

MICHIGAN STATE

U N I V E R S I T Y

Beta Presentation

Global Service Desk Mobile App

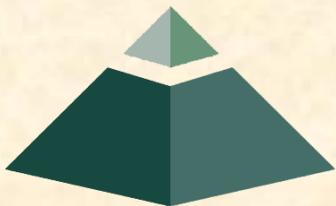
The Capstone Experience

Team GM

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Michigan State University

Fall 2015



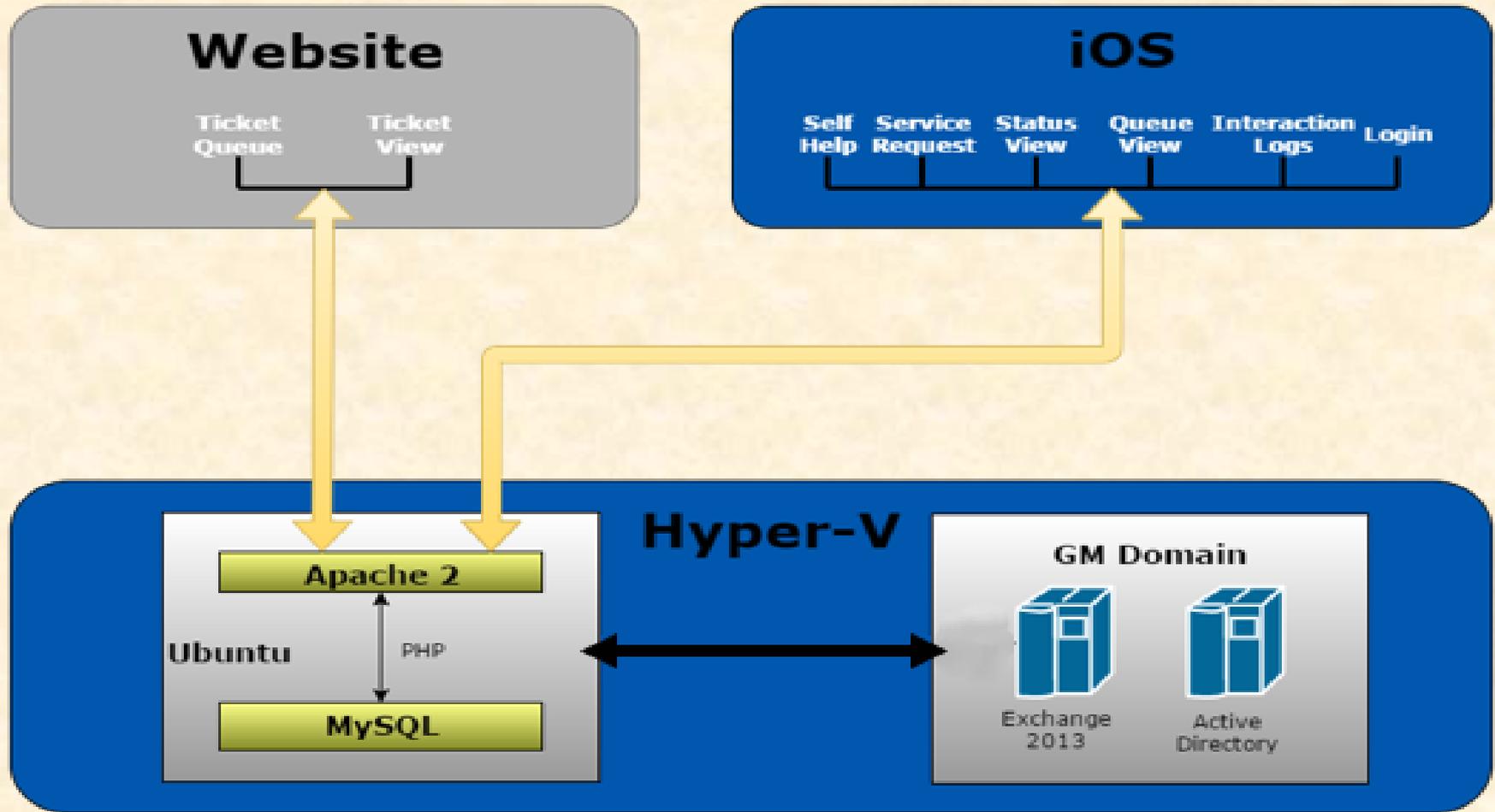
*From Students...
...to Professionals*

Project Overview

- Provide an additional way for users to interact with the Global Service Desk (GSD)
- Allow GSD agents to manage tickets more efficiently
- Streamline the User ↔ Agent interaction as a whole



