

**MICHIGAN STATE**  

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**UNIVERSITY**

# Alpha Presentation

## Asynchronous Service Desk Callback App

### The Capstone Experience

Team GM

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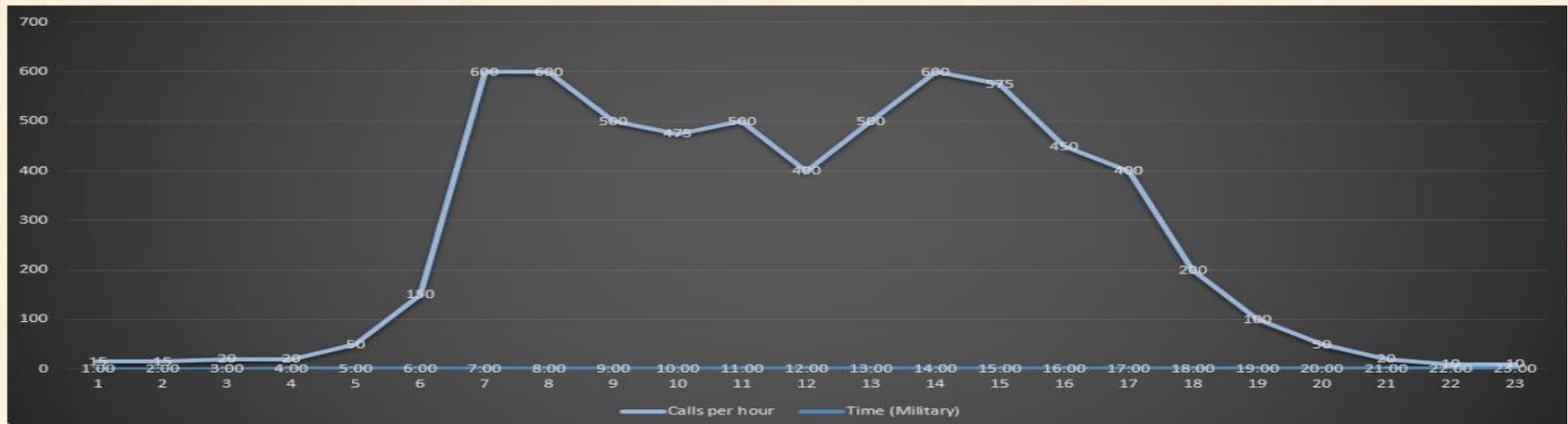
Fall 2015



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

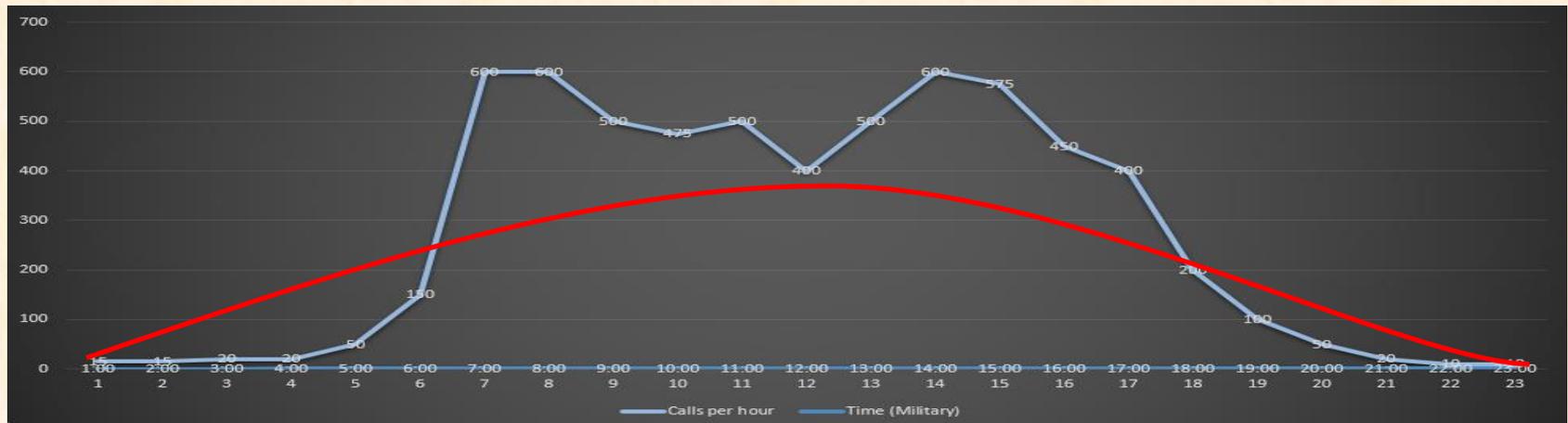
# Project Overview Before

- Currently there are two options in order to receive help from the Global Service Desk.
  - Call
  - Chat
- This creates peaks and valleys of incoming calls throughout the day, which causes staffing and resource issues.



