Alpha Presentation
Asynchronous Service Desk Callback App

The Capstone Experience

Team GM

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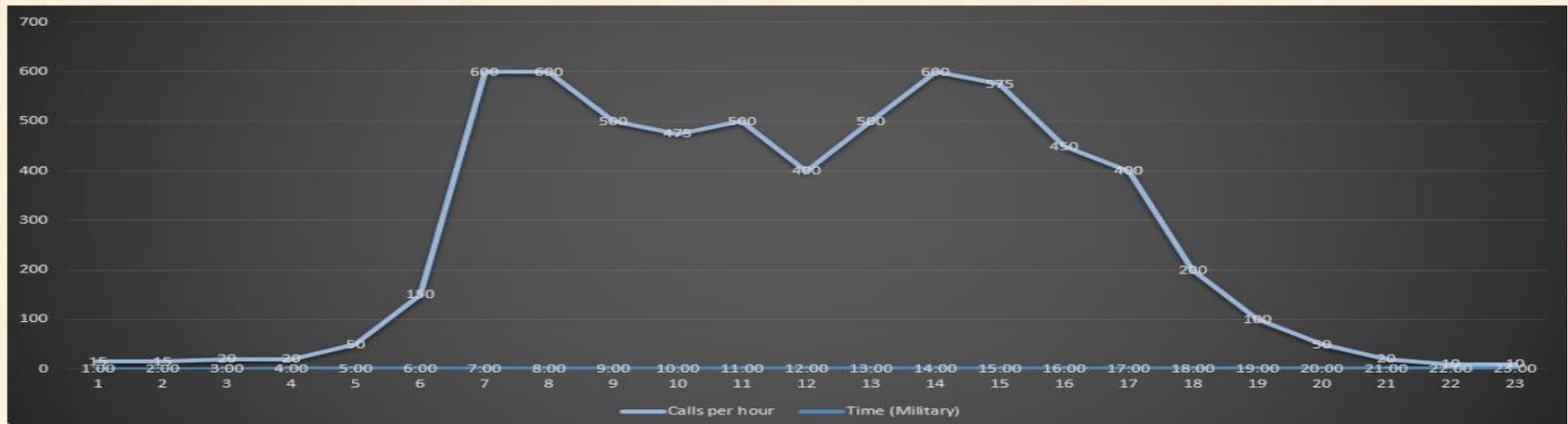Department of Computer Science and Engineering
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Fall 2015