System Architecture



Login

WELCOME TO THE
Global Service Desk
by



Username

Password

Login

WELCOME TO THE
Global Service Desk
by

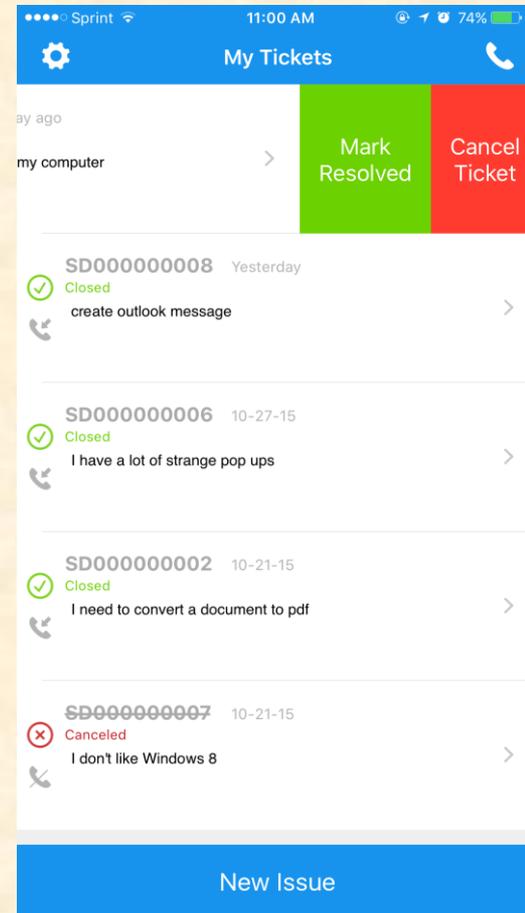
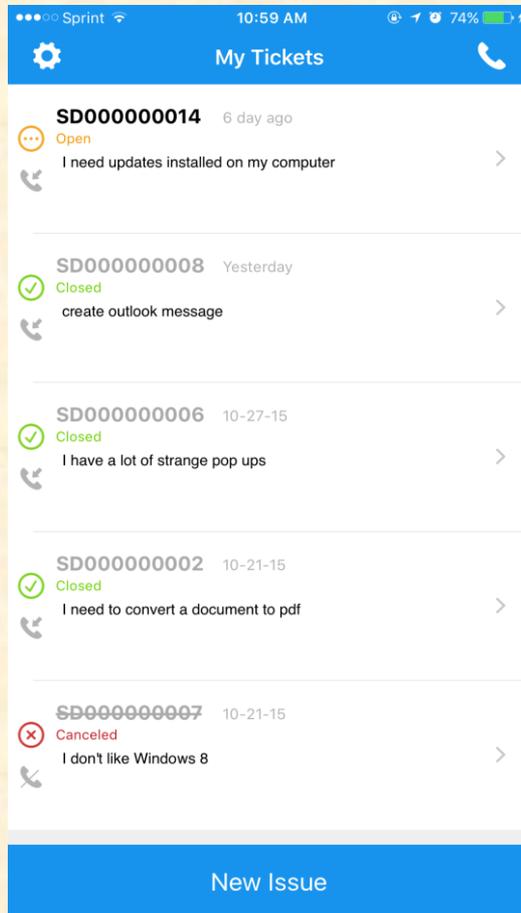


