

MICHIGAN STATE

UNIVERSITY

Beta Presentation

IT Expert Live Help

The Capstone Experience

Team GM

Joe Dinkha

Zack Keith

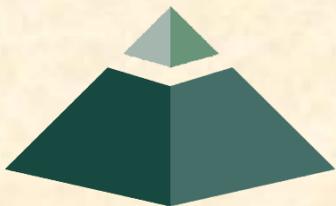
Jacob Price

Jenna Sanocki

Shuhao Zhang

Department of Computer Science and Engineering
Michigan State University

Spring 2016



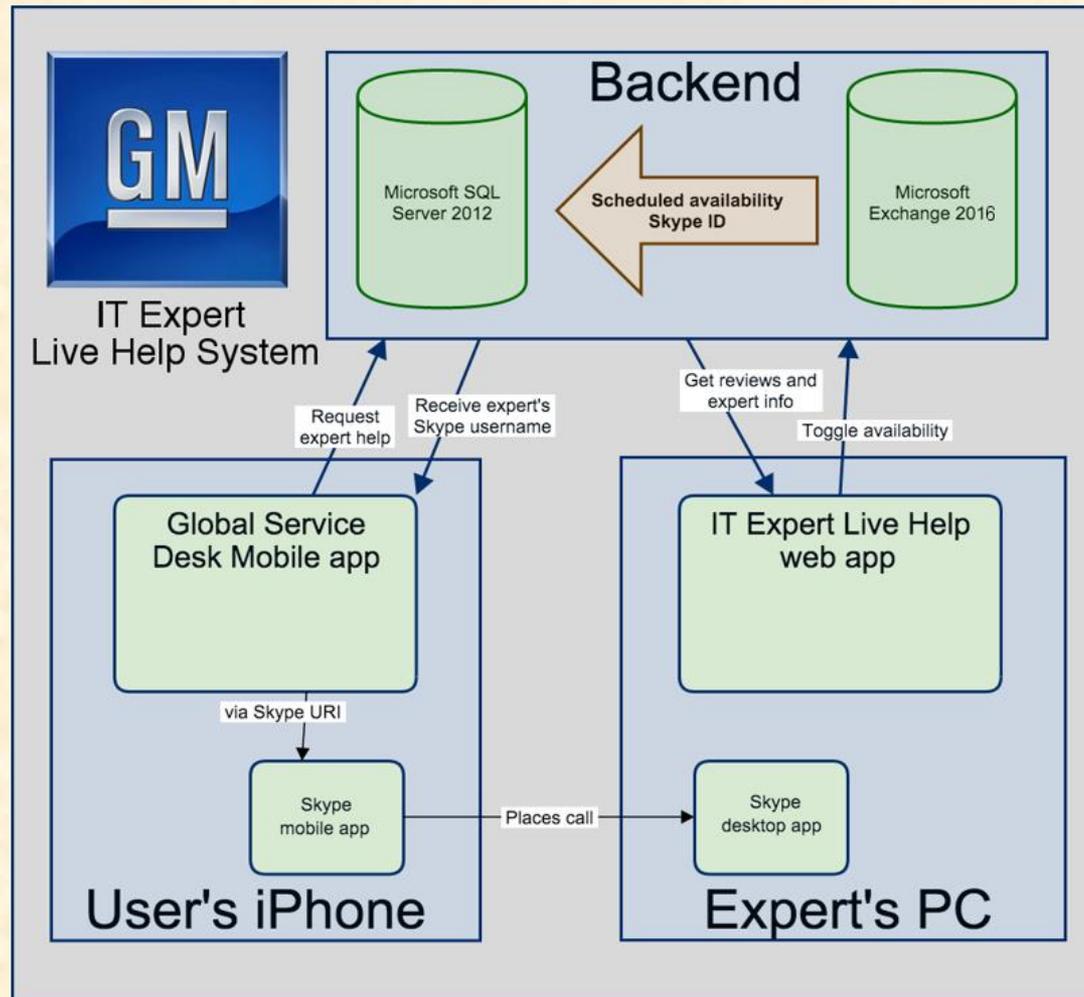
*From Students...
...to Professionals*

Project Overview

- Match users to volunteer technology experts
- Reduce load on formal ticket system
- Speed up resolution of tech issues
- Increase workplace productivity
 - Less time spent on help desk tickets / tool issues



