

MICHIGAN STATE
UNIVERSITY

Beta Presentation

Connected Appliances Analytics Dashboard

[The Capstone Experience](#)

Team Whirlpool

Joe Tuohey

Zack Taylor

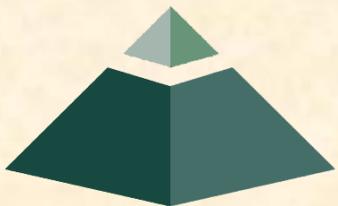
Jim Solce

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Fall 2012



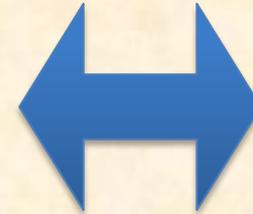
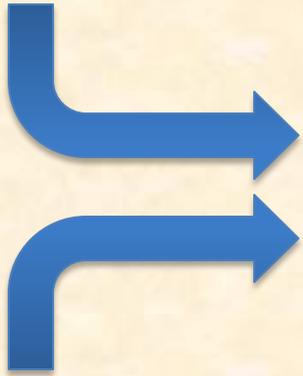
*From Students...
...to Professionals*

Project Overview

- Web-based Customer Service and Analytics System
 - Customer Lookup
 - Static Dashboards
 - Custom Analytics
 - Administrator Functions
- Two Sources of Information
 - Customer Information Daily
 - Appliance Information in Near-Real Time



System Architecture



Customer Search



Connected Appliances Analytics Dashboard

ADMINISTRATOR
Account Management

CUSTOMER SERVICE
Account Lookup

DATA ANALYSTS
Dashboards & Custom Reporting

PROFILE
Edit Your Information

LOGOUT

Search Results

Account ID	First Name	Last Name	E-Mail	Phone Number	View
1	Joe	Tuohey	tuoheyjo@msu.edu	313-903-5196	View
2	Zack	Taylor	taylorz3@msu.edu	123-456-7890	View
3	Smith	Jane	jsmith@isp.com	9875553456	View
4	Watts	Tom	watt@xyz.net	6268973452	View
5	Reynolds	George	Jane_Smith@gmail.com	2949884321	View
6	Paukett	Samantha	Tom_Watts@gmail.com	4523589676	View
7	Stevens	Robert	George_Reynolds@gmail.com	2349756654	View
8	Rayon	Craig	Samantha_Paukett@gmail.com	3516689812	View
9	Cleary	Larry	Robert_Stevens@gmail.com	8883248714	View
10	Watkins	Beverly	Craig_Rayon@gmail.com	6168735445	View
11	Taylor	Lori	Larry_Cleary@gmail.com	2648965419	View
12	Bainard	Vance	Beverly_Watkins@gmail.com	7703369837	View
13	Ramsey	Sandeep	Lori_Taylor@gmail.com	4147683351	View



Customer View



Connected Appliances Analytics Dashboard

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Account: Joe Tuohey

Email: tuoheyjo@msu.edu

Phone Number: 313-903-5196

Model	Category	Address	Brand	Thumbnail	View Details
WDL7855AAM0	Dishwasher	126 Woodmere East Lansing, MI 48823			View



General Dashboard

Dashboards



[Refrigerators](#)



[Dishwashers](#)



[Dryers](#)



[Washers](#)