user@gm.com

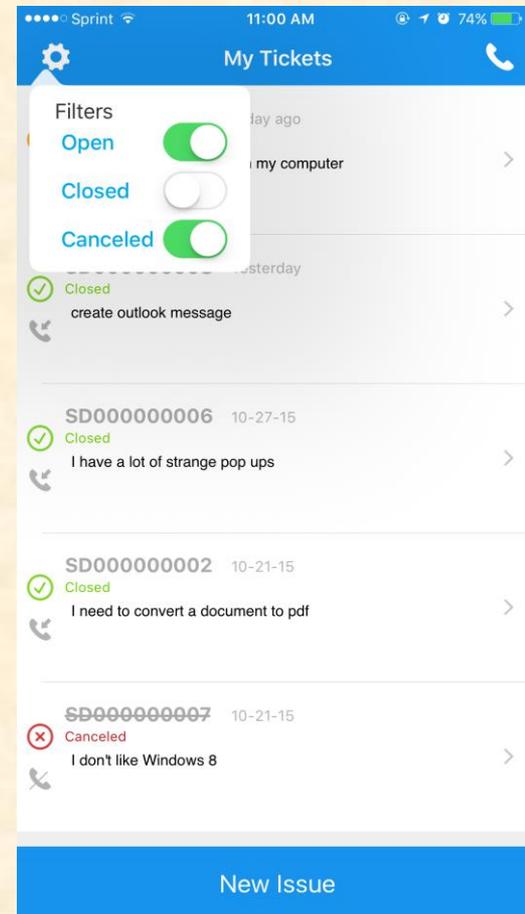
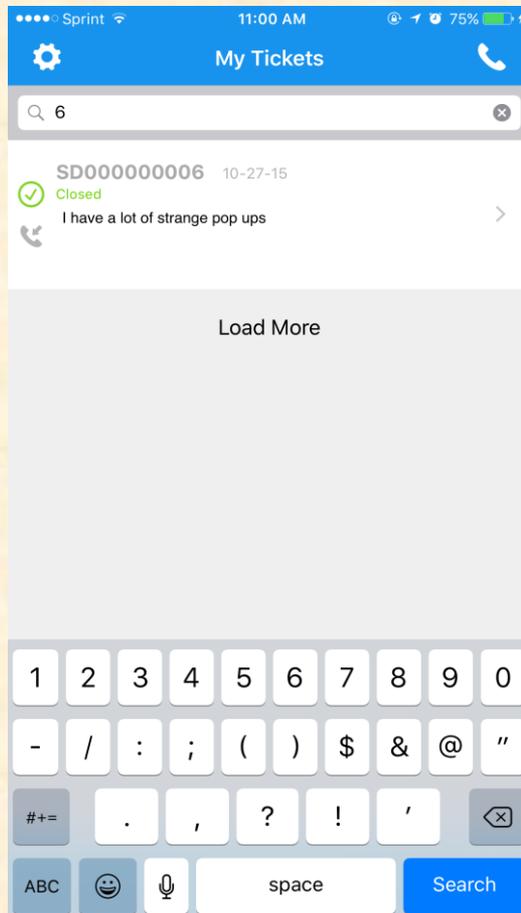
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Login

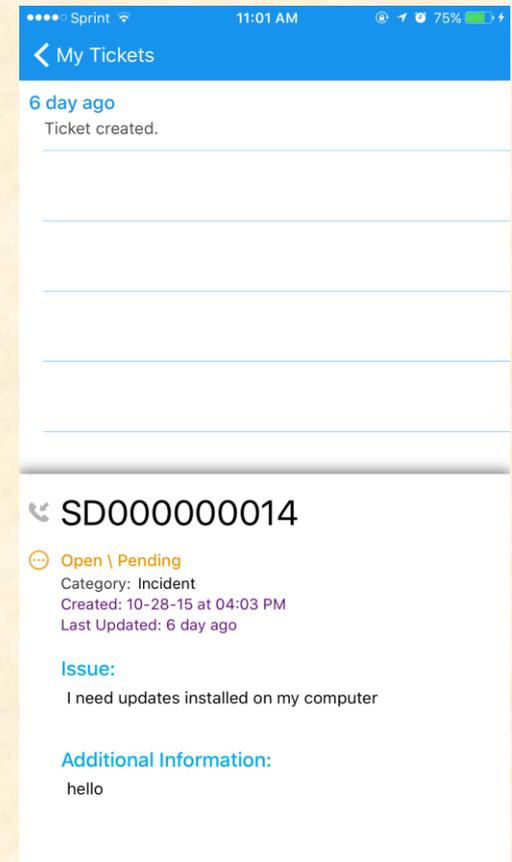
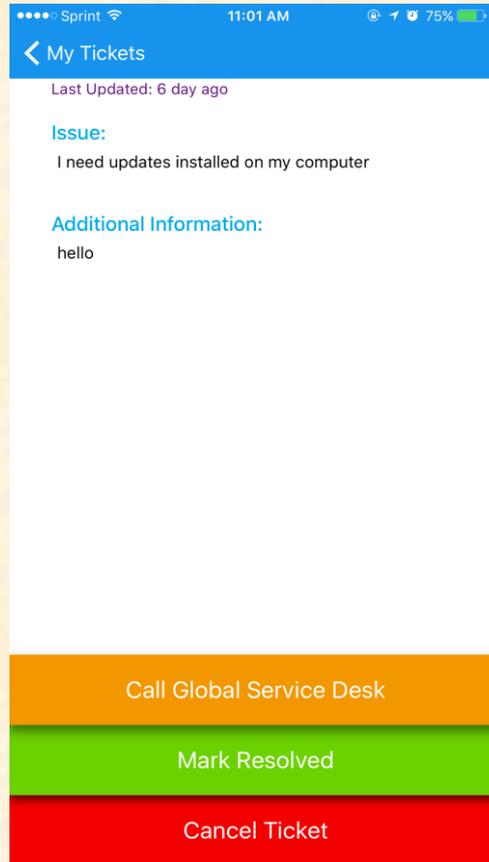
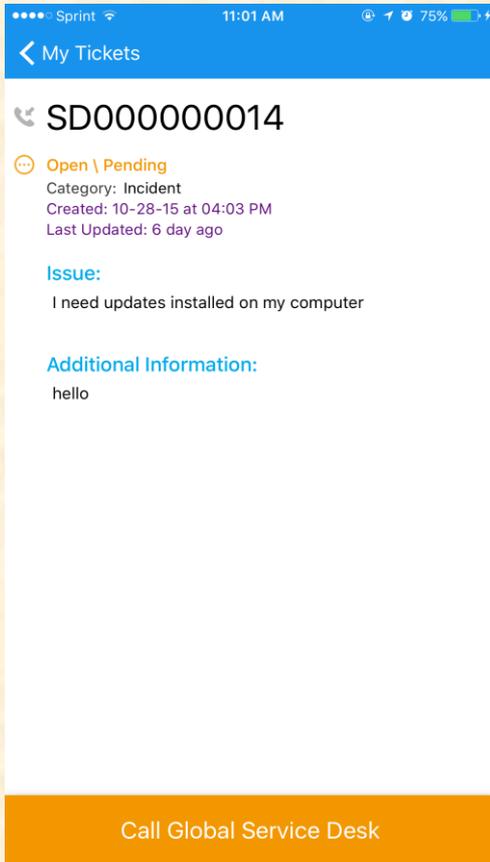
My Tickets



