-4, -4]], dtype=int32),  
 array([[19, 22],  
 [43, 50]], dtype=int32)]

Figure 4: Manipulating matrices with Theano

```
1 import numpy as np
2 print(np.mean(C1), np.std(C1))
3 print(np.mean(C2), np.std(C2))
```

21.0 1.0  
21.666666666666668 11.813363431112899

Figure 5: Arithmetic mean and standard deviation

is the function to be applied on the data given as parameter 1. But this time, the data is the two symbolic matrices  $x$  and  $y$ . The function is given by  $[a \ b \ c]$  which represents symbolic addition, subtraction, and multiplication, respectively. Finally, in Line 6, the function  $f()$  is provided with actual values rather than symbolic ones. The two matrices given as input to  $f()$  are  $[[1, 2], [3, 4]]$  and  $[[5, 6], [7, 8]]$ . The output of this operation is also shown in Figure 4. It is very easy to verify that the three output matrices shown are correct. Notice that, in addition to scalars and matrices (for both of which we saw examples now), `tensor` also offers constructors like vector, row, column, different types of tensors, etc. Let us stop discussing Theano for now and revisit it while discussing advanced topics in probability and statistics.

## Baby steps with probability

Now, let us continue discussing probability and statistics. I had suggested in the last article (while introducing probability) that you carefully go through three Wikipedia articles, and with that assumption of familiarity I tried to motivate you by discussing the Normal distribution. However, we must revisit some of the basic notions of probability and statistics before we start developing AI and machine learning based applications. I hope all of you have heard about arithmetic mean and standard deviation (SD). Arithmetic mean can be thought of as the average of a set of values. SD can be thought of as the variation or dispersion of a set of values. If the SD value is low then the elements in the set tend to be closer to the mean. On the contrary, if the SD value is high then the elements of the set are spread out over a wider range.

But how can we calculate arithmetic mean and SD using Python? There is a module called `statistics` available with Python which can be used to find mean and standard deviation. However, experts are of the opinion that this module is very slow and hence we choose `NumPy`. Now, consider the code shown in Figure 5.

The code prints the mean and standard deviation of two lists  $C1$  and  $C2$  (whose values are hidden from you for the time being because of obvious reasons). What interpretations can you make from these values? Nothing! They are just numbers for you right now. But what if I tell you the lists contain the marks of six students, studying in 10<sup>th</sup> standard in school A and school B, for an exam in mathematics (the exam is out of 50 with a pass mark of 20). The mean value tells us that students from both the schools have relatively poor average marks with

school B slightly outperforming school A. But what does the standard deviation value tell us? To further your understanding, I will give you the two lists, 'C1 = [20, 22, 20, 22, 22, 20]' and 'C2 = [18, 16, 17, 16, 15, 48]'. Though hidden by the mean, the large standard deviation value of 11.813363431112899 clearly captures the mass failure in school B. This example clearly tells us that we need more complicated parameters to understand the complex nature of the problems we deal with. Probability and statistics will come to our rescue here by providing more and more complex models which can imitate complex and chaotic data.

Random number generation is an essential part of probability. But, in practice, only pseudorandom number generation (a sequence of numbers whose properties approximate the properties of sequences of random numbers) is possible. Now, let us see a few functions that will help us generate pseudorandom numbers. Consider the code shown in Figure 6. First, let us try to understand the code. Line 1 imports the random package of Python. In Line 2, the function `random.random()` generates random numbers. This line of code, '`new_list = [random.random() for i in range(2)]`', uses a technique called list comprehension to generate two random numbers and store them in the list named `new_list`. Line 3 prints this list as output. Notice that the two random numbers printed change with each iteration of the code, and the probability of getting the same numbers printed twice consecutively is theoretically zero. The single line of code in the second cell shown in Figure 6 uses the function `random.choice()`. This function makes an equally likely choice from all the choices given to it. In this case, the code fragment `random.choice(["Heads", "Tails"])` will make a choice between 'Heads' or 'Tails' with equal probability. Notice that this line of code also uses the technique called list comprehension so that three successive choices between 'Heads' or 'Tails' are made. Figure 6

```

1 import random
2 new_list = [random.random() for i in range(2)]
3 print(new_list)

[0.18869669339036488, 0.4894201070245773]

1 print([random.choice(["Heads", "Tails"]) for i in range(3)])

['Tails', 'Tails', 'Tails']

```

Figure 6: Pseudo random number generation

```

1 import random
2 n=1000
3 ct=0
4 for i in range(n):
5     if random.randint(1, 6) == 6:
6         ct=ct+1
7 print(ct/n)
8 print(1/6)

0.179
0.16666666666666666

```

Figure 7: Illustrating the law of large numbers


shows the output of this code, where the option 'Tails' is chosen for three consecutive times.

Now, let us try to illustrate a very popular theorem in probability, the law of large numbers (LLN), with a simple example. LLN states that the average of the results obtained from a large number of trials should be close to the expected value. Further, this average tends to come closer and closer to the expected value as more and more trials are performed. We all know that if a fair dice is thrown, the probability of getting the number 6 is 1/6. We now simulate this experiment with a simple Python code shown in Figure 7. Line 1 imports the `random` package of Python. Line 2 sets the number of trials to be performed. In this case, it is 1000. Line 3 initialises the counter `ct` to zero. Line 4 sets a loop, which iterates 1000 times in this case. Line 5 uses the function `random.randint(1, 6)`. In this case, the function generates an integer between 1 and 6 (inclusive of both 1 and 6) randomly. The `if` statement in Line 5 checks whether the number generated is equal to 6; if yes the control goes to Line 7 and increases the counter `ct` by 1.

After the loop is iterated a 1000 times, Line 8 will be executed. Line 8 prints the ratio between the number of occurrences of the number 6 and the total number of trials (1000).

Figure 7 also shows this number as 0.179 (slightly more than the expected value  $1/6 = 0.1666\dots$  which is also printed in the output). Not that close to the expected value, right? In Line 2, set the value of `n` as 10000. Run the code again and observe the new output printed. Most probably you will get a number which is a little bit closer to the expected value. Notice that this could also be a number less than the expected value. Increase the value of `n`, in Line 2, for a few more times. You will observe that the output is inching closer and closer to the expected value. Thus, with a simple code, we have illustrated LLN.

Though a simple statement, you will be amazed to know that the list of mathematicians who worked on a proof for LLN or tried to refine one include Cardano, Jacob Bernoulli, Daniel Bernoulli, Poisson, Chebyshev, Markov, Borel, Cantelli, Kolmogorov, Khinchin, etc. All of them are mathematical giants in their own field.

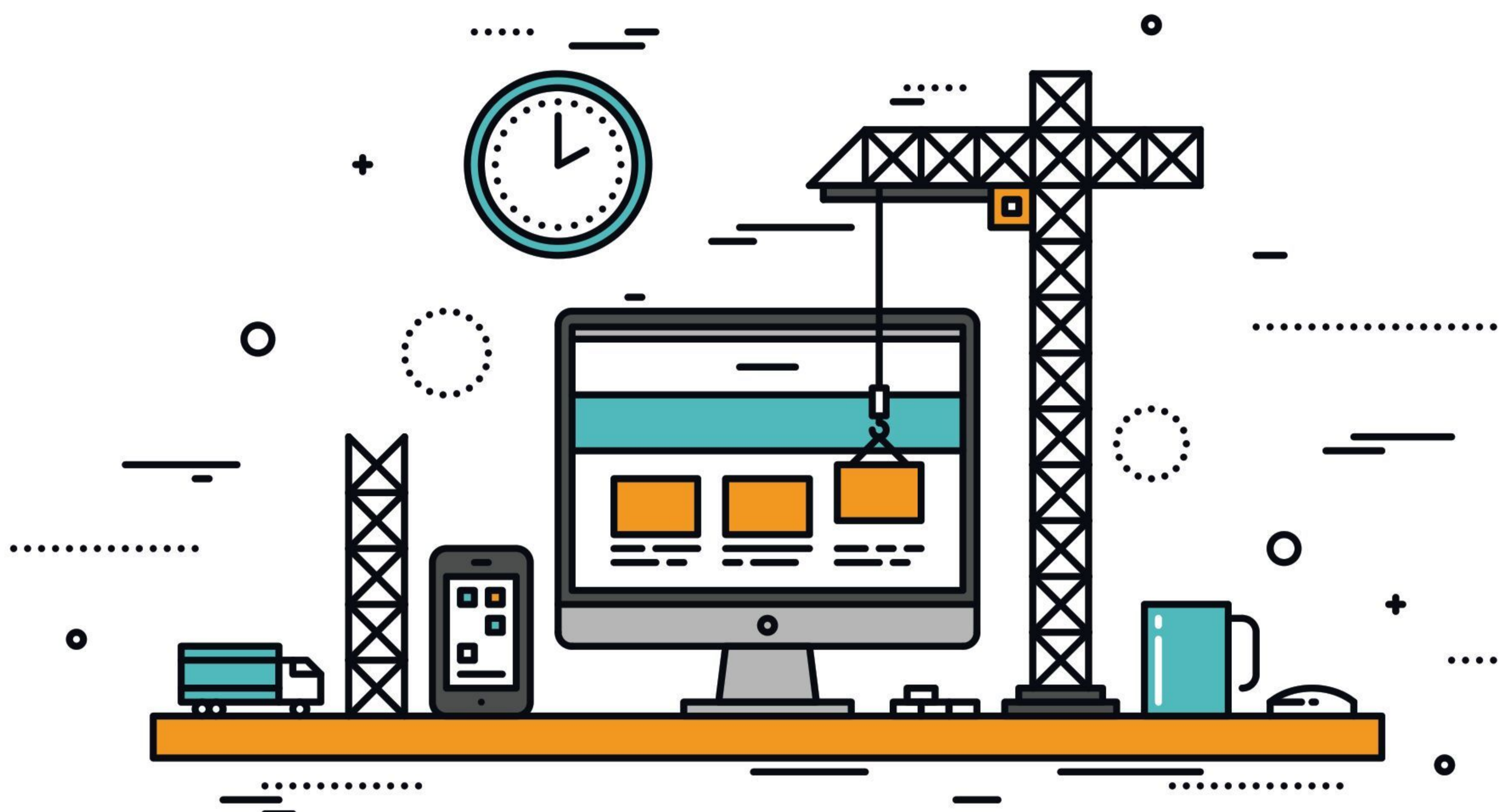
We are yet to cover topics in probability like random variables, probability distributions, etc, which are essential in developing AI and machine learning based applications. Our discussion of topics in probability and statistics is still in the early stages and we will try to strengthen our knowledge of these subjects in the next article also. At the same time, we will revisit two of our old friends we met in this journey earlier, the libraries Pandas and TensorFlow. We will also befriend a relative of TensorFlow called Keras, a library which acts as an interface for TensorFlow. **END** 

 By: Deepu Benson

The author is a free software enthusiast. His area of interest is theoretical computer science. The open source tools of his choice include ns-2 and ns-3. He maintains his own technical blog too.