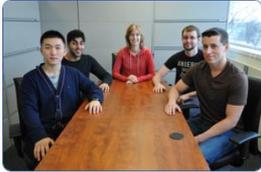
System Architecture



Web App - Expert Dashboard



IT Expert Live Help



Joe Dinkha
★★★★★
Online

Skills

- Microsoft Word
- Microsoft Outlook
- Microsoft PowerPoint
- Desktop
- SharePoint

Save

Leaderboards

Log Out

Calendar

Set Office Hours

Best Feedback

★★★★★
Michael Chen Mar 30, 2016
Thank you for all of your help. You're the man!

★★★★★
Shuhao Zhang Mar 28, 2016
Problem not resolved.

★★★★★
Jenna Sanocki Mar 26, 2016
AWESOME!

Show More Feedback

Worst Feedback

★
Jacob Price Mar 28, 2016
Sorry Joey, looks like you couldn't get it done.

★★★
Jacob Price Mar 28, 2016
Thank you for your effort but you were unable to help me solve my issue Mr. Dinkha.

Show More Feedback



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IT Expert Live Help

by



Do It Myself

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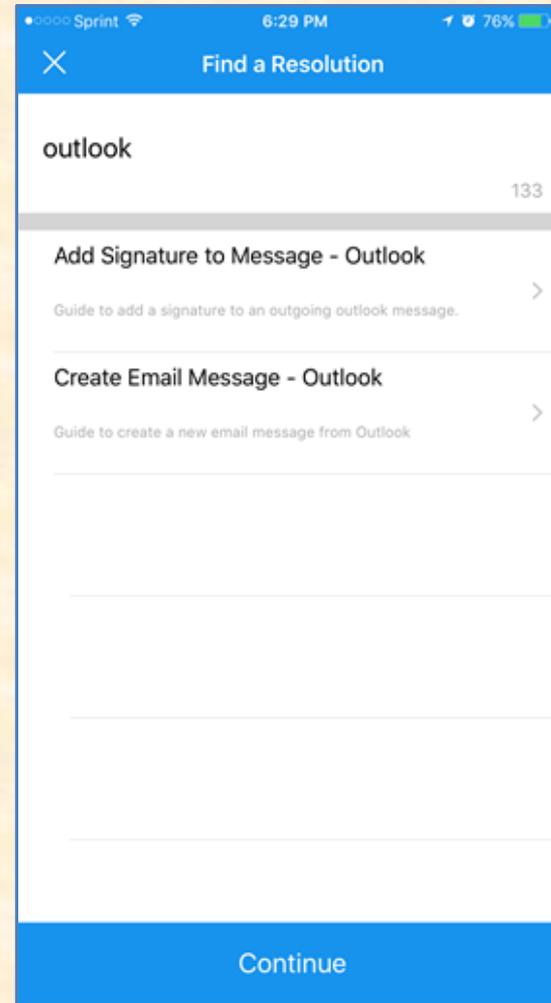
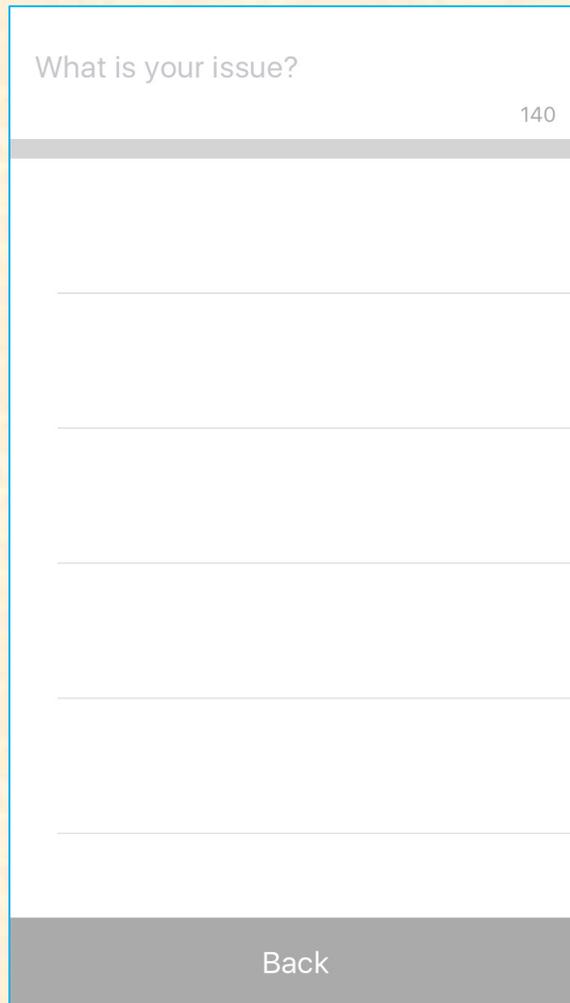