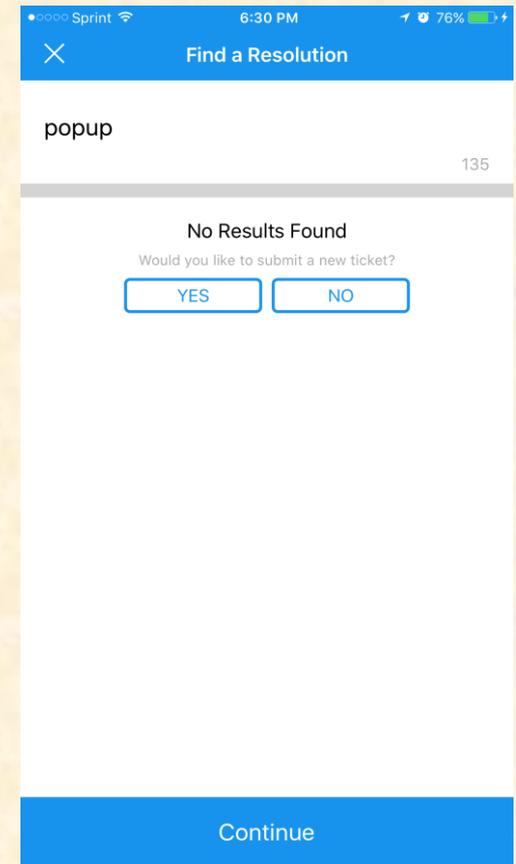
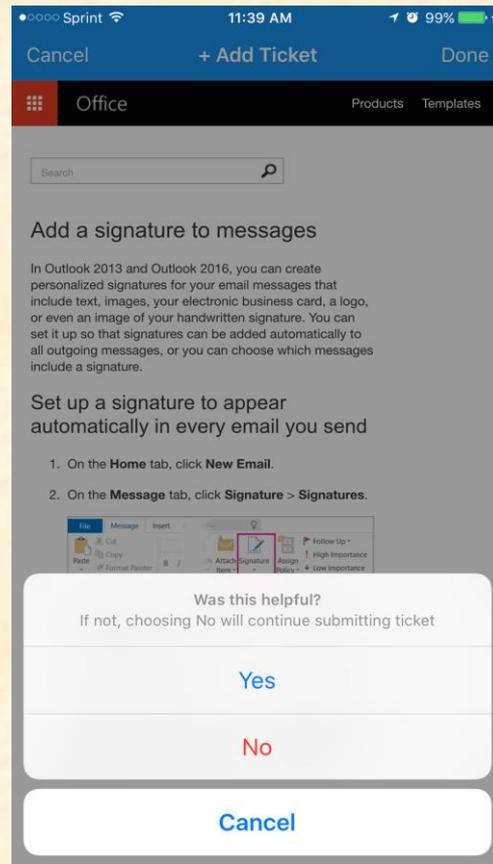
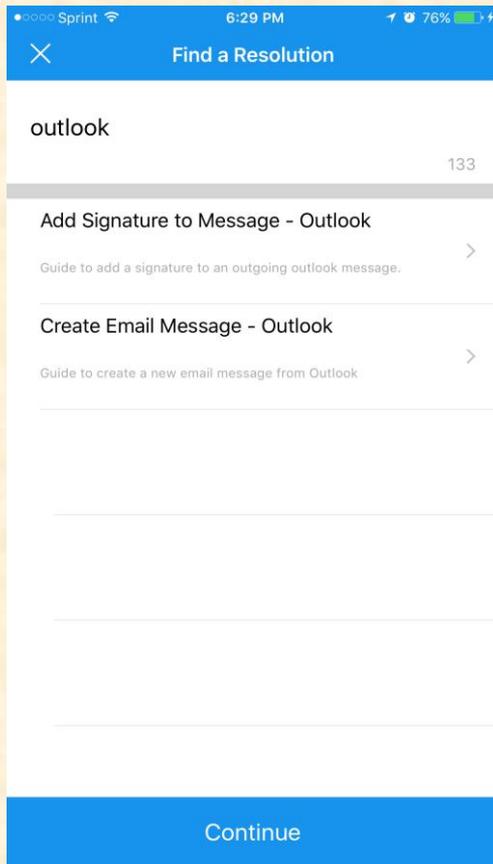
My Tickets Search/Filters