# Build a Web Application on Firebase

Firebase is a platform backed by Google for building, growing and deploying web apps, mobile apps and games. This article illustrates developing a complete single-page web application on Firebase using its services, namely, FireStore, authentication and hosting. The readers can follow the steps given here and develop a web application with ease.



**T**his article will handhold you to develop a simple web application to maintain a journal of events.

## Requirements

To start with, let us specify a clear requirement. Requirement specification is one of the most important aspects of the development process. Here is the list of requirements.

- The journal should be accessible only via login.
- The login credentials are predefined by the system administrator, and consist of email and password.
- A logged-in user should be able to add a new entry into the journal.
- A logged-in user should be able to view the entries in the journal.
- A logged-in user should be able to sort the entries chronologically.
- Each entry must auto-fill the details like date of entry and author.

## Architecture

The application is designed around the Firebase cloud platform. The platform offers services, scale, SDKs, tools and well-maintained documentation. The following services are used for this application.

- **FireStore:** The real-time database service for storing the journal entries.
- **Hosting:** The service to host the web application.
- **Authentication:** The service to offer login-based access to the application.
- **Firestore SDK:** The NPM module that offers commands and communication API. The JS client uses this API to interact with the FireStore and authentication services at runtime. The architecture is depicted in Figure 1.

So what do you need to get started with building the application? Here is the list of basic prerequisites.

- An account with Google (like a Gmail account)
- Node 10+ distribution on the development machine

- An IDE like Visual Studio Code
- A web browser

## Procedure

The following sections give the step-by-step procedure to be followed to configure Firebase, and develop and deploy the application.

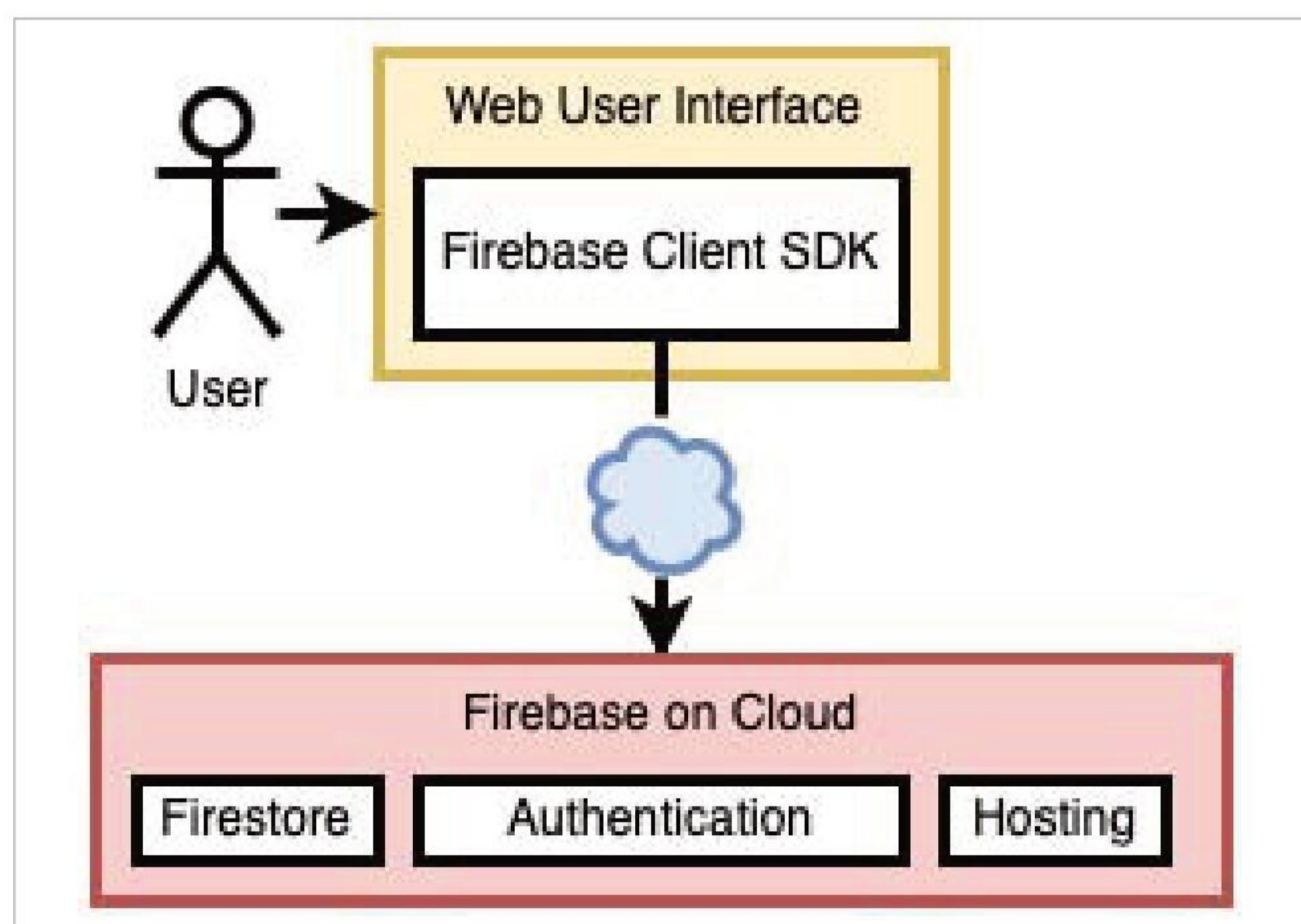


Figure 1: Architecture

### 1. Create the project

Visit <https://firebase.google.com/> and sign in using your Gmail account. It opens the Firebase console to add or create a new project. We used *glarimy-firebase* as the name for the project. You may or may not select Google Analytics in the project creation wizard. The *Project Review* page opens up once the project is created successfully. This page lists various services and tools available in different categories. Expand the *Build* category on the left pane of the overview page to locate *Authentication*, *Firestore Database* and *Hosting* services that we intend to use.

### 2. Set up the database

We intend to use *Firestore Database* to store the journal entries. Note that Firestore is a NoSQL database. It organises the data into collections of documents. Once the database is enabled, you can start creating collections.

Click on the *Firestore Database* under the *Build* category. It opens the *Cloud Firestore* page. Create a new database by clicking on the *Create Database* button. Choose *Start in Production Mode* and also choose an appropriate *Cloud Firestore* location. We chose *asia-south1*. With this the database is ready.