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 peeks 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
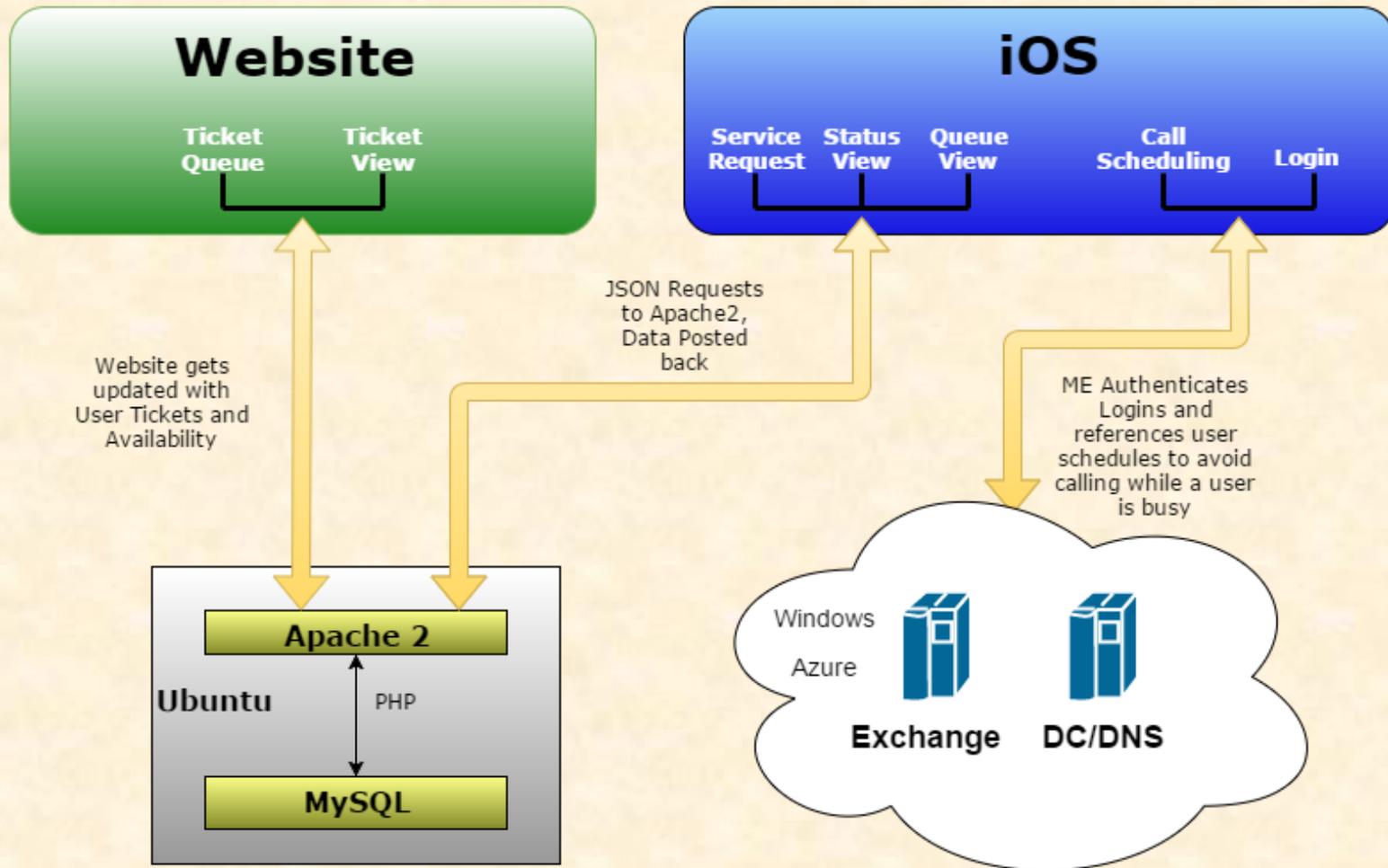- The mobile app takes pressure off the GSD, and smooths the curve.
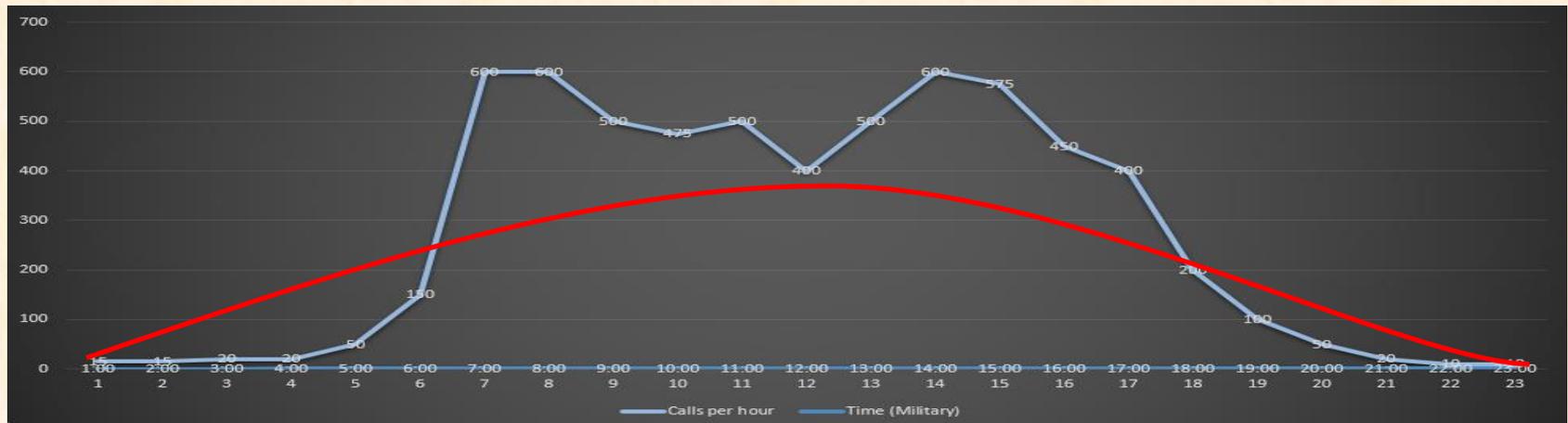
Project Overview After