Ticket Details



Find a Resolution



Ticket Submission

Back + Add Ticket

Issue

Popups on my screen 121

Any other information we should know?

When I login into my computer I get the popups seen in the attached image

176

Please select one

CALL ME NO CALL

Submit

Back + Add Ticket

Issue

Popups on my screen 121

Any other information we should know?

When I login into my computer I get the popups seen in the attached image

176

Please select one

CALL ME NO CALL

Submit



Ticket Feedback

The screenshot shows a mobile application interface for providing feedback. At the top, the status bar displays 'Sprint', '6:32 PM', and '77%' battery. The app title 'Rate Your Experience' is in a blue header. Below the header is a star rating system with five stars; the first four are filled blue, and the fifth is an outline. A 'Comments' section contains the text 'What a great process! My support agent was great!'. Below the comment is a score of '90'. At the bottom, there are two buttons: 'Decline' in a red box and 'Submit' in a green box.



IT Service Manager Login



IT Service Manager

The screenshot displays the GM Global Service Desk interface. At the top, there's a navigation bar with the GM logo, 'Global Service Desk', and tabs for 'Global Queue', 'Personal Queue', and 'Feedback'. The user 'John Smith' is logged in. Below this is a table of incidents. The second incident is selected, showing a detailed view on the right. This view includes the user's name 'Corbin Rangler', contact information (Email: ranglerc@gmcapstone.com, Phone: 237-846-2277), and a description of the issue: 'Remove annoying popups'. The status is 'Open' and the phase is 'Pending'. A 'Move to Personal' button is visible at the bottom right of the detailed view.

ID	Type	Description	Status	Phase	Created	Updated	Action
SD000000028	Incident	Uninstall a program from ...	Open	Pending	22 minutes ago	5 days ago	✖
SD000000042	Incident	Remove annoying popups	Open	Pending	3 hours ago	3 hours ago	✔
SD000000038	Incident	ticket queue empty	Open	Pending	a day ago	a day ago	✖
SD000000036	Incident	outlook	Open	Pending	4 days ago	4 days ago	✔
SD000000035	Incident	word	Open	Pending	4 days ago	4 days ago	✖

Corbin Rangler ✔

Email
ranglerc@gmcapstone.com

Phone
237-846-2277

Notes

Interaction ID
SD000000042

Issue
Remove annoying popups

Status
Open

Phase
Pending

Description
I have popups in the bottom right corner of my screen at start up

Move to Personal



What's left to do?

- Code clean up / better documentation
- Project Video
- Keep a look out for bugs

