

MICHIGAN STATE

U N I V E R S I T Y

Alpha Presentation

Browser Sharing for Customer Support

The Capstone Experience

Team Amazon

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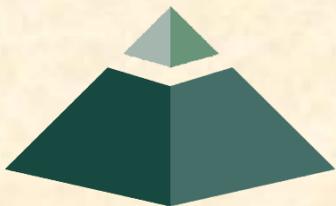
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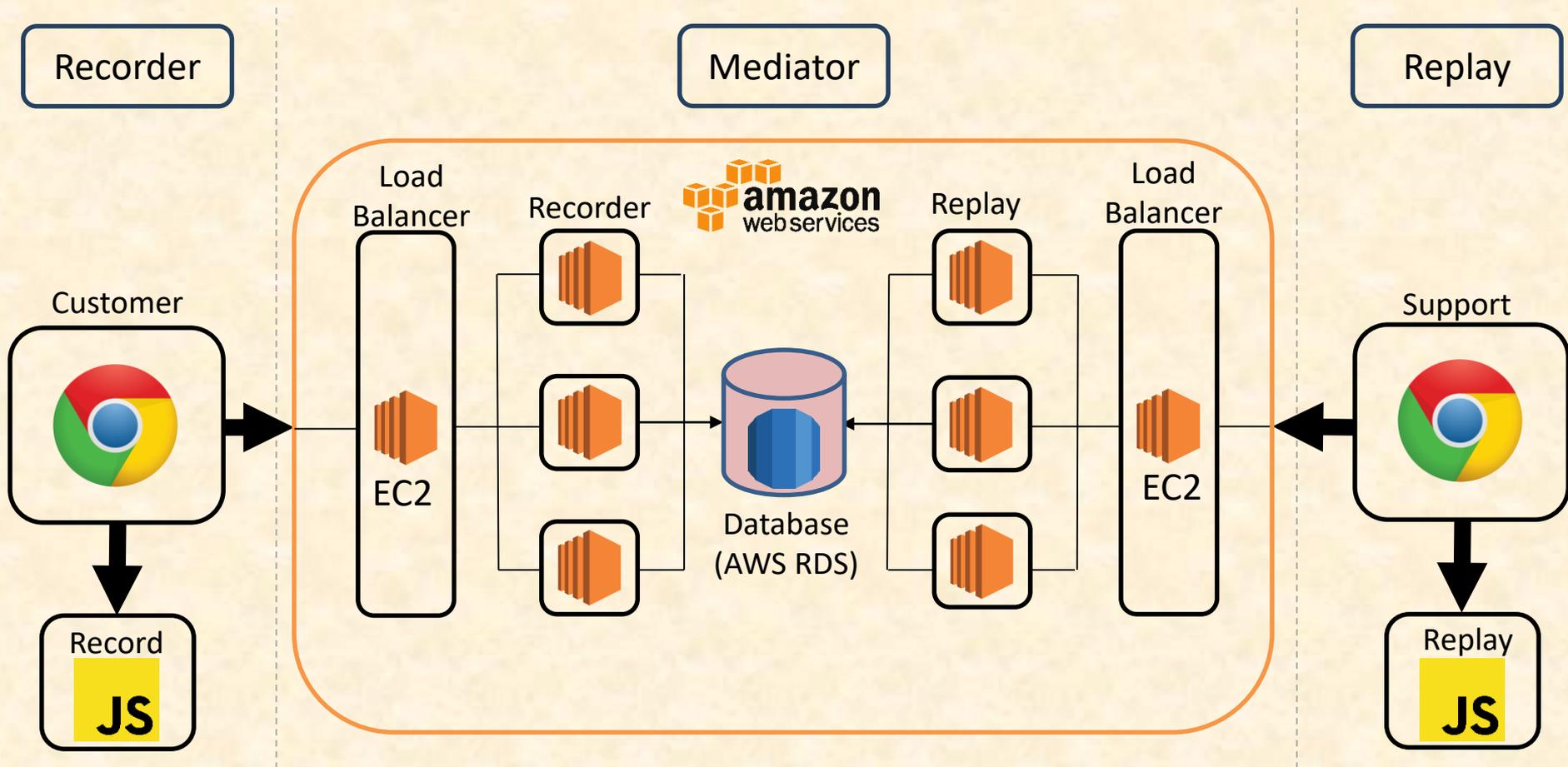
*From Students...
...to Professionals*

Project Overview

- Browser sharing between customer and support representative with no installation required.
- The representative sees exactly what the customer sees.
- Any action taken on the customer side is recorded then replayed on representative side.
- Private customer credentials are masked.



System Architecture



Support Representative Dashboard

Customer Service Representative Dashboard

Search...