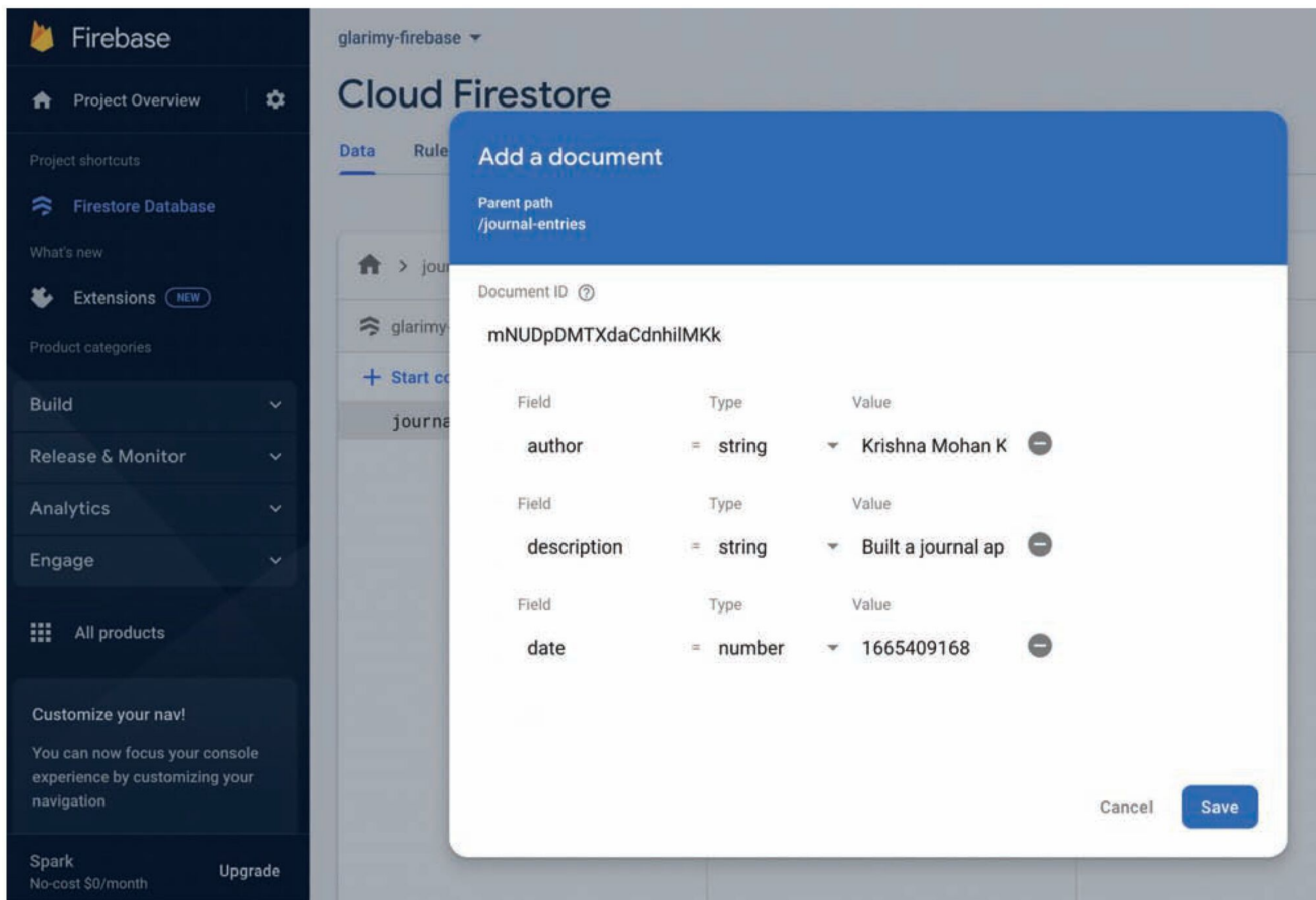


Figure 2: Database setup

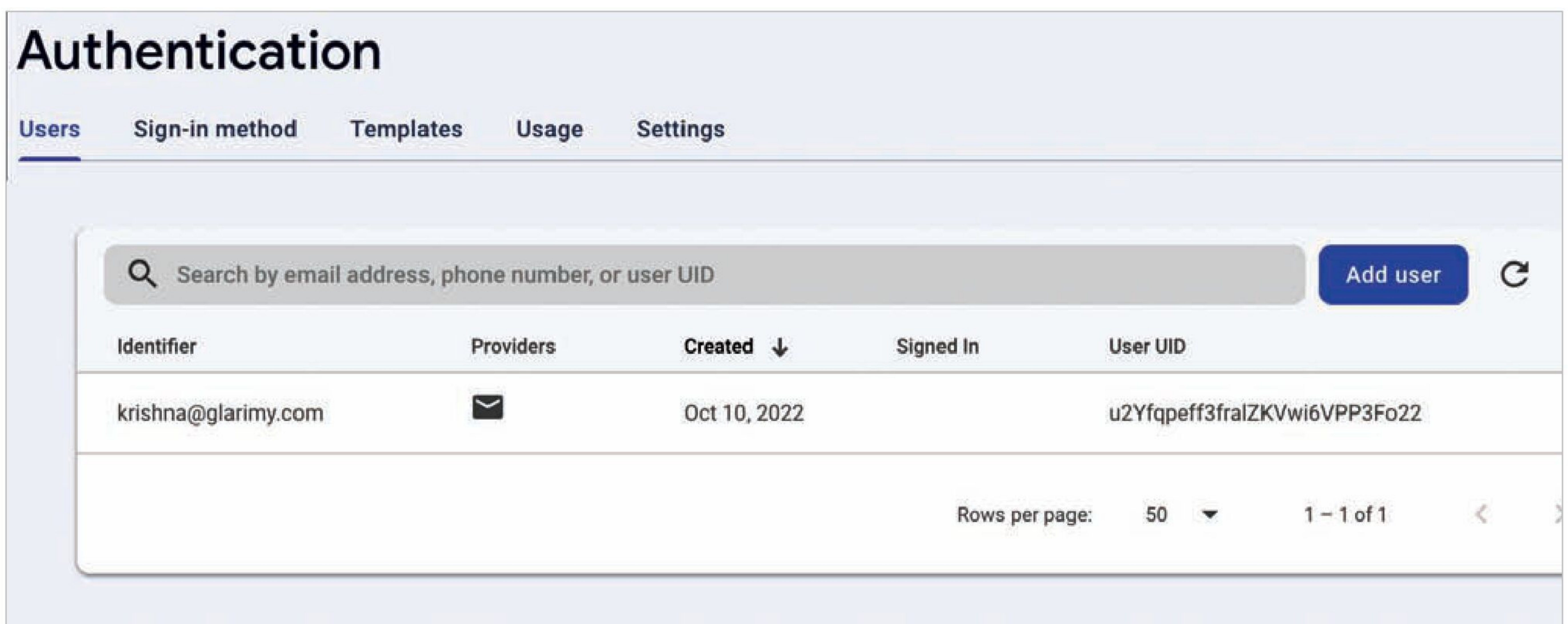
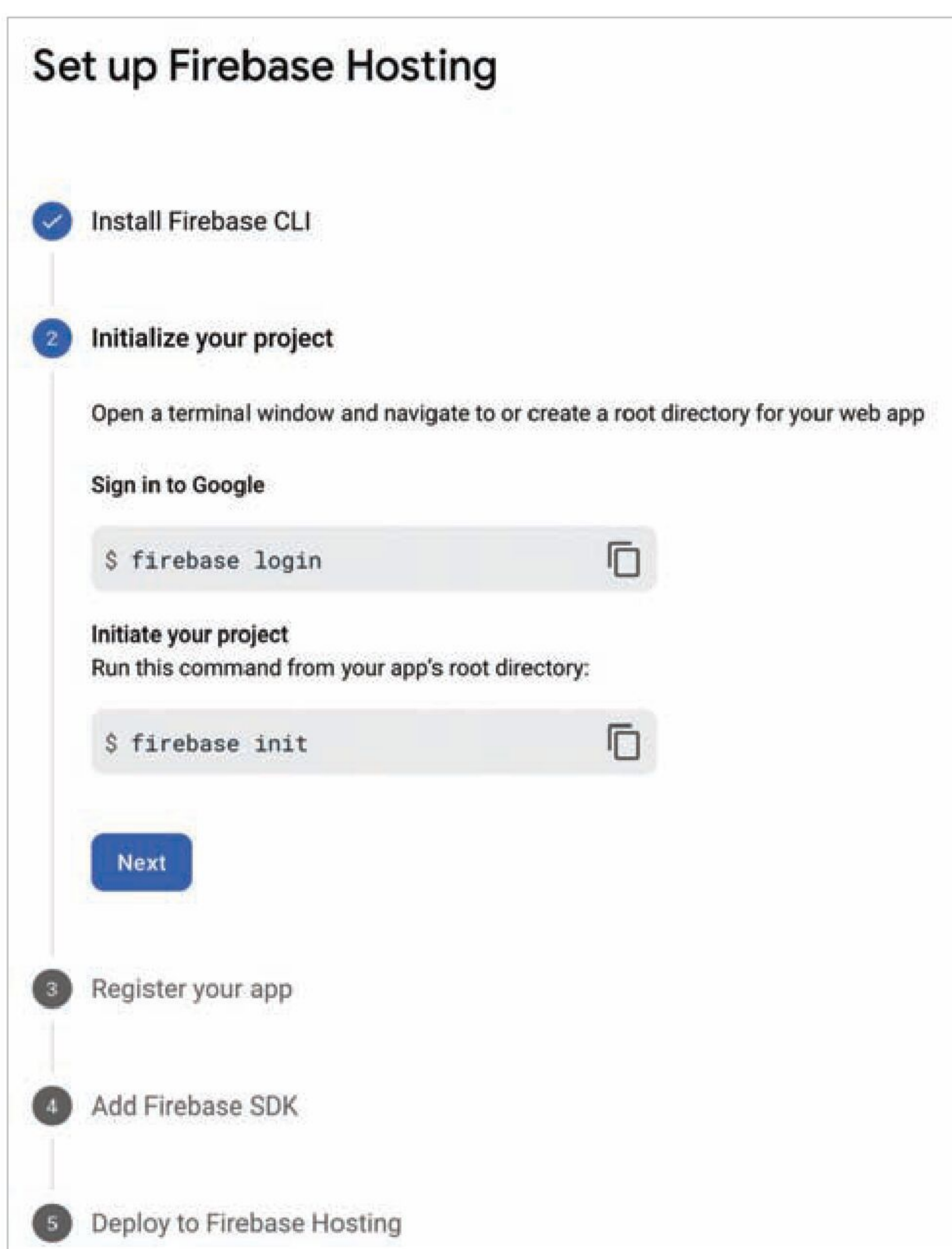


Figure 3: Authentication setup

Figure 4: Firebase *Hosting* setup

Now, create a collection with the name *journal-entries*. Create a dummy document with an auto-generated ID along with the structure, as shown in Figure 2. The document consists of three fields, namely, author (string), date (number to store the time in UNIX epoch format) and description (string).

All the journal entries will be stored in this *journal-entries* collection at runtime.

### 3. Set up authentication

We intend to control access to the application via a login. For that, we need to configure authentication.

Click on *Authentication* under the *Build* category of the *Project Review* pane. It opens the *Authentication* page. Click on *Get Started*. Choose and enable email/password as the sign-in provider. In other words, users must provide an email-id and password to sign in to the web app.

We want to restrict the app to a few predefined users. So, add new users under the *User* tab, as shown in Figure 3. We want only the users in this list to be able to sign in to the application.

Do not worry about the privacy of the passwords. Once the admin enters the details, no one (including the admin) can view the password again in a readable format.