# Project Overview After

- There are now three options to get help from the Global Service Desk (GSD).
  - Call
  - Chat
  - GSD Mobile App
- The mobile app takes pressure off the GSD, and smooths the curve.

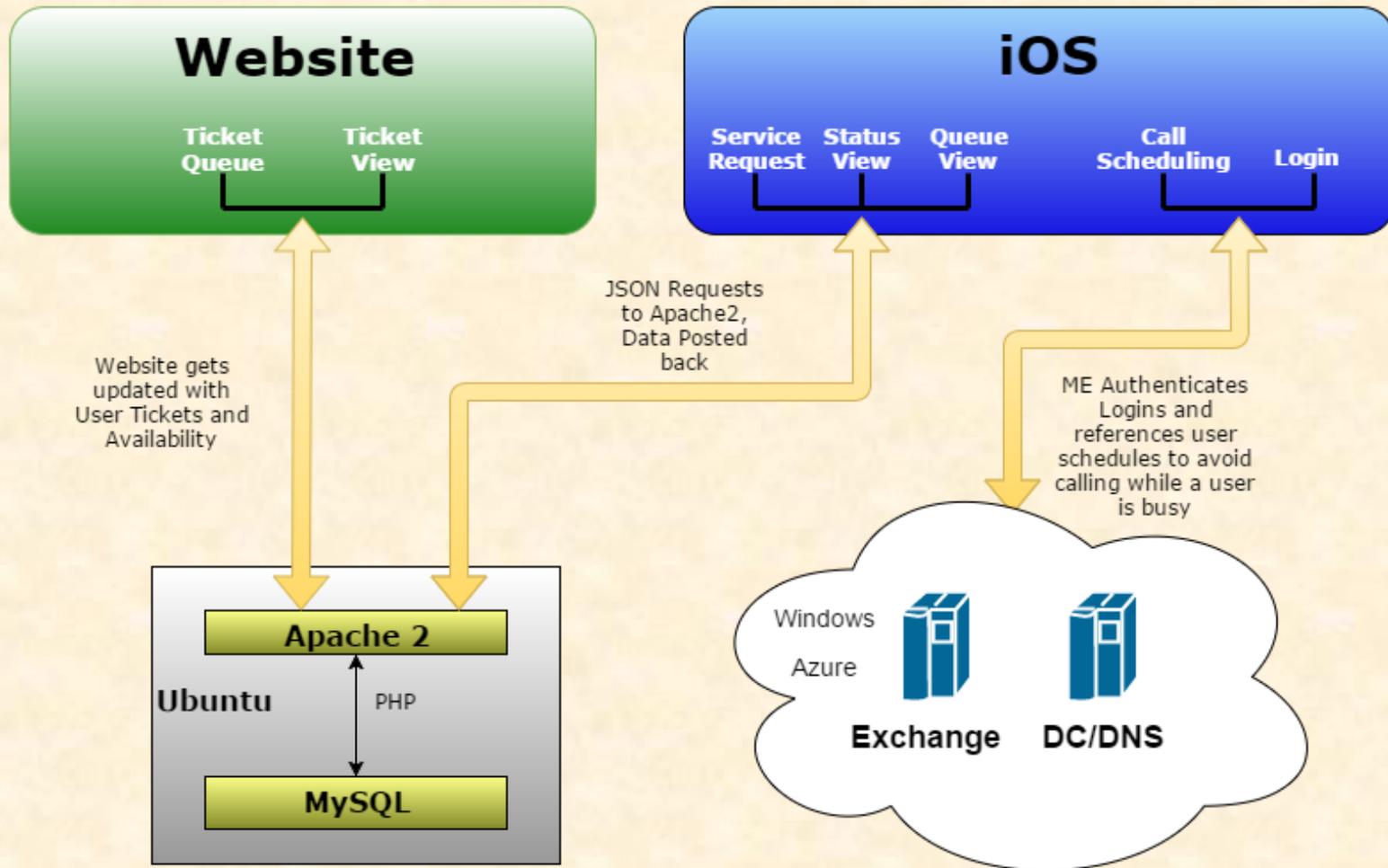


# Project Overview After

- Benefits for GM employees using the mobile app:
  - Fast/Simplified help ticket submission
  - Ability to submit help tickets for multiple issues
  - Receive real time notifications as the tickets are being processed
  - Self help tutorials to solve issues
  - Allows employees to continue with normal daily activities