- 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
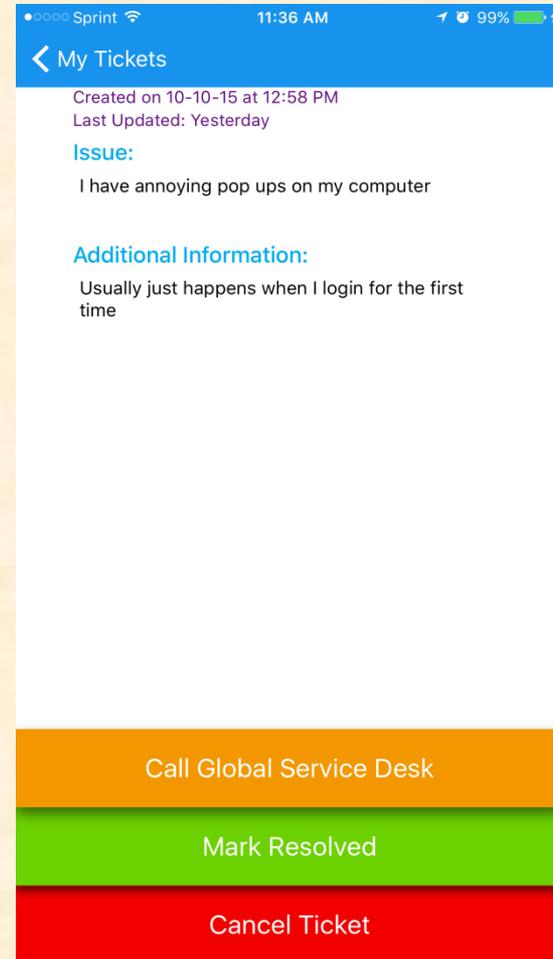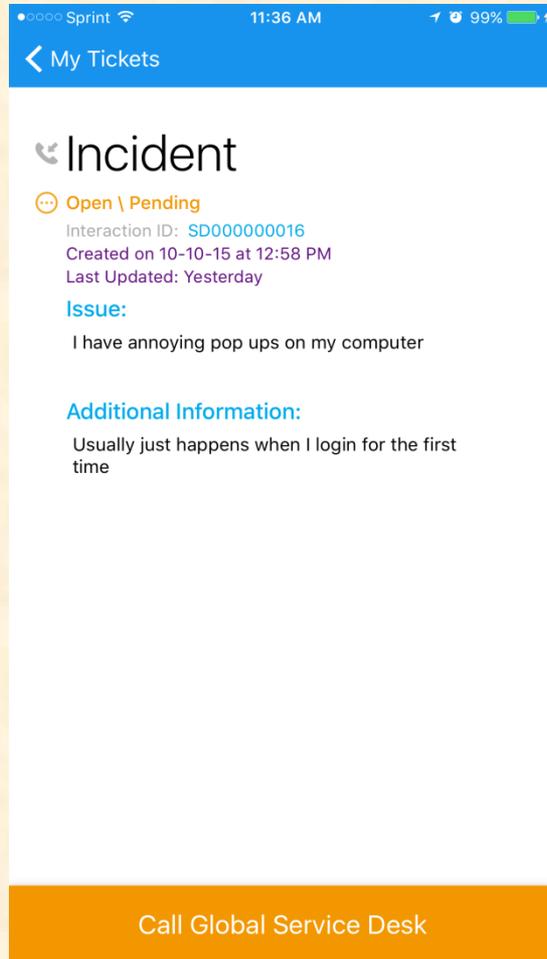   - Allows employees to continue with normal daily activities

