Alpha Presentation
Browser Sharing for Customer Support

The Capstone Experience

Team Amazon

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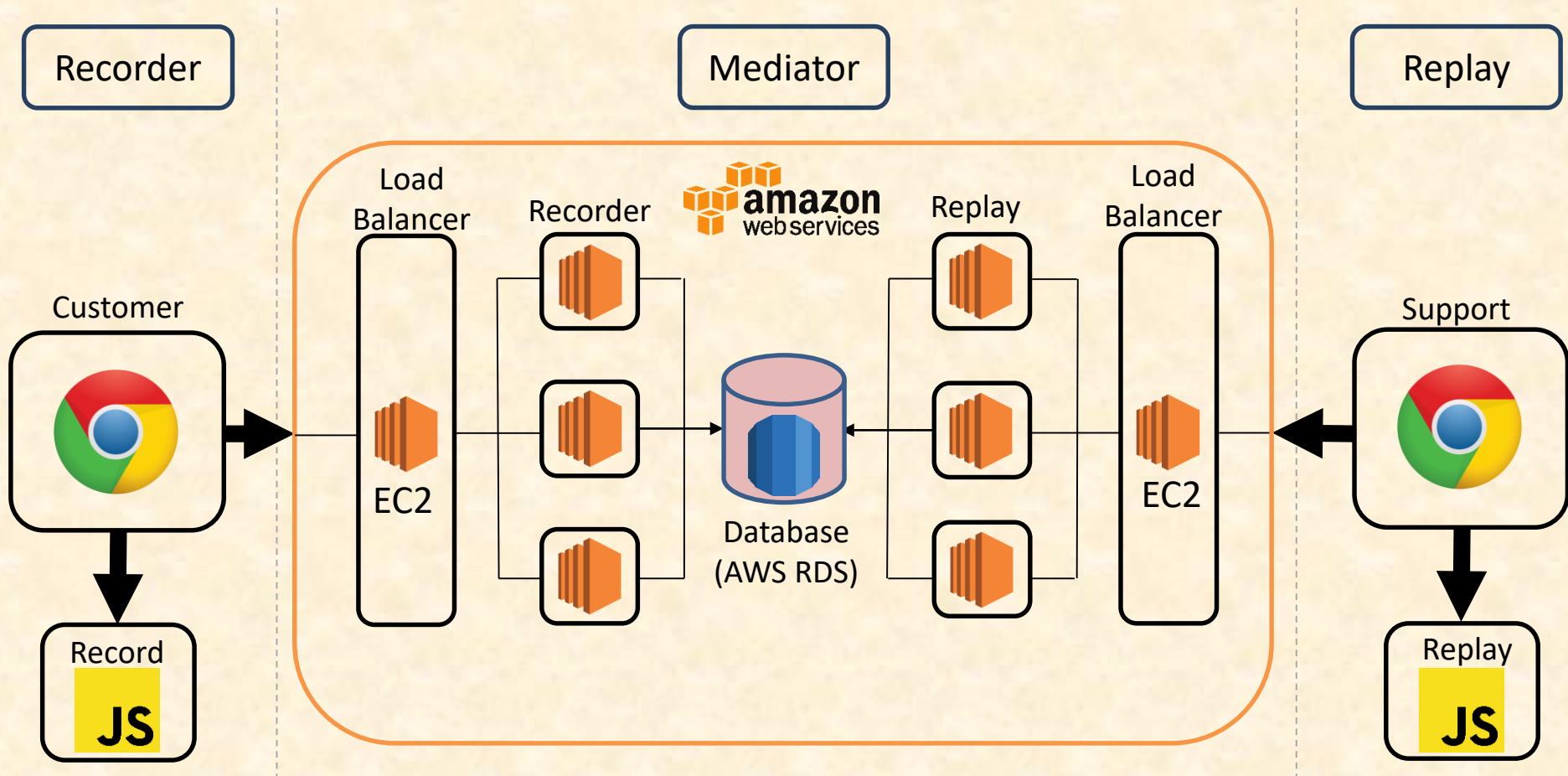Rahul Yalamanchili
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From Students…
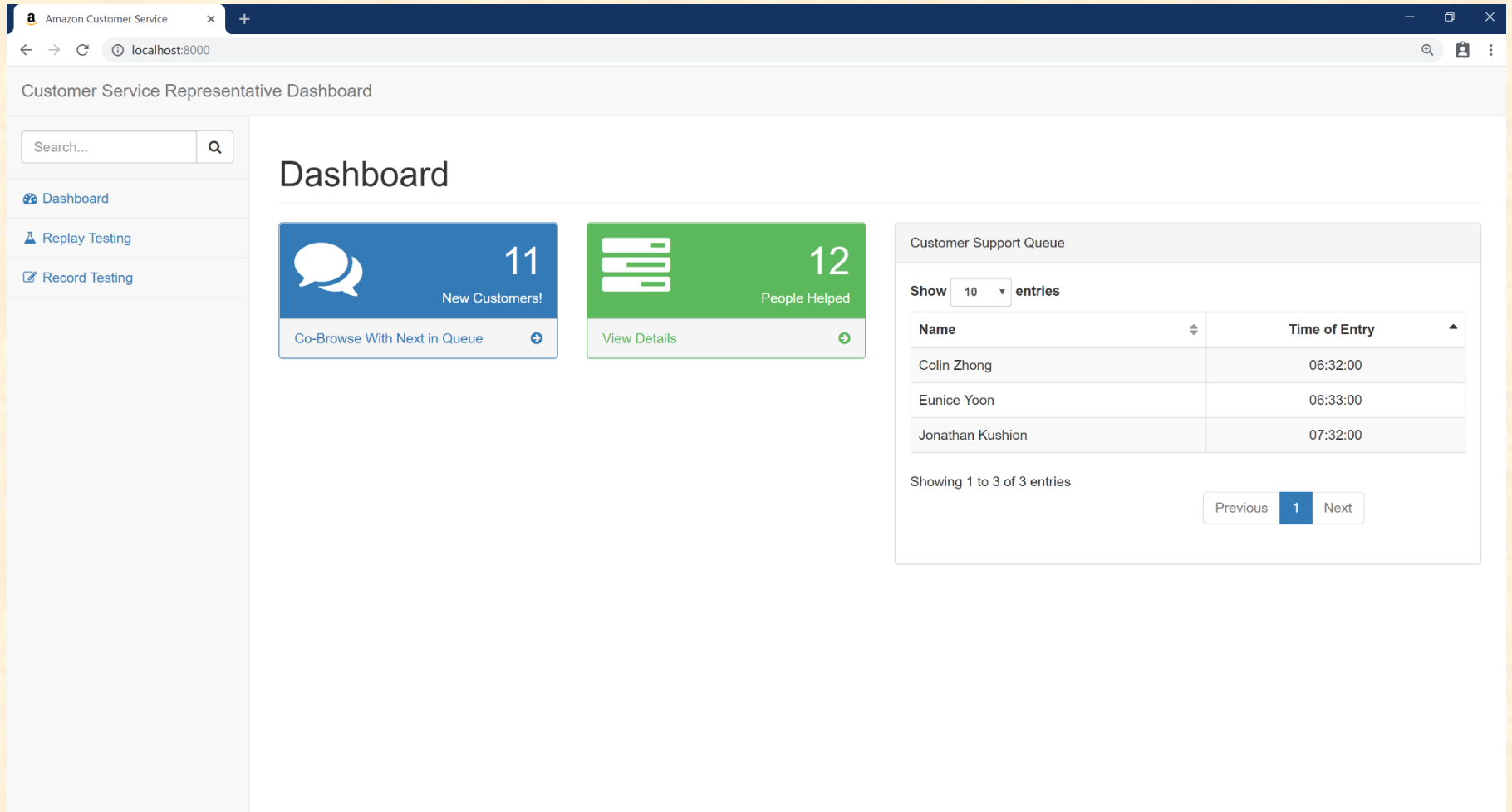*…to Professionals*

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

HTML Element Testing

Masking Personal Information

Masking Personal Information

Button Injection

What's left to do?

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

Questions?

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