# System Architecture



# Login

WELCOME TO THE  
**Global Service Desk**  
by



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Username

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Password

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Login

WELCOME TO THE  
**Global Service Desk**  
by



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user@gm.com

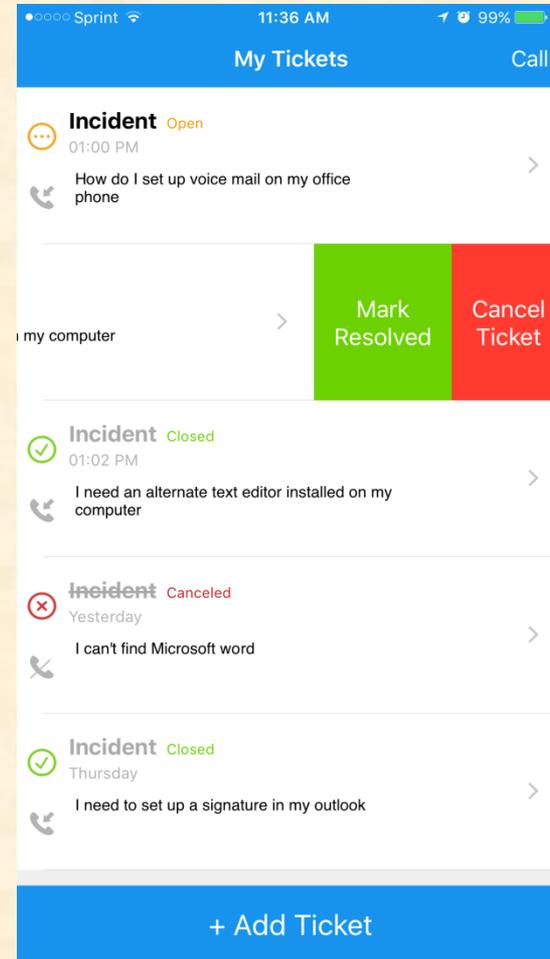
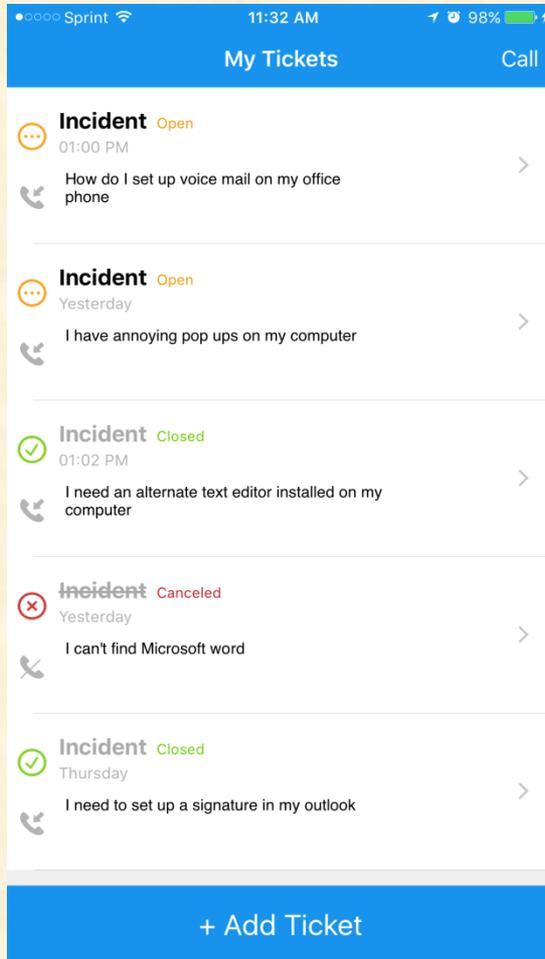
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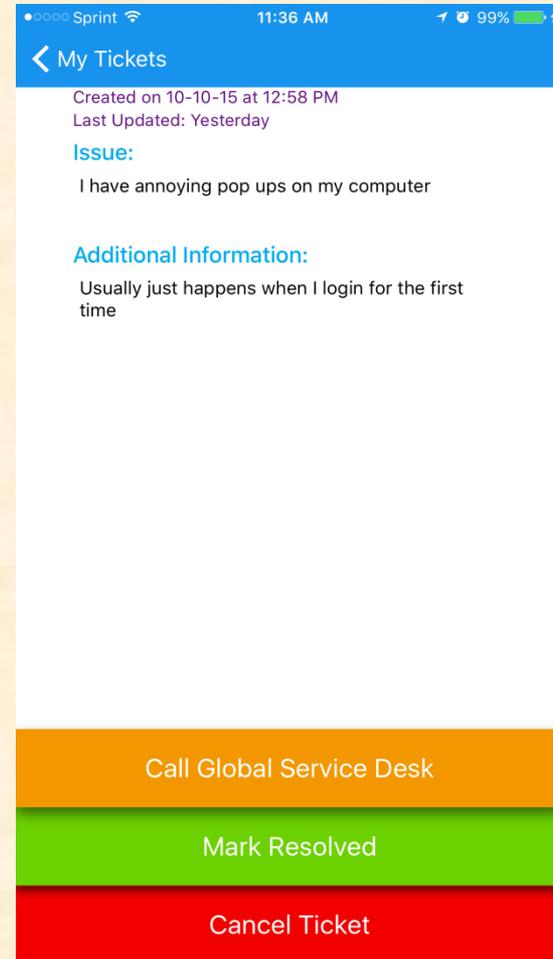
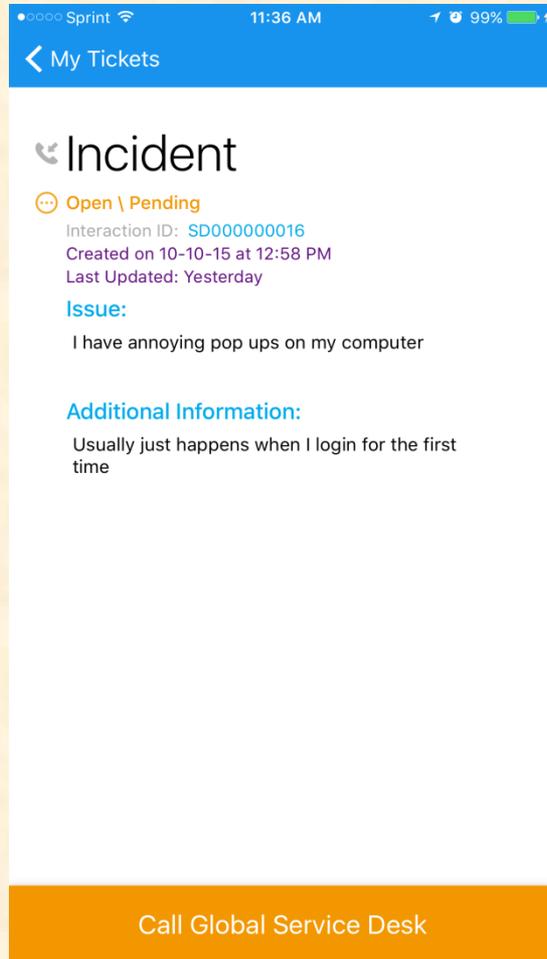
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Login