### 4. Develop the client

Click on *Hosting* under the *Build* category of the *Project Review* pane. It opens the *Hosting* page. Click on *Get Started*. The wizard looks as shown in Figure 4. Follow the instructions to install Firebase SDK on your machine and develop the client application.

At Step 4 of the wizard, make a note of the generated *firebaseConfig*. In our case, it looks somewhat like the following:

```
const firebaseConfig = {
  apiKey: "AIzaSyXXXXXXXXXXXXXwvZgtbrnLiqKFPE",
  authDomain: "glarimy-firebase.firebaseio.com",
  projectId: "glarimy-firebase",
  storageBucket: "glarimy-firebase.appspot.com",
  messagingSenderId: "7822123479139",
  appId: "1:782281879139:web:aad87vdvcdeee3914d256",
  measurementId: "G-F86URYCS0X"
};
```

By now, you will have a project folder created on your development machine with various folders and files generated. Locate the folder named *public* in the project folder. We can develop the client application in this folder. The application consists of four important kinds of files like in any other web client: 1) The HTML files, 2) The CSS files, 3) The JS script files, 4) Other assets like images, etc.

Here is the *public/index.html* file for the application:

```
<!DOCTYPE html>
<html>

<head>
  <meta charset="utf-8">
  <meta name="viewport" content="width=device-width, initial-
scale=1">
  <title>Glarimy Journal</title>
  <link rel="stylesheet" href='./styles.css'>
  <script defer src="//firebase/8.4.1/firebase-app.js"></
script>
  <script defer src="//firebase/8.4.1/firebase-auth.js"></
script>
  <script defer src="//firebase/8.4.1/firebase-database.
js"></script>
  <script defer src="//firebase/8.4.1/firebase-firestore.
js"></script>
  <script defer src="//firebase/8.4.1/firebase-messaging.
js"></script>
  <script defer src="//firebase/8.4.1/firebase-storage.js"></
script>
  <script src='./index.js'></script>
</head>

<body>
  <div id='top'>
    <h1>Our Story</h1>
    <div id='current'></div>
    <div id='nav'>
      <button id='new'> New</button>
      <button id='refresh'>Refresh</button>
      <button id='latest'> Latest</button>
      <button id='oldest'> Oldest</button>
    </div>
  </div>
  <div id='auth'>
    <h2>Login Required</h2>
    <div><input type='text' placeholder="email" id='email'
/></div>
    <div><input type='password' placeholder="password"
id='password' /></div>
    <div>
```

```
      <input type='submit' value='Login' id='login' />
      <input type='reset' value='Cancel' id='resent' />
    </div>
  </div>

  <div id='form'>
    <h2>Record Your Story</h2>
    <input type='date' id='date'>
    <div>
      <textarea id='description'></textarea>
    </div>
    <button id='submit'>Record</button>
  </div>

  <div id='journal'></div>
</body>

</html>
```

Observe that the above HTML file is referring to a file named *index.js* in the same folder. The *index.js* file consists of all the logic. It uses the Firebase SDK extensively. Note that this is the file that also consists of the *firebaseConfig*. Here is the code:

```
const firebaseConfig = {
  apiKey: "AIzaSyXXXXXXXXXXXXXXXXwwwZgtbrnLiqKFPE",
  authDomain: "glarimy-firebase.firebaseio.com",
  projectId: "glarimy-firebase",
  storageBucket: "glarimy-firebase.appspot.com",
  messagingSenderId: "7822123479139",
  appId: "1:782281879139:web:aad87vdcdeee3914d256",
  measurementId: "G-F86URYCS0X"
};
var db = undefined;
var user = undefined;

async function login(email, password) {
  await firebase.auth().signInWithEmailAndPassword(email,
password);
  user = firebase.auth().currentUser;
}

function activate() {
  document.querySelector('#date').valueAsDate = new Date();
  document.querySelector('#login').
addEventListener('click', async function () {
    let email = document.querySelector('#email').value;
    let password = document.querySelector('#password').
value;
    await login(email, password);
    await fetch('desc');
```

```

    document.querySelector('#current').innerHTML = user.
email;
    document.querySelector('#email').value = "";
    document.querySelector('#password').value = "";
    document.querySelector('#auth').style.display =
'none';
    document.querySelector('#nav').style.display =
'block';
    document.querySelector('#journal').style.display =
'block';
  });
  document.querySelector('#submit').
addEventListener('click', async function () {
    let date = document.querySelector('#date').value;
    let description = document.
querySelector('#description').value;
    if(description.trim().length == 0)
      return;
    if (new Date(date).getTime() > new Date().getTime())
      return;
    await db.collection("journal-entries").add({
      "description": description,
      "author": user.email,
      "date": new Date(date).getTime()
    });
    document.querySelector('#date').valueAsDate = new
Date();
    document.querySelector('#description').value = "";
    await fetch('desc');
    document.querySelector('#journal').style.display =
'block';
    document.querySelector('#form').style.display =
'none';

  });

  document.querySelector('#new').addEventListener('click',
async function () {
    document.querySelector('#journal').style.display =
'none';
    document.querySelector('#form').style.display =
'block';
  });

  document.querySelector('#refresh').
addEventListener('click', async function () {
    await fetch('desc');
    document.querySelector('#journal').style.display =
'block';
    document.querySelector('#form').style.display =
'none';
  });

```

```

    document.querySelector('#latest').
addEventListener('click', async function () {
    await fetch('desc');
    document.querySelector('#journal').style.display =
'block';
    document.querySelector('#form').style.display =
'none';
  });

  document.querySelector('#oldest').
addEventListener('click', async function () {
    await fetch('asc');
    document.querySelector('#journal').style.display =
'block';
    document.querySelector('#form').style.display =
'none';
  });
}

async function fetch(order) {
  let entries = await db.collection("journal-entries").
orderBy('date', order).get();
  document.querySelector('#journal').innerHTML = "";
  entries.forEach((entry) => {
    let record = entry.data();

    let doe = document.createElement("div");
    let date = new Date(record.date);
    doe.innerHTML = `&#128197; ${date.getDate()} ${date.
toLocaleString('default', { month: 'long' })} ${date.
getFullYear()} ${date.toLocaleDateString('default', {
weekday: 'long' })}`
    doe.classList = ['date'];

    let description = document.createElement("div");
    description.innerHTML = record.description;
    description.classList = ['description']

    let author = document.createElement("div");
    author.innerHTML = `&#9997; ${record.author}`;
    author.classList = ['author']

    let div = document.createElement("div");
    div.id = entry.id;
    div.classList = ['entry'];
    div.appendChild(doe);
    div.appendChild(description);
    div.appendChild(author);

    document.querySelector('#journal').appendChild(div);
  });
}

```

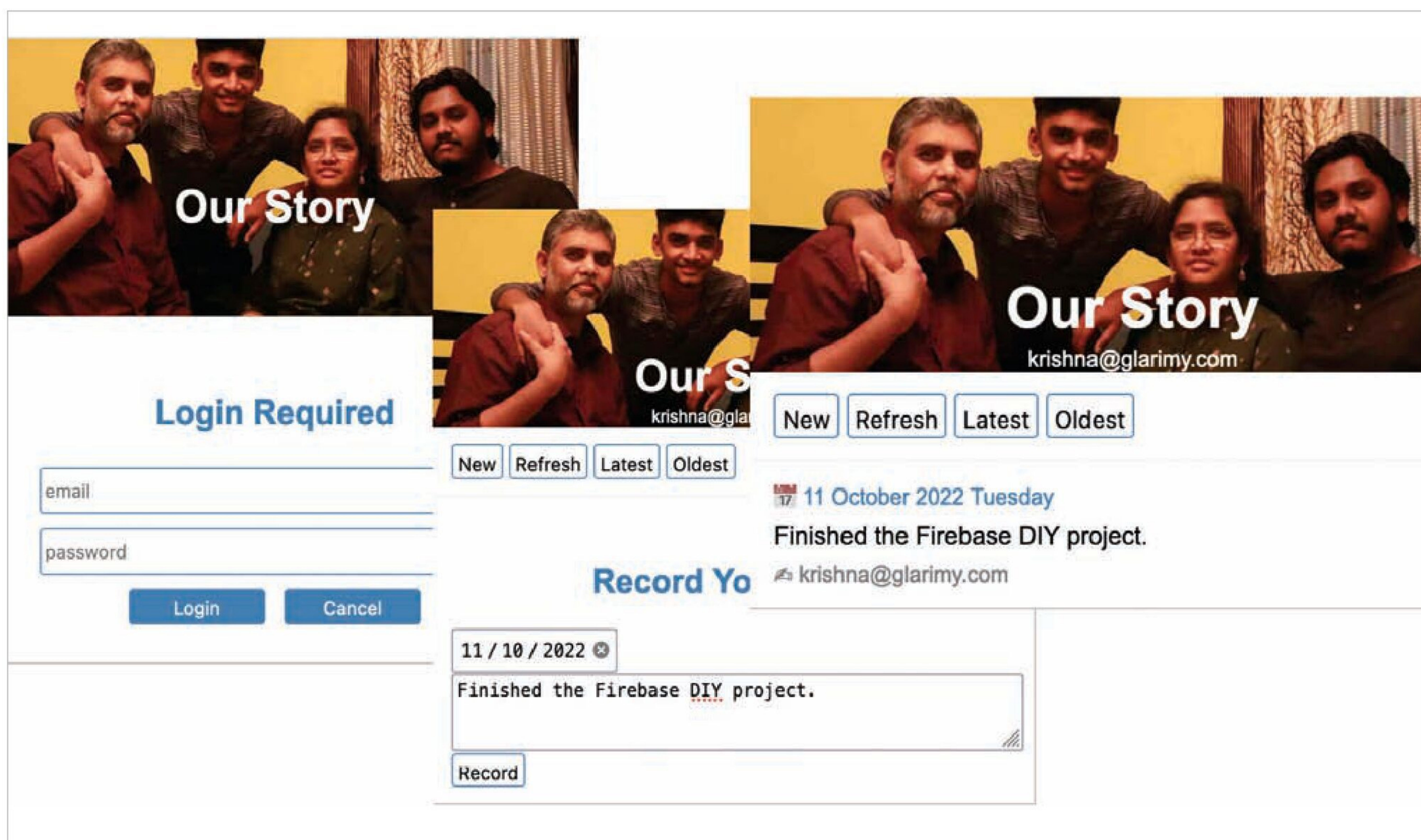


Figure 5: User interface

```

}

window.addEventListener('load', async function () {
  firebase.initializeApp(firebaseConfig);
  db = firebase.firestore();
  activate();
});

```

We also need to develop the stylesheet named *public/styles.css* which is being referenced in the HTML file. Refer to the repository specified towards the end of the article to find the stylesheet.