Find Expert

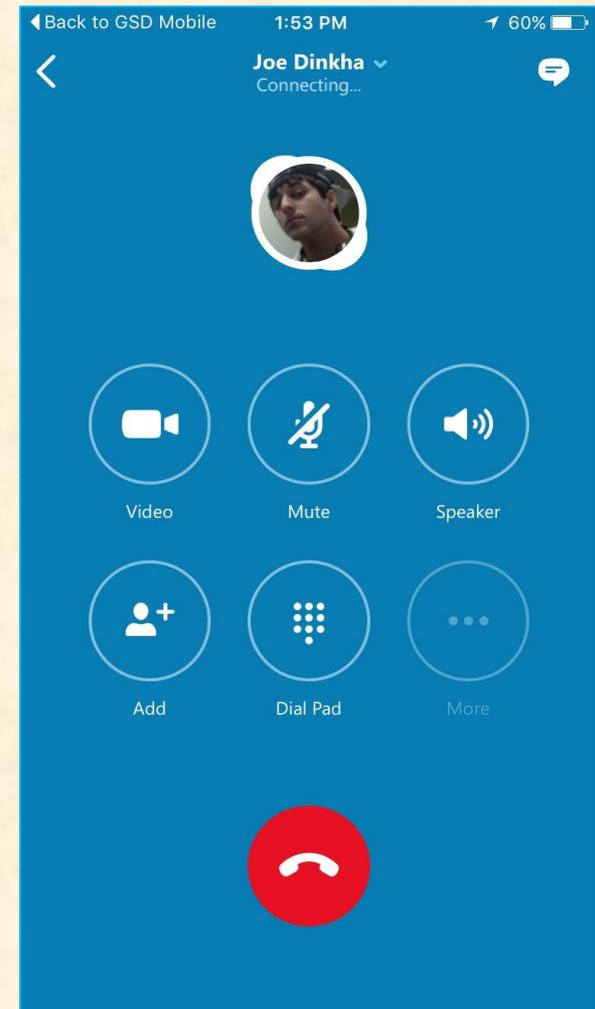
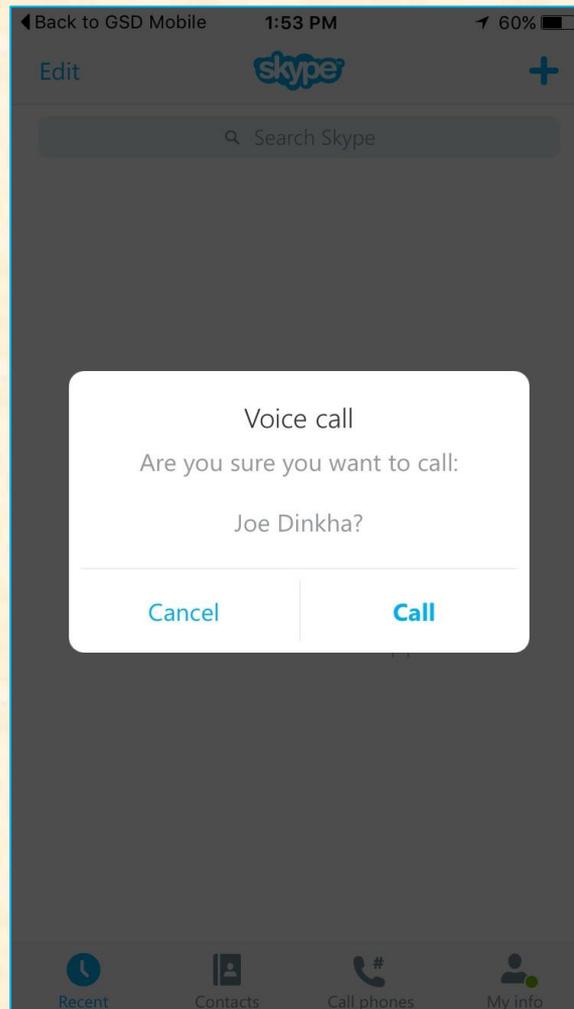
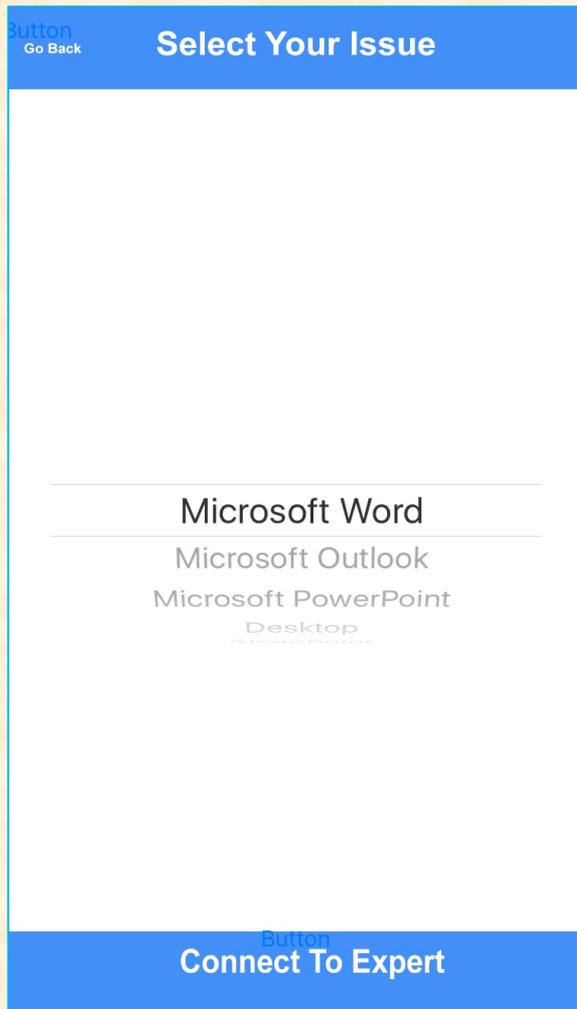
Request live help from a product expert



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Rate Your Experience

★★★★★

Comments

Thank you for all of your help

110

Decline Submit

What's left to do?

- Refine edge cases
 - Dropped/missed calls, expert not signed in / in-call...
- Optimize matchmaking algorithm
- Refine UX/UI for best usability
- Stretch features (leaderboard, incentives, etc..)