System Architecture

Login

Tickets List
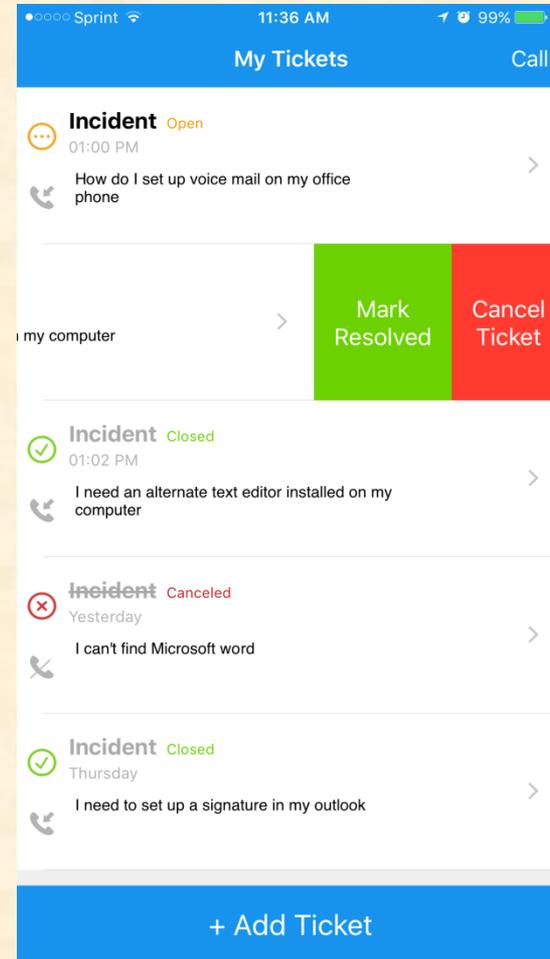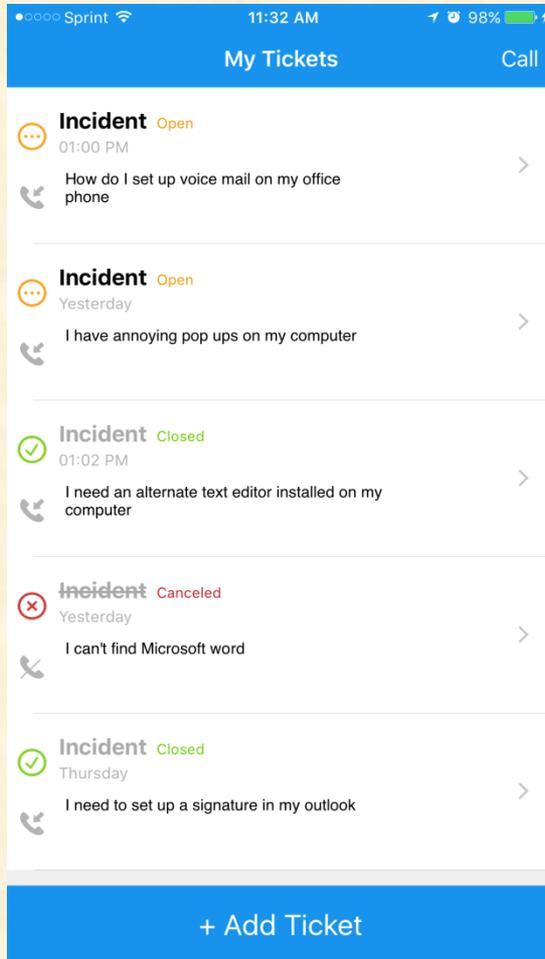
Details View