### 5. Deploy the web app

Once the application code is ready, deploy the application by running the following command from the root directory of the application on the development machine:

```
firebase deploy
```

It provides the URL at which the application is ready. Access the URL from the browser, and login with one of the user credentials that are configured to use the application. Figure 5 depicts the user interface.

This is the whole process of developing a simple web app backed by database and authentication on the Firebase

platform. The code used for this application is available at <https://bitbucket.org/glarimy/glarimy-university/src/master/glarimy-firebase/> for free access.

You can improve this application with the following additional features:

1. Add authentication via sign-in providers like Google, GitHub, Yahoo, Facebook, Twitter, etc.
2. Add a feature to edit the journal entries.
3. Add a feature to upload images also along with the journal entries.
4. Add a feature to add tags to the entries and search based on the tags.
5. Add a feature to export the journal entries into XML, JSON and PDF formats.
6. Redevelop the client using Typescript/React/Angular instead of basic JavaScript.

I do hope this article will help you understand the concepts and get started with the development of a single-page web application on Firebase. **END** 🐧

**By: Krishna Mohan Koyya**

The author is the founder and the principal technology consultant at Glarimy Technology Services, Bengaluru. He has delivered more than 500 programs to corporate clients on design and architecture in the last 12 years. Prior to that, he held various positions in the industry and academia for a decade.

# Code Generation: How the Lazy Become Prolific

Code generators bring the fun back into coding. This article lists their benefits and tells how they can be used in different ways, efficiently and effectively.



**W**hat does an enthusiastic programmer dream of? Getting to spend every day trying to solve real-world problems using interesting concepts and clever algorithms. And what do we really do as professional developers? Spend hours on a vast set of boring and artificial problems like npm dependency issues.

One of these boring and annoying problems is the creation and maintenance of boilerplate code. That's when we start exploring code generators. They first help us, then bring the fun back in, and transport us to a whole different frontier. What's more interesting? This is a rare case of the lazy becoming prolific!

Let's see what code generators can offer, where they are used, and how to make their use effective and efficient.

## Code generators

What exactly do we mean by code generators? Compilers are the most basic kinds of code generators, generating Assembly or machine code from high-level language instructions. There are in-language code generation features too, like macros and generics. However, our focus will be on the kinds like preprocessors and transpilers, which generally convert between high-level languages, and those which generate programs or snippets from the declarative specifications that we give in YAML or JSON.

## Code generation or better language?

Isn't code generation like a workaround? Why not pick a supreme language and use it directly instead of generating code in multiple stages?

First, the goal of code generation is not always to overcome language limitations. Just think about auto-generating HTML documentation for your API. You are not trying to overcome the limitation of Go or PHP here, right?

Second, general-purpose languages will always have tradeoffs or weak areas and you'll have to do something about it. Think of Go before generics. Think of powerful languages with unfriendly syntaxes. And even if there is a superior language, what if you are working on an existing codebase?

Also, code generators tend to be problem-specific. Not general-purpose, not even domain-specific, but problem-specific. That makes them so effective.

Finally, who said code generators cannot be languages? There is m4, a macro processor that is Turing-complete, and there is PHP, a templating system, which everybody considers to be more of a programming language.

The advantages of generative programming span from the ease and speed of development to maintainability, consistency, and memory safety and security. They can also be handy with shared code where librarification is hard or less efficient (microservices, maybe?). And then there is fun.

Too much talk. Let's see some examples.

## Example: OpenAPI

Consider writing an API server. You not only have to write the handlers, but add code for routing, security checks, parameter extraction, validation, etc, which most of the time don't have anything to do with business logic. But things don't end there. You also have to provide documentation and client SDKs in various languages, keep them updated and in sync.

This is where OpenAPI comes in. With OpenAPI, you specify your API in a YAML or JSON file, and then use different generators to generate boilerplate code, client SDKs, documentation, etc. All you have to write manually is the business logic (well, most of the time).

Figure 1 shows a sample OpenAPI workflow. Here some Go code is auto-generated from the API spec `api.yml`, which is combined with manually written Go code (kept in a separate file) to build the final server binary. The same YAML file can be fed into another tool to generate the HTML documentation.

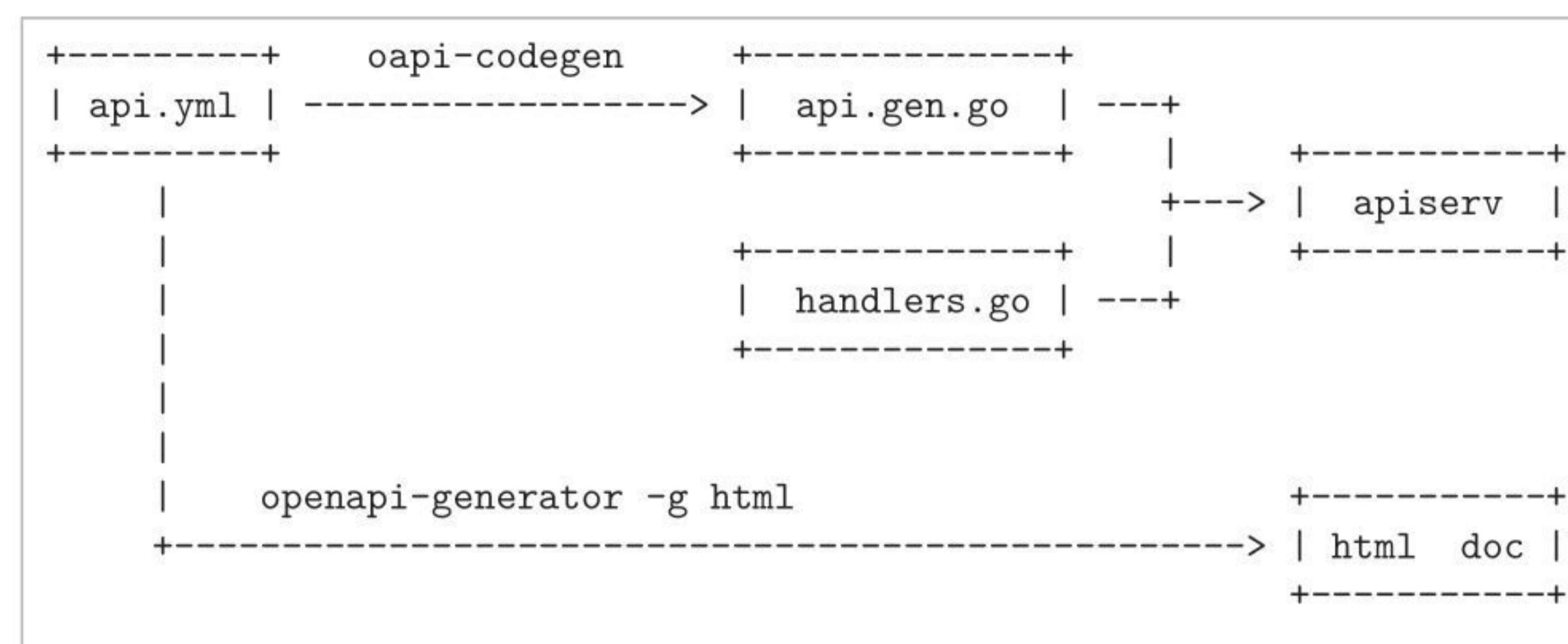


Figure 1: OpenAPI workflow

Here is a part from the YAML input, which is a spec for an API with two endpoints to find the sum and difference of two numbers:

```

/calc/sum:
  get:
    description: Returns the sum of the given numbers.
    parameters:
      - name: x
        in: query
        required: true
        schema:
          type: integer
      # "y" needs quoting because y is boolean yes in YAML
      - name: "y"
        in: query
        required: true
        schema:
          type: integer
    responses:
      '200':
        description: The sum.
  
```

Here are the handwritten handlers in Go, which perform the actual logic:

```

func (calc Calc) GetCalcSum(w http.ResponseWriter,
                             r *http.Request,
                             params GetCalcSumParams) {
    fmt.Fprintf(w, "%d\n", params.X + params.Y)
}
func (calc Calc) GetCalcDiff(w http.ResponseWriter,
                              r *http.Request,
                              params GetCalcDiffParams) {
    fmt.Fprintf(w, "%d\n", params.X - params.Y)
}
  
```

That's it. The YAML file has 43 lines, and handwritten Go code has less than sixty lines. `oapi-codegen` generated 351 lines that contain parameter extraction, validation, error messages, etc. Here are the auto-generated validation and error messages in action:

```

$ curl 'localhost:8080/calc/diff?y=12'
parameter "x" in query has an error: \
value is required but missing
$ curl 'localhost:8080/calc/diff?x=10&y=someString'
parameter "y" in query has an error: \
value someString: an invalid integer: invalid syntax
  
```

### Example: enum stringification in C

Many times we need to print the name of an enum member in C, usually for logging or debugging purposes. But such information is not available to the program at runtime. So we end up writing an array that contains string constants representing the enum members, like this:

```

// XXX Manually keep in sync with the array opstr
typedef enum Operation {
    OP_SUM,
    OP_DIFF,
    OP_LARGEST,
    OP_SMALLEST,
} Operation;
// XXX Manually keep in sync with the enum
const char * opstr[] = {
    "OP_SUM",
    "OP_DIFF",
    "OP_LARGEST",
    "OP_SMALLEST" };
  
```

Now `opstr[OP_LARGEST]` would give us the string `"OP_LARGEST"`.