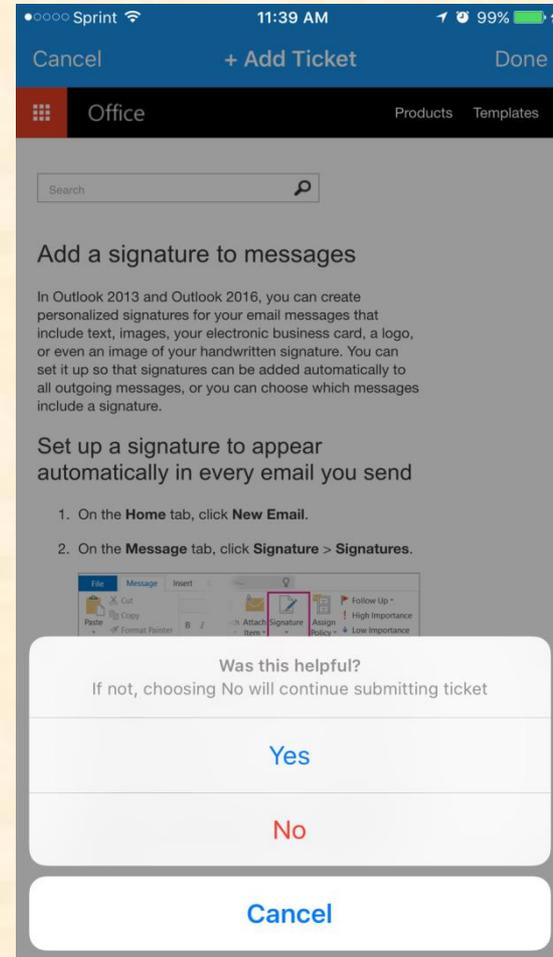
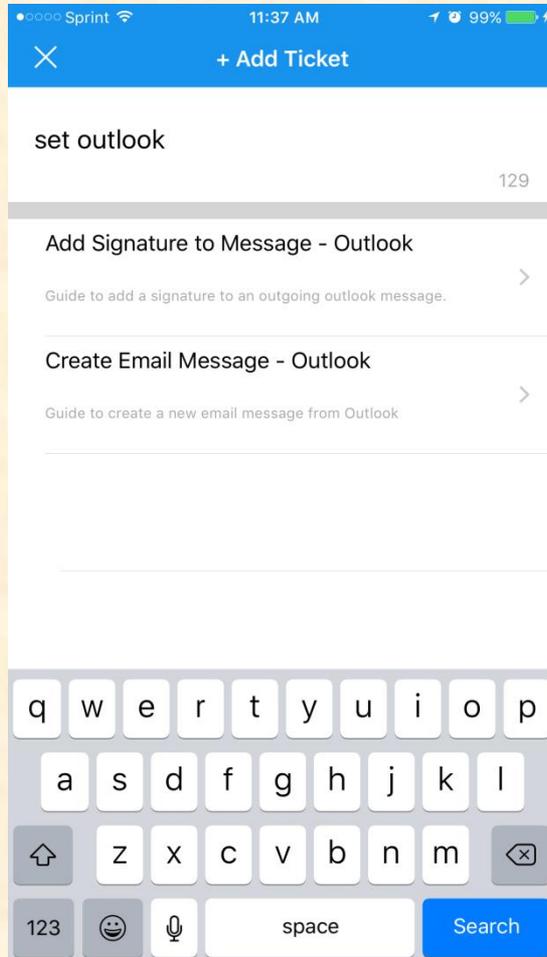
# Tickets List