Issue Input/Search

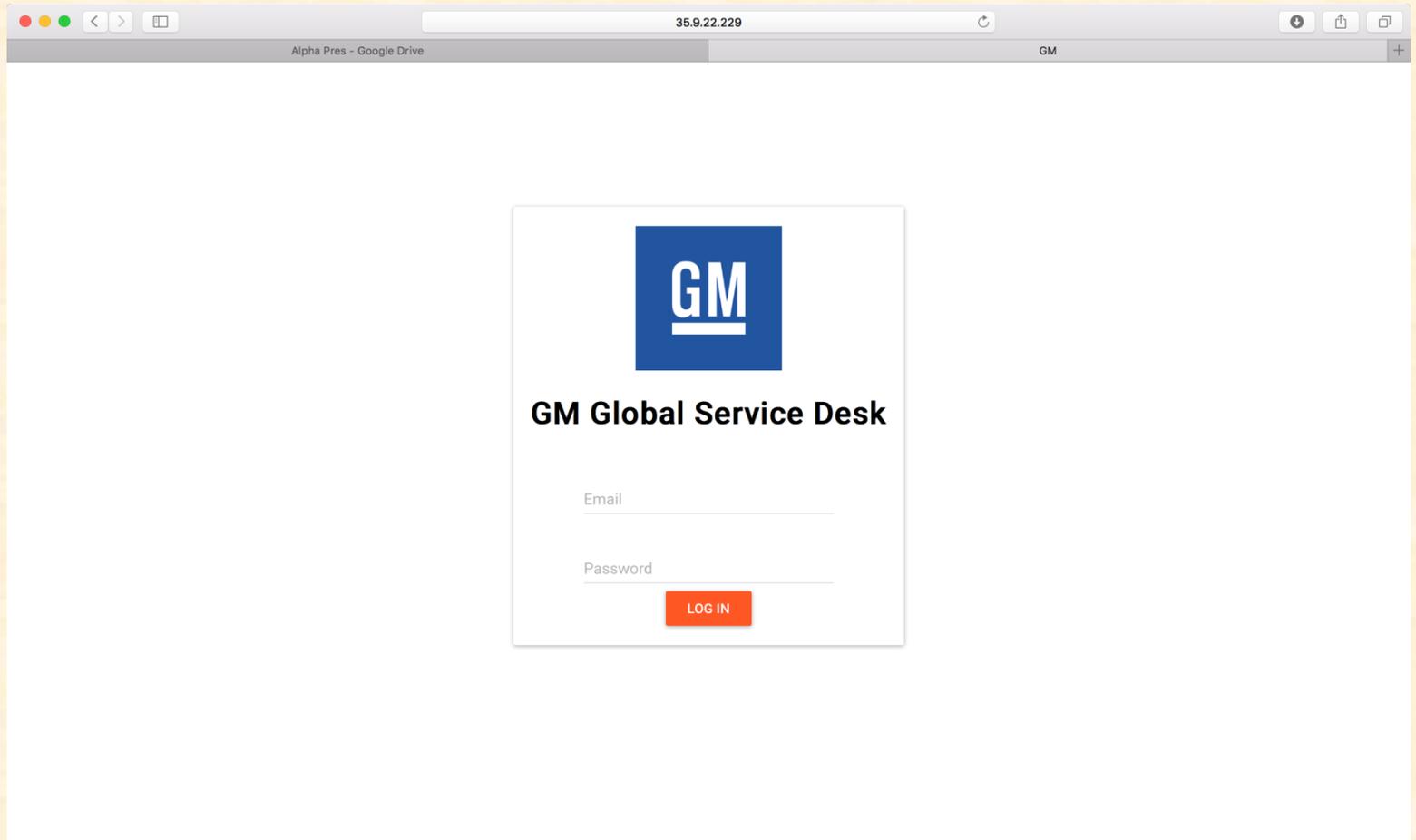# Ticket Submission

Web Login

Web Ticket Queue

What's left to do?

- 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