But see how we had to put a comment asking future maintainers to keep the blocks in sync? What if they (read: us) missed those comments? That would depend on the mistake. If changes were made in the beginning or middle for either structure, we'd get incorrect logs, without ever realising it. If the enum got a new value `OP_DIV` at the end and the array was never updated, our program would probably crash with a `SEGV` (because `opstr[OP_DIV]` points to invalid memory area now).

Now let's write a Makefile that invokes `grep` and `sed` to automate the generation of the array.

```

opstr.gen.h: main.c
    (echo '// Do not edit this file!' &&\
     echo 'const char * opstr[] = { ' &&\
     grep -E '\s*OP_[A-Z]+,$$' main.c|\
  
```

```
sed -E 's/^\s*(OP_[A-Z]+),$$/ "\1",/' &&\
echo '};') > opstr.gen.h
```

Once this file is in place, a simple *make* command will make sure the array is generated from the enum if it is missing, or is regenerated if the enum has been updated.

## go generate

Go has parallels to both the stringification concept and *make* used in the last example. Since Go has its own build system instead of Makefiles, there is a special annotation called *go:generate* and the *go generate* command to invoke external generators.

Rob Pike, famous programmer and one of the creators of Go, lists its uses in the Go codebase itself in an official blog entry ([go.dev/blog/generate](https://go.dev/blog/generate)):

“... generating Unicode tables in the unicode package, creating efficient methods for encoding and decoding arrays in encoding/gob, producing time zone data in the time package, and so on.”

One tool used in combination with *go generate* is stringer, whose purpose is similar to the enum stringification we saw above.

## In the wild

Code generators are everywhere — from UNIX to Go and k8s ecosystems. Here is a quick listing to give you an idea:

- Compiler compilers: lex, yacc, etc
- Transpilers
- Build system generators: Automake, CMake, qmake, etc
- GUI builders: Glade, Qt Designer, etc
- Configuration generators: update-grub
- In the Web world
  - CSS pre-processors: SaSS, LESS, Stylus
  - k8s: kompose, kustomize, helm, etc
- Interface/binding generators: SIP for Python (used for PyQt, wxPython, etc), PyBindGen, SWIG, etc.
- Flexible: Telosys from Eclipse (DB/model to any kind of code based on templates)
- protoc with gRPC Go plugin
- m4 - a general-purpose macro processor from the 70s, part of UNIX

I'm yet to try some of the above.

## Drawbacks

Code generators are not without drawbacks. To begin with, they can generate truly ugly code. They're so mechanical that not even debuggers like *gdb* can help. Outputs of lex and bison are examples for this. Sometimes this is for better performance. But generators in general can be less efficient too. This is because tools have to be general and won't be able to optimise for individual use

cases. (But you can write your own, right?)

Compiler generators are also known for bad error reporting. This could be one reason some major compilers and interpreters use handwritten parsers.

One could argue that the use of generators makes you not know what's happening behind the scenes. But this is not a hard restriction.

The declarative nature of the input to the generators can be an advantage and disadvantage at the same time. Advantage in the sense that it makes sure we have some sort of specification for our APIs, workflows, etc. But the problem is, we might end up ruining those same specs to work around generator limitations.

## Some tips

Okay, code generators are helpful. But what can we do on our part to make up for their shortcomings and make the whole process even better? Here are some tips.

- Be aware of the licensing restrictions of the particular tools you use.
- Use tools like *indent* and *gofmt* to reformat the generated code so that it becomes easy to read and debug. This will also get rid of formatting-related compiler warnings.
- Use linters and other static analysis tools to check for code quality and potential bugs.
- Make sure to write and run tests, especially for auto-generated validators. If you're auto-generating tests, check them manually and lock them.
- Although it's an anti-pattern to commit and push generated artefacts, treat auto-generated code like a regular source and include it in the repo. This will be helpful for others trying to build your project on a platform which the generator doesn't support. It'll be helpful to you too when the generator becomes obsolete in future.
- Finally, and most importantly, try to make code generation part of your pipeline, if it makes sense. I'll explain.

## Making it part of the pipeline

Is code generation a one-time process or something that is to be done every time you build the software?

For some cases, it doesn't make sense to put the generation in the pipeline. Maybe you are migrating your project from one programming language to another, or choosing a different set of supporting systems so that the configuration files need to be migrated. Here it's clear that you'll be running the converter only once. The original source files are archived, generated files become the new source, and the generator is never run again.

But in some other cases, you are not planning for a migration. Maybe you need something in different formats, or maybe you need boilerplate related to

your handwritten code. In such situations you won't be archiving or throwing away the original source. Here it makes sense to put things in a pipeline. The *Makefile* in our C enum stringification example is an example for this. The source file is checked for updates every time we build the software and the generation commands are run if there is something new.

But what if you had to make manual changes to the generated code and still want it auto-updated whenever the source changes? Let's see an example.

## Don't give up on the pipeline: kompose example

kompose is a tool that helps you generate Kubernetes YAML files from Docker Compose files. It is intended to be a one-time process because there is no one-to-one mapping between Docker Compose and Kubernetes. So you are guaranteed to be making changes to the generated files. But what if you want to keep both Docker Compose and Kubernetes versions in parallel, auto-applying changes in the Docker Compose while still keeping your edits to the generated configuration?

I had faced a similar challenge. These were my additions:

1. k8s image pull policy and image pull secret, which were missing in the Docker Compose version
2. Services ignored by kompose because the ports are not exposed in the Docker Compose version
3. Configuration for *initContainers*, which was missing in the Docker Compose version

Instead of choosing to convert once and keep both versions in sync manually, I chose the following solutions, respectively, for each of the above:

1. Use kompose annotations *kompose.image-pull-policy*, *kompose.image-pull-secret* in the Docker Compose file itself, so that kompose knows to add them.
2. Write files for missing services manually.
3. Use a patch file to add the *initContainers* section.

This way, things will be reproducible while still keeping customisations. Of course it doesn't make sense to do this if the differences outnumber similarities.

## nguigen

I've been developing desktop applications for more than a decade. Although trivial, they've been used by others, which means I had to regularly update, port and package these apps. *nguigen* (short: *ngg*) is a project that I started as a solution to several difficulties I experienced as part of this.

It is a general-purpose programming language and a code generator that aims to generate code for multiple languages, platforms and GUI toolkits from a single, mostly generic codebase. This is different from solutions like Electron because we're going native here and there is zero

overhead. Once mature enough, it could be used to generate C/GTK, C++/Qt, Android and Web apps.

Its C output is already mature and is being used to self-host the compiler (i.e., *ngg* compiler is written in *ngg* itself). *nguigen* offers more expressiveness and compile-time semi-automatic memory management when generating C code. This is important since the C ecosystem remains far superior to many alternatives and one would choose to stick with it.

*nguigen* is not released yet, but the plan is to release it as free (libre) software. Learn more at [nandakumar.co.in/software/nguigen/](http://nandakumar.co.in/software/nguigen/).

## Codegen in the nguigen ecosystem

The development of *nguigen* itself depends on code generation. Apart from being written in itself and self-compiled to C, parts of the source are auto-generated from mappings written in TSV (tab-separated values) files.


Makefiles with correct dependencies are auto generated using *ngg* itself and a bash script. This comes handy during major refactorings.

The parser is also auto-generated from grammar specs. Usually lex and bison are used for this purpose, but for *nguigen*, I wrote my own.

And, finally, there is *h2ngg*, a simple tool to auto-generate *ngg* interfaces (like header files) for external libraries like GTK.

## Write your own code generators

Maybe you've already noticed it: this talk is not just about existing code generators. It's about the advantages and fun of generative programming, which can only be enjoyed at its maximum if you write your own generators. They benefit from being problem-specific.