# Details View



# Issue Input/Search

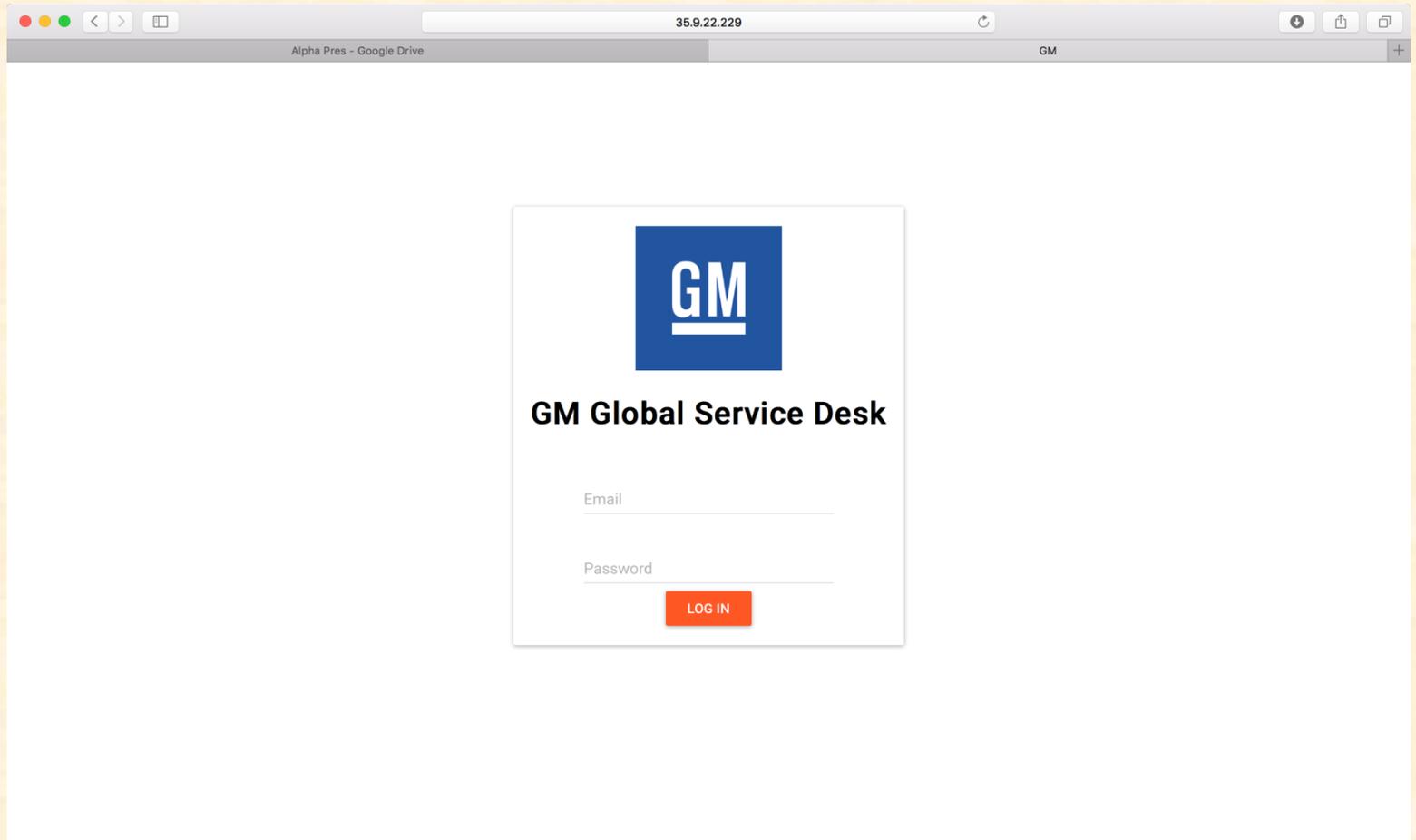


# Ticket Submission

The screenshot shows a mobile application interface for submitting a ticket. At the top, the status bar displays 'Sprint', '11:38 AM', and '99%' battery. The app header is blue with 'Back' on the left and '+ Add Ticket' on the right. The main content area is white and contains the following elements:

- Issue:** A text input field containing 'I need to update my signature in outlook' with a character count of '100' on the right.
- Additional Information:** A text input field with the prompt 'Any other information we should know?' containing 'I've looked in settings and options and I can't find the area to set one at' with a character count of '175' on the right.
- Selection:** A section titled 'Please select one' with two buttons: 'CALL ME' (with a blue phone icon and a curved arrow) and 'NO CALL' (with a grey phone icon and a diagonal slash).
- Submit:** A blue button at the bottom labeled 'Submit'.

# Web Login



# Web Ticket Queue

The screenshot displays a web application interface for a ticket queue. At the top, there are navigation tabs for 'Global' and 'Personal', with 'Global' selected. A search bar and utility icons are located in the top right corner. The main area contains a table with the following columns: Interaction ID, Category, Title, Phase, Status, Contact By, and Submitted On. Below the table, there is an information icon, two buttons labeled 'CONTACT' and 'RESOLVE', and a detailed view for the selected ticket (Interaction ID: SD000000033).

Interaction ID	Category	Title	Phase	Status	Contact By	Submitted On
<input type="checkbox"/> SD000000012	Incident	I need to reset my pass...	Pending	Open		10-08-15, 09:19:06 PM ...
<input type="checkbox"/> SD000000020	Incident	how do I add a signatu...	Pending	Open		10-10-15, 02:48:22 PM ...
<input type="checkbox"/> SD000000032	Incident	I need to change my ou...	Pending	Open		10-14-15, 07:07:28 PM ...
<input type="checkbox"/> SD000000033	Incident	I have a pop up on my ...	Pending	Open		10-14-15, 07:07:51 PM ...

**i**

**CONTACT** **RESOLVE**

Interaction id: SD000000033  
Description: I have a pop up on my screen



# What's left to do?

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- Handle push notifications in iOS app
- Finish MS Exchange integration to web app
- Finish functionality to work tickets on web app
- Improve relevant help-file search algorithm
- User testing using TestFlight