- Dashboard
- Replay Testing
- Record Testing

Dashboard

11
New Customers!
[Co-Browse With Next in Queue](#)

12
People Helped
[View Details](#)

Customer Support Queue

Show 10 entries

Name	Time of Entry
Colin Zhong	06:32:00
Eunice Yoon	06:33:00
Jonathan Kushion	07:32:00

Showing 1 to 3 of 3 entries

Previous 1 Next



HTML Element Testing

The screenshot displays a web browser window with the following content:

- Browser Tabs:** Amazon Customer Service, amazon mission statement - Google, localhost:8000/recordTesting.html
- Address Bar:** localhost:8000/recordTesting.html
- Page Title:** Customer Service Representative Dashboard
- Search Bar:** Search... with a magnifying glass icon.
- Navigation Menu:** Dashboard, Replay Testing, Record Testing (selected).
- Main Content Area:**
 - Forms**
 - Basic Form Elements**
 - Text Input:** A text input field containing "Another input" with a block-level help text "Example block-level help text here." below it.
 - Text Input with Placeholder:** A text input field with the placeholder text "Enter text".
 - Static Control:** A text input field containing "email@example.com".
 - Text area:** A text area containing the text: "Our vision is to be earth's most customer-centric company; to build a place where people can come to find and discover anything they might want to buy online."
 - Checkboxes:** Three checkboxes labeled "Checkbox 1", "Checkbox 2", and "Checkbox 3". "Checkbox 1" and "Checkbox 2" are checked.
 - Inline Checkboxes:** Three checkboxes labeled "1", "2", and "3". "2" is checked.
 - Radio Buttons:** A section header for radio buttons.
 - Disabled Form States**
 - Disabled input:** A disabled text input field.
 - Disabled select menu:** A disabled select menu with "Disabled select" selected.
 - Disabled Checkbox:** A disabled checkbox.
 - Disabled Button:** A disabled button labeled "Disabled Button".
 - Form Validation States**
 - Input with success:** A text input field with "Succeeded" and a green border.
 - Input with warning:** A text input field with "Warned" and a yellow border.
 - Input with error:** A text input field with "Error" and a red border, accompanied by a "Need Assistance" button.



Masking Personal Information

The screenshot shows the Amazon website's 'Your Addresses' page. At the top, there's a navigation bar with the Amazon logo, a search bar, and various utility links like 'Browsing History', 'TeamAmazon.com', 'Today's Deals', 'Gift Cards', 'Whole Foods', 'Registry', 'Sell', and 'Help'. A promotional banner at the top reads 'SEE SOMETHING NEW, EVERY DAY. TAKE A LOOK' with several product icons. Below the navigation, the page title is 'Your Account > Your Addresses'. A green notification box at the top center says '✓ Address saved'. The main section is titled 'Your Addresses' and contains two elements: a dashed box with a plus sign and the text 'Add Address', and a card for an existing address. The address card shows the name 'Hello Yes', a masked address '*****', the country 'United States', and a link to 'Add delivery instructions'. At the bottom of the card are links for 'Edit', 'Delete', and 'Set as Default'. Below the address card, there's a 'Related' section with links for '1-Click Settings', 'Fresh address book', and 'Change address on an open order'. At the very bottom, a footer area contains the text 'Your recently viewed items and featured recommendations' and 'Inspired by your browsing history'. The page number 'Page 1 of 7' is visible in the bottom right corner.



Masking Personal Information

The screenshot shows the Amazon 'Your Addresses' page. A callout box highlights the masked information for an address. The callout box contains the following text:

Hello Yes

United States

[Add delivery instructions](#)

[Edit](#) | [Delete](#) | [Set as Default](#)

The main page shows a confirmation message 'Address saved', a list of addresses (one masked), an 'Add Address' button, and a 'Related' section with links to '1-Click Settings', 'Fresh address book', and 'Change address on an open order'.



Button Injection

Amazon.com: Alexa Voice Remote

SEE SOMETHING NEW, EVERY DAY. TAKE A LOOK

amazon Try Prime Amazon Devices

Deliver to East Lansing 48824

Amazon Devices & Accessories > Amazon Device Accessories > Controllers & Remote Controls

Alexa Voice Remote for Amazon Echo

by Amazon

★★★★☆ 2,416 customer reviews | 1000+ answered questions

List Price: \$29.99
With Deal: **\$19.99** ✓prime

FREE Shipping on orders over \$25—or get FREE Two-Day Shipping with Amazon Prime
You Save: \$10.00 (33%)

In Stock.
Want it Wednesday, Feb. 20? Order within 3 hrs 18 mins and choose Two-Day Shipping at checkout. Details
Ships from and sold by Amazon Digital Services LLC. Gift-wrap available.

- Official remote for Echo Plus, Echo (1st and 2nd generation), Echo Dot (1st, 2nd and 3rd generation), Echo Show (1st and 2nd generation) and Echo Spot. (Not compatible with Amazon Tap)
- Connects to Echo products via Bluetooth
- Includes an integrated microphone for when you are too far away or it's too noisy for Echo to hear you
- Dedicated buttons for volume up, volume down, play/pause, previous, and next
- Remote works with one Echo at a time

Used & new (2) from \$13.62 & FREE shipping on orders over \$25.00. Details

Share 2K+ Shares

Qty: 1

Add to Cart Buy Now

Deliver to East Lansing 48824

Add to List

Other Sellers on Amazon

Used & new (2) from \$13.62 & FREE shipping on orders over \$25.00. Details

Frequently bought together

Need Assistance?

Total price: \$94.97



What's left to do?

- Chat box implementation.
- Optimization
 - Record
 - Replay
 - Data transmission
- Possibly implement stretch goal.



Questions?

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