How to do that? Maybe you can begin with Makefiles and shell scripts. Use some Python. lex and bison will be overkill, unless you are trying to create a language. **END** 

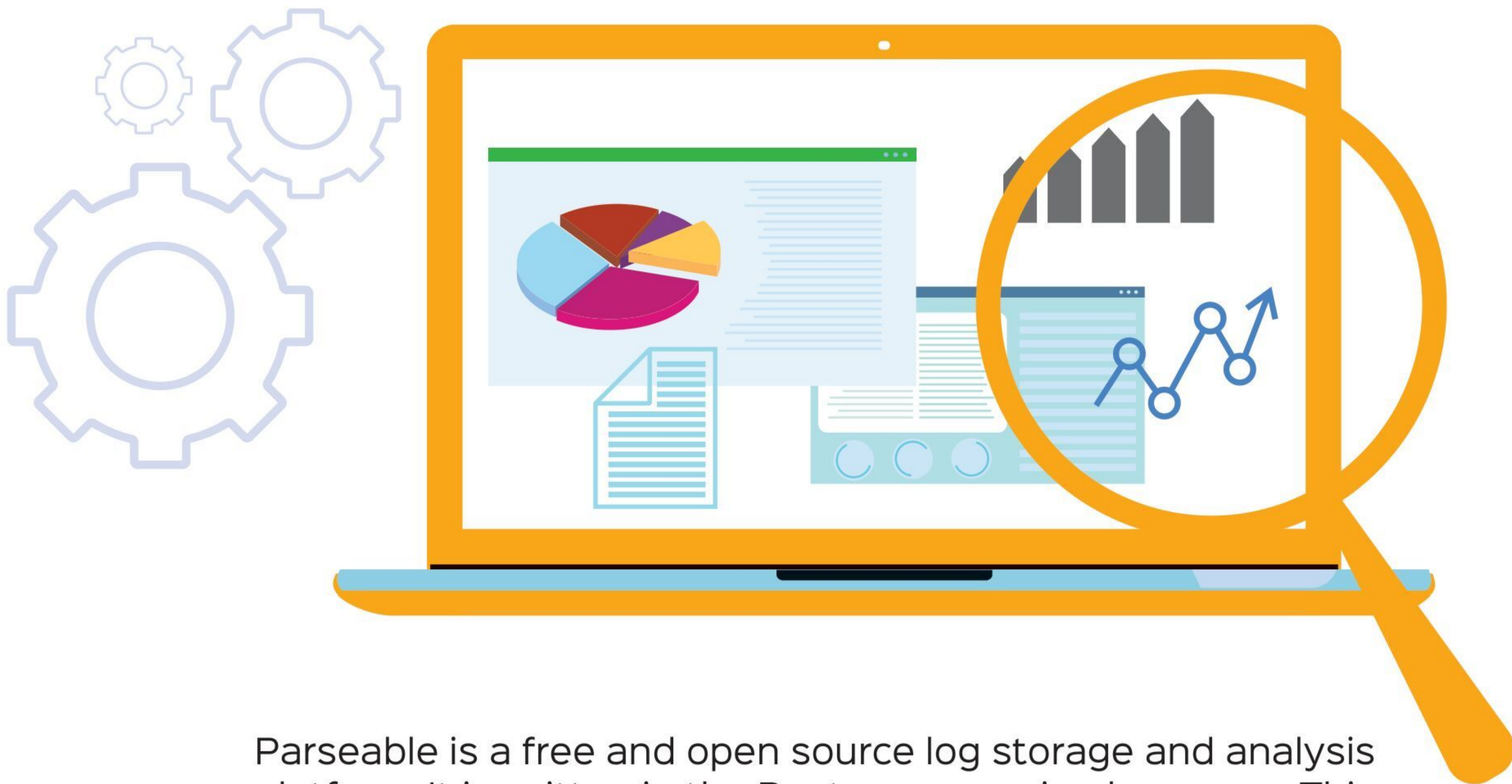
### References

- Slides of the talk: [nandakumar.org/talks/](http://nandakumar.org/talks/)
- Demo repo: [github.com/nandedamana/lazy-becomes-prolific](https://github.com/nandedamana/lazy-becomes-prolific)  
These resources cover several things not covered in this article. The demo repo contains working examples that you can try yourself. It is supposed to be updated also.

### By: Nandakumar Edamana

The author is a developer and technology writer who primarily focuses on software freedom, privacy and other ethical issues. He has authored a couple of books and several articles for mainstream publishers. A GNU/Linux user for 15+ years, he releases his software products under free software licences.

# Simplified Logging and Analysis with Parseable



Parseable is a free and open source log storage and analysis platform. It is written in the Rust programming language. This article is a quick introduction to the topic.

**W**ritten in Rust, Parseable leverages the advances in data compression, storage and networking to bring you a simple but efficient platform.

But before we get into Parseable, let's understand why you should even care about logging.

## Why logging?

For us developers, sometimes it is not very clear as to why so much fuss is made about logging. We debug the code, find out the issue, fix it and move on. Why does a log even have to be stored and persisted for a long term?

Log is a loaded term used for a large variety of data. But at a high level, any stream of events that represents the current state of a software or hardware system can be called a log. You can already see the horizon widening now. Consider these scenarios:

- SaaS companies are answerable for any downtime, data access, security breaches, data loss, and so on. In such cases, it makes sense to retain every bit of log data, so that you can not only avoid issues, but also fix them properly if something happens.

- Consumer apps thrive on user behaviour, access patterns and other data. All these are logged and passed through various ML pipelines to generate better responses, notifications, and nudges.
- IoT devices are growing and so is the data generated from these devices. Crunching this data for predictive maintenance and analysis means all this data has to be stored for the long term first.

This is just a small list of possible scenarios where log data is critical for business impact. Now that the need for logging and retention of data for long durations is established, let's take a deeper look at Parseable.

## What is Parseable?

Parseable is a free and open source, log storage and analysis platform, released under the AGPL-3.0 licence. Parseable repo is available on GitHub at <https://github.com/parseablehq/parseable>.

The idea behind Parseable is to rethink logging; it's a modern, blazing fast, cloud native (stateless, easily deployable

across cloud providers) platform that is ridiculously easy to deploy and use. Some core concepts on which Parseable is built are listed below.

**No need for indexing:** Traditionally, text search engines like Elastic, etc, have doubled up as log storage platforms. This made sense because log data had to be searched for it to be really useful. But this came at a high cost – indexing is CPU-intensive and slows down the ingestion. Additionally, most of these indexing systems generate index data in the same order of the raw log data. This doubles the storage cost and increases complexity. Parseable changes this. With columnar data formats (parquet), it is possible to compress and query the log data efficiently without indexing it.

**Ownership of both data and content:** With parquet as the storage format, stored on standard object storage buckets, users not only own their log data but also have unabridged access to the actual content. This means they can simply point their analysis tools like Spark, Presto or TensorFlow to extract more value out of the data. This is an extremely powerful feature, opening up new avenues of data analysis.

**Fluid schema:** Logs are generally semi-structured by nature, and they are ever evolving, e.g., a developer may start with a log schema like this:

```
...
{
  "Status": "Ready",
  "Application": "Facebook"
}
...
```

But as more information gets collected, the log schema may evolve to:

```
...
{
  "Status": "Ready",
  "Application": {
    "UserID": "asdadaferssda",
    "Name": "Facebook"
  }
}
...
```

Engineering and SRE teams regularly face schema related issues. Parseable solves this with a fluid schema approach that lets users change the schema on the fly.

**SDK-less ingestion:** The current ingestion mechanism to logging platforms is quite convoluted, with several protocols and connectors floating around. Parseable aims to make log

ingestion as easy as possible. This means you can simply use HTTP POST calls to send logs to Parseable; no complicated SDKs are required. Alternatively, if you want to use a logging agent like FluentBit, Vector, LogStash, etc, almost all the major log collectors already have support for HTTP; hence, Parseable is already compatible with your favourite log collection agent.

## Getting started

Let's see how to get started with Parseable now. We'll use the Docker image to try out Parseable.

We'll use Parseable with a publicly accessible object storage, just to help you experience it. Here is the command:


```
cat << EOF > parseable-env
P_S3_URL=https://minio.parseable.io:9000
P_S3_ACCESS_KEY=minioadmin
P_S3_SECRET_KEY=minioadmin
P_S3_REGION=us-east-1
P_S3_BUCKET=parseable
P_LOCAL_STORAGE=/data
P_USERNAME=parseable
P_PASSWORD=parseable
EOF
```

```
mkdir -p /tmp/data
docker run \
  -p 8000:8000 \
  --env-file parseable-env \
  -v /tmp/data:/data \
  parseable/parseable:latest
```

You can now log in to the Parseable UI using the credentials we passed here, i.e., 'parseable', 'parseable'. This will have some data, because Parseable is pointing to the publicly open bucket.

Note that this is a public object storage bucket, which we are using for demo purposes only. Make sure to change the bucket and credentials to your object storage instance before sending any data to Parseable.

To get a deeper understanding of how Parseable works and how to ingest logs, please refer to the documentation available at <https://www.parseable.io/docs/introduction>.

I hope this article helped you get better insights into the logging ecosystem, and that you find Parseable an interesting project to try out and, hopefully, join the community. **END** 

 By: Nitish Tiwari

The author is the founder of Parseable. You can find more details at <https://github.com/nitisht>.

# More Shell Programming Secrets Nobody Talks

## About



This is the second part of the article on shell programming secrets. (The first part was carried in the October 2022 issue of *Open Source For You*.) It covers some other important behaviour of bash, particularly that of text expansions and substitutions.



The famed text-processing abilities of the Bourne shell (sh) have been vastly expanded in the Bourne-Again shell (bash). These abilities are efficient to a fault and the code can be even more cryptic. This makes the bash command interpreter and programming language very powerful but also a minefield of errors.

In the last article published in the October 2022 issue of *Open Source For You* titled ‘Shell Programming Secrets Nobody Talks About’, you learnt that:

- sh and bash are not the same
- *if* statements check for exit codes, not Boolean values
- *[*, *true* and *false* are programs, not keywords
- Presence/absence of space in variable comparisons and assignments makes quite a difference
- *[[* is not the fail-safe version of *[*
- Arithmetic operations are not straightforward as in other languages
- Array operations use cryptic operators

- By default, bash will not stop for errors  
I forgot to mention that if you use the *-e* option of the *set* command, as in *set -e*, then you will not be able to check for error codes of previous statements with the *if [ \$? -eq 0 ]; then* construct. This option makes bash stop running a shell script if any of its statements encounter an error. If you are doing error handling using *if* statements, then begin your scripts like this:

```
#!/bin/bash
set -u
# The rest of your shell script
```

The *-u* option of the *set* command, if you remember from the last article, ensures that undefined variables are not replaced with an empty string and instead cause an error.

In this article, we will focus on how bash performs text expansions and substitutions. I will only cover what

I think are the most important text-processing features. For comprehensive information, you will have to study the Bash Reference Manual. Bash and several commands such as *sed* and *grep* also use regular expressions to perform text processing. ‘Regular expressions’ is a separate topic on its own and I will not cover it either.