General Statistics

Total Number of Devices in the System

43

Total Number of Cycles Completed

5315

Number of Active Devices in the Past Day

18

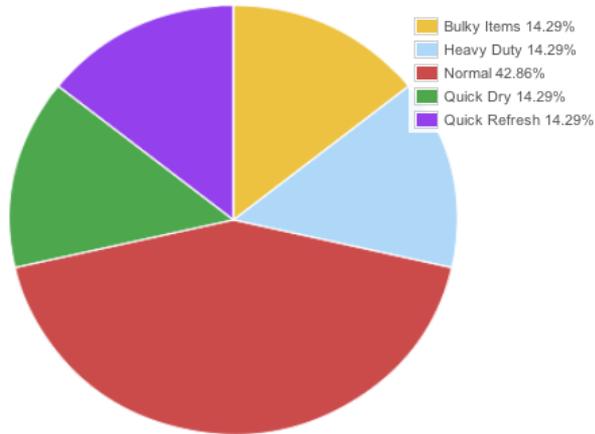
Number of New Devices in the Past Day

0

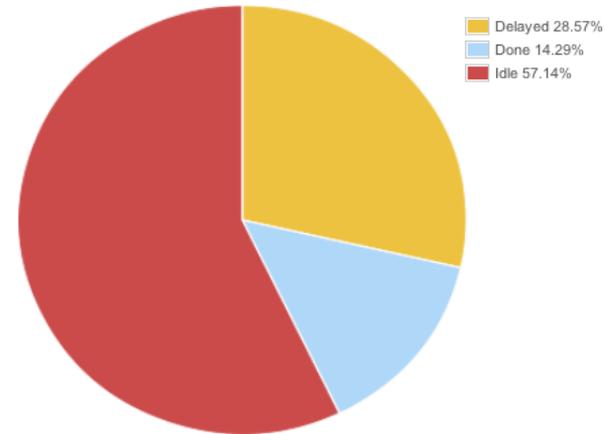


Dashboard Items

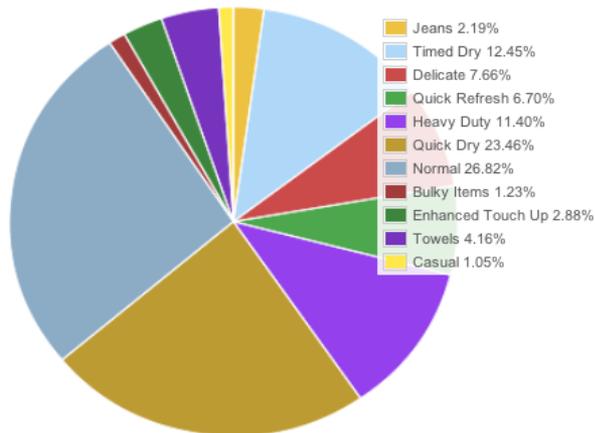
Current Cycle By Percent



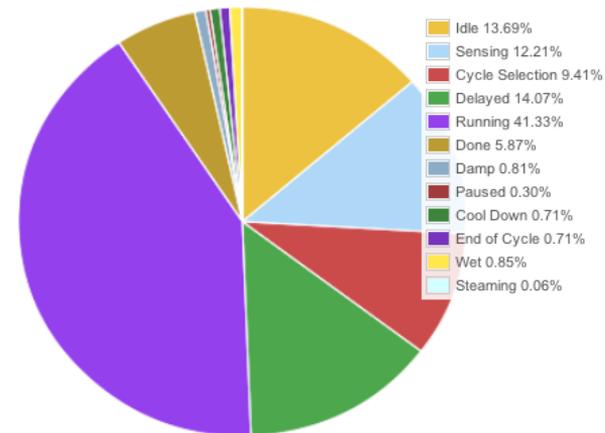
Current State By Percent



Time Spent by Cycle Name



Time Spent by Cycle State



Custom Query Results



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Query Results

[Start Over](#)

Search Results

Query:SELECT Model, Brand, Category, Odometer FROM Appliance, Dashboard where Appliance.Device_ID=Dashboard.Device_ID AND Appliance.Brand='Whirlpool' AND Dashboard.Odometer>'100';

Model	Brand	Category	Odometer
WFL98HEBU	Whirlpool	Clothes Washer	130
WEL98HEBU	Whirlpool	Clothes Dryer	178
WEL98HEBU	Whirlpool	Clothes Dryer	133
WEL98HEBU	Whirlpool	Clothes Dryer	344
WEL98HEBU	Whirlpool	Clothes Dryer	325
WEL98HEBU	Whirlpool	Clothes Dryer	196
WEL98HEBU	Whirlpool	Clothes Dryer	417
WEL98HEBU	Whirlpool	Clothes Dryer	400
WFL98HEBU	Whirlpool	Clothes Washer	118
WEDSG01	Whirlpool		605
WEL98HEBU	Whirlpool		220
WDL785SAAM0	Whirlpool	Dishwasher	330



What's left to do?

- Look and Feel
 - Graphics
 - Style
 - AJAX
- Testing
- Bug Fixing
- Documentation
- Video