## History expansion character (!)

This feature is available when typing commands at the shell prompt. It is used to access commands stored in the bash history file.

<i>!n</i>	Execute nth command in bash history
<i>!!</i>	Execute last command (Equivalent to <i>!-1</i> )
<i>!leword</i>	Execute last command <i>beginning</i> with ‘leword’
<i>!?leword?</i>	Execute last command <i>containing</i> ‘leword’
<i>^search^replace</i>	Execute last command after replacing first occurrence of ‘search’ with ‘replace’

You can modify the history search using certain *word designators*, preceded by a colon (:).

<i>!?leword?:0</i>	Execute with 0 <sup>th</sup> word (usually the command) executable in last command containing ‘leword’
<i>!?leword?:2</i>	Execute with second word of last command containing ‘leword’
<i>!?leword?:\$</i>	Execute with last word in last command containing ‘leword’
<i>!?leword?:2-6</i>	Execute with second word to sixth word in last command containing ‘leword’
<i>!?leword?:-6</i>	Execute with all words up to 6 <sup>th</sup> word in last command containing ‘leword’ (Equivalent to <i>!?leword?:0-6</i> )
<i>!?leword?:*</i>	Execute with all words of last command (but not the 0 <sup>th</sup> word) containing ‘leword’ (Equivalent to <i>!?leword?:1-\$</i> )
<i>!?leword?:2*</i>	Execute with the second word to the last word in last command (but not the 0 <sup>th</sup> word) containing ‘leword’ (Equivalent to <i>!?leword?:2-\$</i> )
<i>!?leword?:2-</i>	Execute with all words from the 2 <sup>nd</sup> position to last but-one word and not the 0 <sup>th</sup> word in the command containing ‘leword’

Remember that bash will execute whatever you have retrieved from the history with whatever you have already typed at the prompt.

You can also use any number of *modifiers*, each preceded by a colon (:).

<i>!?leword?:p</i>	Display (but not execute) last command containing ‘leword’
<i>!?leword?:t</i>	Execute with last command containing ‘leword’ after removing all pathnames of last argument (i.e., leave the tail containing the file name)
<i>!?leword?:r</i>	Execute with last command containing ‘leword’ after removing the file extension from the last argument
<i>!?leword?:e</i>	Execute with last command containing ‘leword’ after removing pathname and filename from the last argument (leaving just the extension)
<i>!?leword?:s/search/replace</i>	Execute last command containing ‘leword’ after replacing the first instance of ‘search’ with ‘replace’
<i>!?leword?:as/search/replace</i>	Execute last command containing ‘leword’ after replacing all instances of ‘search’ with ‘replace’

If you omit the search text (‘leword’) and use the history expansion character with the word designators and the modifiers, bash will search the last command. Until you become proficient in using the history expansion character, use the modifier *:p* to display the command before you actually execute it.

## Text expansions and substitutions

These features are available at the shell prompt and in shell scripts.

- **Tilde (~):** In your commands, bash will expand instances of ~ with the value of the environmental variable \$HOME, that is, your home directory.
- **? and \*:** These are metacharacters. In file descriptors, ? matches any one character while \* matches any number of any characters. If they do not match any file names, bash will use their literal values.
- **Brace expansion:** You can use comma-separated text strings within curly brackets to generate combinations of strings with their suffixes and/or prefixes. When I start a new book, I create its folders like this.

```
mkdir -p NewBook/{ebook/images,html/images,image-sources,isbn,pub,ref}
```

This command creates folders like this.

```
NewBook
NewBook/ref
NewBook/pub
NewBook/isbn
```

NewBook/image-sources  
 NewBook/html  
 NewBook/html/images  
 NewBook/ebook  
 NewBook/ebook/images

- **Parameter expansion:** When bash executes a script, it creates these special variables for the script.

Shell variable	Use
\$0	Name of the shell script
\$1, \$2,...	Positional parameters or arguments passed to the script
\$#	Total count of arguments passed to the script
\$?	Exit status of last command
\$*	All arguments (double-quoted)
@\$	All arguments (individually double-quoted)
\$\$	Process ID of current shell/script

At the terminal, \$0 will usually expand to the shell program (/bin/bash).

On a terminal, you can use the set command to ipso facto specify parameters to the current shell.

```
# Displays 0
set $?
# Displays an empty string and causes a new line
echo $*
# Sets hello and world as parameters to current shell
set -- hello world
# Displays 2 (the number of parameters)
echo $#
# Displays world
echo $2
# Remove parameters to current shell
set --
# Displays 0 (as earlier)
set $?
```

The option -- represents the end of options and implies that whatever follows it must be command parameters.

- **Command substitution:** Instead of backquotes, you can use the form \$(commands) to capture the output of those commands for use in some other commands or variables. It makes quoting and escaping much easier.
- **Variable substitution:** You can use these substitutions with command parameters (created by bash for a shell

script) or with variables that you have created.

Substitution	Effect
\${var1:-var2}	If var1 is null or does not exist, var2 is used
\${var1:=var2}	If var1 is null or does not exist, value of var2 is used and set to var1
\${var1:?msg}	If var1 is null or does not exist, msg is displayed as error
\${var1:+var2}	If var1 exists, var2 is used but not set to var1
\${var:offset}	Everything of var after offset number of characters
\${var:offset:length}	Length number of characters of var after offset number of characters
\${!prefix*} \${!prefix@}	All variables names beginning with prefix
\${!var[@]} \${!var[*]}	All indexes of array variable var
\${#var}	Length of value of var
\${var#drop}	Value of var without prefix matching Regex pattern drop
\${var##drop}	Empty string if prefix matches Regex pattern drop
\${var%drop}	Value of var without suffix matching Regex pattern drop
\${var%%drop}	Empty string if suffix matches Regex pattern drop
\${var^letter}	Changes first letter of var to uppercase if it matches letter (any alphabet, * or ?)  If letter is not specified, all first letter(s) of var will be changed to uppercase
\${var^^letter}	Changes any letter of var to uppercase if it matches letter (any alphabet, * or ?)  If letter is not specified, all letter(s) of var will be changed to uppercase
\${var,letter}	Changes first letter of var to lowercase if it matches letter (any alphabet, * or ?)  If letter is not specified, all first letter(s) of var will be changed to lowercase
\${var,,letter}	Changes any letter of var to lowercase if it matches letter (any alphabet, * or ?)  If letter is not specified, all letter(s) of var will be changed to lowercase
\${var/find/replace}	Value of var with instances of find replaced with replace. If find begins with '#', then a match is made at the beginning. A '%' makes it match at the end.

## Escaping

You can escape:

- Special characters using the backslash (\). To escape the backslash character, use double backslashes (\\).
- Literal text strings by wrapping them in single quotation marks (‘ ’). Bash will not perform any expansions or substitutions. The single-quoted string should not have any more single-quotation marks. Bash will not perform any backslash-escaping either.
- Literal text strings by wrapping them in double-quotation marks (“ ”) but allowing for
  - \$-prefixed variables, expansions and substitutions
  - backslash-escaped characters
  - backquoted (` `) command strings
  - history-expansion characters

```
# Displays Hello World
a=World; echo "Hello $a"
# Displays Hello $a
a=World; echo 'Hello $a'
# Displays Hello 'World'
a=World; echo "Hello '$a'"
```

## Printer's error


The Bash Reference Manual or even this article may use wrong characters for the quotation marks. The *apostrophe* or `u+0027` used in single-quoted strings may be replaced with the *right single quotation mark* or `u+2019`. The *grave accent* or `u+0060` used in back quoted strings may be replaced with a *left single quotation mark* or `u+2018`. The *quotation mark* or `u+0022` used

in double-quoted strings may also be replaced with left and right double quotation marks. They look similar but will result in an error if used in a shell script or in the command line.

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## Summary

I am sure you will also conclude that bash code can be very cryptic. A lot of production code (industrial-strength shell scripts) is hundreds of lines long. If bash was not so succinct and powerful, it would take forever to write the lines. If you are doing any kind of serious shell scripting, then it is best you know all about bash's myriad secrets. I think I have covered enough of them to kindle your interest. You are on your own now.

You will find all this and more in my book 'Linux Command Line Tips & Tricks'. It is free for download from most popular ebook stores. **END** 

 By: V. Subhash

The author has written over two dozen books including, *Linux Command-Line Tips & Tricks*, *CommonMark Ready Reference*, *Cool Electronic Projects* and *How To Install Solar*.

## OSFY Magazine Attractions During 2022-23

Month	Theme
March 2022	Security, Network Management and Monitoring
April 2022	Open Source Programming (Languages and tools)
May 2022	DevOps Special
June 2022	AI, Deep learning and Machine Learning
July 2022	Database management and Optimisation
August 2022	Cloud Special: Everything from management to implementation
September 2022	Mobile/Web App Development, Optimisation and Security
October 2022	Blockchain and Open Source
November 2022	Open Source and IoT and Edge
December 2022	Data science, Data security, Data Management, Storage and Backup
January 2023	Docker and containers
February 2023	Open Source on Windows and Best in the world of Open Source (Tools and Services)

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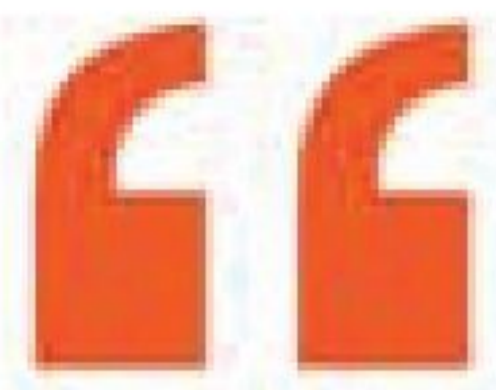
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